

# Submission to Performance Audit of Green Loans Program from Fieldforce Services Pty Ltd

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## Appendix 1: DEWHA/Fieldforce Training Agreement

### SHORT FORM SERVICES CONTRACT

for the provision of Services for Green Loans Assessor  
Training Regional Delivery

Constituted by the following letter and attachments

Reference: 2008/21806

20 November 2008

Michael Marston  
Fieldforce Services Pty Ltd  
PO Box 4187  
Castlereag NSW 2068

Dear Michael

The Commonwealth as represented by the Department of the Environment, Water, Heritage and the Arts is prepared to accept your proposal to provide Services in relation to Green Loans Assessor Training Regional Delivery on the terms and conditions set out below in Attachment A of this letter.

#### 1. Provision of Services

- 1.1 The Services to be provided are described below (refer also to the Fieldforce Services Pty Ltd attached proposal):
- 1.1.1 Train no less than three hundred (300) Household Sustainability Assessors in six (6) locations throughout Australia by 28 February 2009, using the Green Loans Assessor Training materials. The proposed locations for the Green Loans Assessor training are;
- Chatswood, New South Wales
  - Tingalpa, Queensland
  - Beaconsfield, Western Australia
  - Forestville, South Australia
  - Tullamarine, Victoria
  - Phillip, Australian Capital Territory
- 1.1.2 The Service Provider will provide no less than three (3) instructors to deliver Green Loans Assessor Training. The three (3) instructors are the specified personnel identified in section 3.1 of this contract and will have completed the Green Loans instructor training.

- 1.1.3 The Service Provider will promote and offer Green Loans Assessor training courses to its existing membership and to persons outside its existing membership.
- 1.1.2 The Service Provider must provide the Department with a report of the outcomes of the Green Loans Assessor Training (the Final Report), including:
- details of the participants, including success and failure rate;
  - venue;
  - the Specified Personnel and their CVs;
  - daily course outline;
  - course material provided to participants;
  - feedback from participants including: the course delivery, content, venue, and quality of the Service Provider's instructors; and
  - feedback from the Service Provider's instructors including: the course delivery, venue, participants' interaction, and quality of the participants.

The Final Report must be delivered to the Department by 31 March 2009.

- 1.1.5 The Service Provider must perform the Services to a high standard and in accordance with the relevant best practice.

#### 2. Timing

- 2.1 The Services are to commence on 24 November 2008 (the "**Commencement Date**") and continue, unless terminated earlier in accordance with this Contract, until 31 March 2009 unless extended by agreement of the Parties.

#### 3. Specified Personnel

- 3.1 The Service Provider shall ensure that the following work, namely the delivery of Green Loans Assessor Training is undertaken by the following suitably qualified personnel, namely:
- Michael Marston
  - Susan Smart
  - Katarina Ockayova

#### 4. Fees

- 4.1 The total fee for the Services is \$5500 (inclusive of GST). The fee is payable by the following instalments and subject to the Department's acceptance of the part of the Services to which the fee instalment(s) relate:

**\$5500 first and only payment** following delivery and acceptance of the Final Report.

The due date for payment is 30 days after delivery of a correctly rendered

invoice to the Department.

**5. Allowances**

5.1 No allowances are payable to the Service Provider.

**6. Invoice Procedure**

6.1 Invoices forwarded by the Service Provider must be correctly addressed and shall include the following information:

- (a) the title of Services: **Green Loans Assessor Training Regional Delivery**
- (b) the name and/or position of the Department's project officer: **Petah Rhynehart, Assistant Director Assessment Systems- Green Loans Program**
- (c) the contract number or purchase order number: **2008/21806**

6.2 If the Department accepts the Services described in the invoice, the Commonwealth will make the relevant payment specified in clause 4 of this letter within 30 days of the Service Provider delivering the Services and a correctly rendered invoice to the Department.

**7. Commonwealth Assistance**

7.1 If the Service Provider requests, the Department may provide it with Commonwealth facilities or assistance. However, any such provision is at the discretion of the Project Officer. The Department will only provide the Service Provider with Commonwealth facilities or assistance that the project officer has approved in writing.

**8. Project Officer**

8.1 The Project Officer is the person holding, occupying or performing the duties of **Assistant Director- Assessor Systems** currently **Petah Rhynehart**. The Project Officer is responsible for general liaison with the Service Provider, supervising the Service Provider's performance of this Contract and accepting and issuing any written notification under this Contract on behalf of the Commonwealth.

