

**I am an Assessor HO 52253  
Edmund Hapsburg**

**submission**

I spent the better part of \$4000 to start trading on what should have been a reasonably run program.

It was grossly mis managed in a number of ways;

1 unfair advantage given to salesforce

2 unable to get on phone or book direct on line(even though fieldforce did) in this the twenty first century is farcical and smells of covering something up

3 letting insulation go into un assessed homes thereby providing the means for a roort at best

4 too many asesors being licensed - the government has a duty of care if it has a body that registers assessors - why have one ?? give it some power to do QA

4.1 assessors doing half baked jobs in 10 minutes that don't even speak english - better vetting of training companies

5 not allowing assessors to work for themselves and having an archiaic sub license system forcing them to work under call centres that pay half the amount and pay late if at all

6 assessors should be able to work for them selves and hire call centres to book for them and assesor pay the call centre direct and not have to go thru any other party for payment as they do the work

7 some security of income given the on costs that assessors go to eg web site flyers cards staff office etc - invoke a support system to foster this great sector of employment

**8 how did these the management of GL get the job in the first place** to run this program - why were there no checks and measures in place and if so why were they ignored as the staff were made aware of problems all th eway through . I could have done a far better job as i have and am in business and i am happy to work to fix it - they burnt my(many many others ) money and caused a greta deal of sufferring and loss all around !!! Get some PRIVATE PRACTISE BUSINESS PEOPEL LIKE MYSELF INVOLVE D in the re vamp .

I hope these comments find a friendly intelligent ear

cheers Edmund Hapsburg