

On Saturday I had an issue that highlights the current problems we are experiencing and I will give you a copy of extracts of the email I sent to Green Loans and to Penny Wong:

Cancellation: Green Loans Assessment No AN200698538 for xxxxxx for 20/3/2010
Assessor No HO51685

This is a glaring example of problems with both the Call Centre and the 5 per week limit on assessments. Earlier this week I received this booking done by the call centre for 1pm Saturday. I was unable to contact the householder so emailed them with details of what the assessment was about. When I went to do the assessment on Saturday the Householder was under the impression from the Call Centre they were getting a Green Loan (they hadn't read my email - the CC took down the wrong email address, - wrong details is another ongoing problem with the CC), so were really indignant no interest free Green Loan was available and cancelled. So I missed out on my 5 assessments for the week and as it was Saturday I can't replace that assessment. Nett result - a 20% drop in my income for the week and another Householder really peeved off with Green Loans.

As far as restoring some credibility to the Government's Climate Change initiatives the sooner Green Loans is rebadged with a new image the better as there is a perception in the community that Green Loans = Interest Free.

As far as assessors go we need more than 5 assessments per week and the opportunity to make up lost assessments the next week. It is hard enough paying off debts on 5 assessments per week, but lost income makes it impossible.

A couple of points:

- There is a real perception in the community that Green Loans = interest free. Think it is essential for our credibility and certainly for the Government's this is rebadged ASAP
- We need the CC explaining when Householders ring up the interest free component is No Longer Available.
- As a matter of real urgency to assessors we need the 5 per week issue addressed - either by way of making up lost assessments in the following week or a monthly cap. But 5 per week isn't enough anyway, and when your income drops by 20%, 40%, 60% or more in a week it hurts. How would you as a politician like to work under these conditions.
- We need to be able to make our own bookings - too many spelling mistakes are made by the Call Centre.
- Number of assessors working. Think it is really important that we as assessors and ABSA as the accrediting agency are informed how many assessors of those registered are actually working now, how many working part time or occasionally and what the cancellation rate for bookings is especially since the Garrett announcement 19/2 and also for after the interest free loans are no longer available (personally I had a lot of cancellations in the couple of weeks around the end of February, and these seemed to be related to both the insulation fiasco and the Green Loans problems – I hadn't experienced cancellations till then). If these facts were known it would give those without contracts a lot clearer picture of whether to 'stick around' or not, and the number of active assessors and the cancellation rate would indicate what is really happening for the rest of us. I meet a lot of people that have heard from friends or neighbours about the interest free loans and I fear a lot of bookings to the CC are made solely on that basis.
- We need communication with the Green Loans team. Access via the 1300 number is worse than useless.