8.2 The Service Provider must:

- (a) liaise with the Project Officer;
- (b) provide any information the Project Officer may reasonably require; and
- (c) comply with any reasonable request made by the Project Officer.

**9. General Conditions for Services**

9.1 The attached conditions marked "**Attachment A**" and entitled "GENERAL

CONDITIONS FOR SERVICES" shall form part of this Contract.

**10. Confidential Information**

10.1 No Confidential information is specified

**11. Acceptance**

11.1 A duplicate of the letter is enclosed with an endorsement that provides for notification of acceptance. If you, being the Service Provider or its lawful representative, agree to provide the Services as set out in this letter your acceptance must be notified by signing, dating and returning the enclosed duplicate letter to me within 20 business days of the date of this letter, after which the offer lapses. Once we receive your notification, this letter and its attachments will constitute the entire Contract between the parties for the provision of the Services.

Yours faithfully

**Kevin Keefe**  
Assistant Secretary, Energy Futures Branch  
Renewables & Energy Efficiency Division  
Department of the Environment, Water, Heritage and the Arts  
GPO Box 787  
CANBERRA ACT 2601

**NOTIFICATION OF ACCEPTANCE OF CONTRACT BY SERVICE**

**PROVIDER**

Fieldforce Services Pty Ltd [ABN: 77 062 371 779] agrees to provide the Services described in this letter in accordance with the terms and conditions set out in and attached to this letter.

Dated .....

Signed by the Service Provider ... [name of provider]

.....(signature)

in the presence of: ..... [name of witness]

.....[signature of witness]

**GENERAL CONDITIONS FOR SERVICES**

**ATTACHMENT A to Letter of 20 November 2008 with Reference Number 2008/21806**

**For Green Loans Assessor Training Regional Delivery**

Between

**COMMONWEALTH OF AUSTRALIA** ('the Commonwealth') as represented by and acting through the Department of the Environment, Water, Heritage and the Arts ABN 34 190 894 983 ('the Department')

And

**Fieldforce Services Pty Ltd** ('the Service Provider'), Unit 7 McCabe Estate, 9 McCabe Place, Chatswood NSW 2067, ABN: 77 062 371 779

1. DEFINITIONS AND INTERPRETATION

1.1 In these Conditions:

"Commonwealth" means the Commonwealth of Australia;

"Confidential Information" means:

- (a) the information described in this Contract; and
- (b) any information that is agreed between the parties, after the date on which they sign this Agreement, as constituting Confidential Information for the purposes of this Agreement.

"Contract" means the contract governing the Service Provider's provision of the Services to the Commonwealth, and includes the letter dated 20 November 2008 with reference number 2008/21806, this Attachment A [General Conditions For Services] and any other attachments;

"Contract Material" means all Material:

- (a) created for the purposes of the Contract;
- (b) provided or required to be provided to the Commonwealth as part of the Services; or
- (c) derived at any time from the Material referred to in paragraphs (a) or (b);

"Department" means the Commonwealth Department of the Environment, Water, Heritage and the Arts or such other Department as may, from time to time, administer this Contract on behalf of the Commonwealth;

“Green Loans Assessor Training” means the preparation of individuals for assessment against the competencies identified in the draft *Professional Household Sustainability Assessor* qualification, using the course materials developed for that qualification and approved by the Department;

“Instructor Training” means the preparation of individuals to teach the competencies identified in the draft *Professional Household Sustainability Assessor* qualification, using the course materials developed for that qualification and approved by the Department.

“Intellectual Property” includes all copyright (including rights in relation to phonograms and broadcasts), all rights in relation to inventions (including patent rights), plant varieties, registered and unregistered trademarks (including service marks), designs, and circuit layouts, and all other rights resulting from intellectual activity in the industrial, scientific, literary or artistic fields but does not include moral rights (being the rights of attribution and integrity of authorship and the right not to have authorship falsely attributed) or the rights of performers;

“Material” includes the subject matter of any category of Intellectual Property rights.

“Services” means the services to be performed under the Contract;

“Service Provider” means the party who undertakes to provide the Services in accordance with this Contract;

1.2 In this Contract, unless the contrary intention appears:

- (a) words importing a gender include any other gender;
- (b) words in the singular number include the plural and words in the plural number include the singular; and
- (c) clause headings are inserted for convenient reference only and have no effect in limiting or extending the language of provisions to which they refer.

## 2. PERFORMANCE OF THE SERVICES

2.1 The Commonwealth will be entitled, in addition to any other rights it may have, to delay payment or any instalment of fees or allowances until the Service Provider has completed to the satisfaction of the Department that part of the Services to which the payment relates.

