

I have been a Green Loans assessor since September 2009. With a scientific background, I believed that this program could really make a difference at a ground level. I joined GLACO after spending much of my time door knocking to make appointments. GLACO offered to take the routine part of the business out so that I could spend my time doing what I had been trained to do, help householders recognize areas where they could save on their water and electricity bills.

In January 2010, GLACO was in breach of their contract with me and all other assessors. They had failed to pay us within 24 hours of receiving our money from DEWHA and had decided to increase the amount we were to pay them in direct breach of our agreement. I personally spoke to _____ at the DEWHA pay office and to _____ about the failure of GLACO to pay the assessors who used their services. At no stage was I offered any alternative payment system despite my fears that I would not get paid. I was told that since my contract was with GLACO, I HAD to invoice through them.

Were my concerns and the concerns of my fellow assessors passed on to anyone else in DEWHA?

We were unable to contact anyone else as everything was conveyed through emails, most of which disappeared into cyberspace. We were abandoned by DEWHA, the organization which we paid for our contract. The failure of DEWHA to acknowledge our concerns and act on them left us with no choice but to invoice through GLACO which resulted in me personally losing over \$16000 for half my January invoices and all of my February invoices.

I place the blame squarely on the Federal Government.

I have not received any pay since the second week of January. I am a sole parent with a large mortgage and two children to support. It is now the 13th April.

I accuse the Government of Gross negligence resulting in my massive loss of income. Since the Green Loans program was then changed to allow assessors to perform only 5 assessments per week, I have no way of recovering my lost income.

I sold my small business in September to take up the job as a Home Sustainability assessor on the understanding that there would be only 2000 assessors and that we could perform up to 5 assessments per day should we so choose. The Government then decided to change the rules as they went along, failed to provide a workable website and call centre and then left no avenue for assessors to protect themselves against the scammers at GLACO despite masses of phone calls, emails and forum postings.

I urge the Government to accept responsibility for the mess that GLACO assessors have found themselves in. I ask that you pay us the money we worked long and hard for and then take legal action to recover the stolen Government money from Mr. Trevor McTaggart of GLACO.