## 3. SUBCONTRACTORS

- 3.1 The Service Provider agrees not to subcontract the performance of any part of the Services without the Department’s prior written approval.
- 3.2 Despite any approval to sub-contract from the Department, the Service Provider remains fully responsible for the performance of its obligations under

this Contract.

3.3 Any subcontract will contain provisions similar to clauses 4, 5, 6, 8, 10 and 12 of these conditions.

## 4. MATERIAL PROVIDED BY THE COMMONWEALTH

4.1 The Service Provider agrees to ensure that any Material provided by the Department to the Service Provider for the purposes of the Services is used only for the purposes of the Services and in accordance with any conditions, restrictions or directions given by the Department.

## 5. CONTRACT MATERIAL

5.1 Intellectual Property in all Contract Material, and ownership of all Material in which Contract Material is or will be embodied (“copies”), vests or will vest in the Commonwealth. The Service Provider must ensure that the Contract Material is used, copied, supplied or reproduced only for the purposes of performing the Services in accordance with this Contract.

5.2 Upon expiration or termination of this Contract the Service Provider must deliver all Contract Material and copies to the Department, or otherwise deal with all copies as directed by the Department.

5.3 Clause 5.1 does not affect the ownership of any Intellectual Property in any Material that exists prior to the date of this Contract that is agreed in writing between the Service Provider and the Department to be excepted from that clause (“Existing Material”), but the Service Provider grants to (or will procure for) the Commonwealth a permanent, irrevocable, royalty free, world-wide, non-exclusive licence (including a right of sublicense) to use, reproduce, adapt and exploit such Existing Material in conjunction with the other Contract Material.

5.4 This clause will survive the expiration or termination of the Contract.

## 6. DISCLOSURE OF INFORMATION

6.1 A party must not disclose the Confidential Information of the other party to any third party without the prior written approval of that other party

6.2 A party may impose any conditions or restrictions that it considers appropriate when giving approval under this clause 6 and the other party must comply with any such conditions or restrictions.

6.3 The obligations on the parties under this clause 6 will not be taken to have been breached to the extent that the disclosure of Confidential Information is authorised or required by law.

6.4 The Service Provider acknowledges that the Department may disclose any information provided by the Service Provider and the terms of this Contract in accordance with the Commonwealth’s reporting and accountability practices or obligations, including disclosure to:

- (a) the Department's advisers or employees in order to comply with its obligations, or exercise its rights, under this Contract;
  - (b) the Department's internal management personnel to enable the effective management or auditing of Contract-related activities; or
  - (c) a Minister of the Commonwealth of Australia or in response to a request by a House or a Committee of the Parliament of the Commonwealth of Australia.
- 6.5 If the parties agree in writing after the date of this Contract that certain additional information is to constitute Confidential Information for the purposes of this Contract, that documentation is incorporated into, and becomes part of, this Contract on the date by which both parties sign that documentation.
- 6.6 This clause 6 will survive the expiration or termination of the Contract.
7. PROTECTION OF PERSONAL INFORMATION
- 7.1 In relation to the *Privacy Act 1988* (Cth) (the Act) the Service Provider agrees:
- (a) to comply with the 'Information Privacy Principles' contained in the Act to the extent that the content of those principles applies to the Services, as if the Service Provider were an agency as defined in the Act;
  - (b) to cooperate with any reasonable demands or inquiries made by the project officer on the basis of the exercise of the functions of the Privacy Commissioner under the Act including, but not limited to, a request from the project officer to comply with a guideline concerning the handling of Personal Information (as defined in the Act);
  - (c) to ensure that any subcontract entered into for the purpose of fulfilling its obligations under this Contract contains provisions to ensure that the subcontractor has the same awareness and obligations as the Service Provider has under this clause, including the requirement in relation to subcontracts.
  - (d) to indemnify the Commonwealth in respect of any loss, liability, damage or expense suffered or incurred by the Commonwealth that arises directly or indirectly from a breach of any of the obligations of the Service Provider under this clause 7, or a subcontractor under the subcontract provisions referred to in clause 7.1(c).
- 7.2 In this clause 7, the terms 'agency', 'approved privacy code' (APC), 'Information Privacy Principles (IPPs)', and 'National Privacy Principles' (NPPs) and 'Personal Information' have the same meaning as they have in section 6 of the Act.
- 7.3 The provisions of this clause 7 survive the termination or expiration of this Contract.

8. CONFLICT OF INTEREST
- 8.1 The Service Provider warrants that, at the date of entering into this Contract, no conflict with the interests of the Commonwealth exist or is likely to arise in the Service Provider's performance of the Services.
- 8.2 If, during the term of this Contract a conflict or risk of a conflict of interest arises the Service Provider must:
- (a) notify the Department immediately in writing of that conflict and fully disclose to the Department all relevant information relating to the conflict; and
  - (b) take such steps as the Department may reasonably require to resolve or otherwise deal with the conflict.
9. CONDUCT AT COMMONWEALTH PREMISES
- 9.1 The Service Provider agrees that when using the Commonwealth's premises or facilities for the purposes of the Services, it will comply with all reasonable directions and procedures relating to occupational health, safety and security in operation at those premises or in regard to those facilities (including the Commonwealth's smoke-free work-place policy) whether specifically drawn to the attention of the Service Provider or as might reasonably be inferred by the Service Provider from the circumstances.
10. INDEMNITY
- 10.1 The Service Provider agrees to indemnify the Commonwealth (and its officers, employees and agents) from and against any:
- (a) cost or liability incurred by the Commonwealth;
  - (b) loss of or damage to property of the Commonwealth; or
  - (c) loss or expense incurred by the Commonwealth in dealing with any claim against the Commonwealth, including legal costs and expenses on a solicitor/own client basis and the cost of time spent, resources used or disbursements paid by the Commonwealth,
- arising from either:
- (d) a breach by the Service Provider of this Contract; or
  - (e) an act or omission involving fault on the part of the Service Provider in connection with this Contract.
- 10.2 The Service Provider's liability to indemnify the Commonwealth under clause 10.1 will be reduced proportionately to the extent that any act or omission involving fault on the part of the Commonwealth contributed to the relevant cost, liability, loss, damage or expense.

10.3 The right of the Commonwealth to be indemnified under this clause 10 is in addition to, and not exclusive of, any other right, power or remedy provided by law, but the Commonwealth is not entitled to be compensated in excess of the amount of the relevant cost, liability, loss, damage or expense.

10.4 This clause 10 will survive the expiration or termination of the Contract.

11. INSURANCE

11.1 The Service Provider agrees:

- (a) to effect and maintain the following insurance for all the Service Provider's obligations under this Contract, including those which survive the expiration or termination of this Contract:
  - (i) workers compensation insurance for an amount required by the relevant State or Territory legislation; and
  - (ii) public liability insurance for an amount of not less than 5 million dollars; and
  - (iii) professional indemnity insurance for an amount of not less than 5 million dollars; and
- (b) upon request, provide proof of insurance acceptable to the Commonwealth.

12. TERMINATION AND REDUCTION FOR CONVENIENCE

12.1 The Commonwealth may, at any time by written notice, terminate the Contract or reduce the scope of the Services immediately. Upon receipt of such notice the Service Provider shall cease or reduce work as specified in the notice, take all available steps to minimise loss resulting from that termination or reduction and protect Contract Material, and continue work on any part of the Services not affected by the notice.

12.2 Where there has been a termination under clause 12.1, the Commonwealth will be liable only for:

- (a) payments and assistance under the Contract for Services rendered before the effective date of termination; and
- (b) reasonable costs incurred by the Service Provider and directly attributable to the termination.

12.3 Where there has been a reduction in the scope of the Services, the Commonwealth's liability to pay fees or allowances, meet costs or provide facilities and assistance under the Contract will, unless there is agreement in writing to the contrary, abate in accordance with the reduction in the scope of the Services.

12.4 The Commonwealth shall not be liable to pay any sum under clause 12.2 (b) which, in addition to any amounts paid or due, or becoming due to the Service Provider under the Contract, would together exceed the full price of the Services ordinarily payable under the Contract.

12.5 The Service Provider will not be entitled to compensation for loss of prospective profits.

13. TERMINATION FOR DEFAULT

13.1 If:

- (a) the Service Provider defaults in the performance of the following obligations:
  - (i) to commence or proceed the Services at a rate of progress necessary to satisfy all of the requirements of this Contract; or
  - (ii) to perform or observe the terms and conditions of this Contract; and
- (b) the Service Provider fails to remedy any default in its performance within 14 days after receiving written notice to do so from the Department;

the Commonwealth may, by written notice, terminate the contract, from the date specified in the notice (which may be immediately).

13.2 If the Commonwealth terminates the Contract in accordance with clause 13.1, the termination will be without prejudice to any right of action or remedy which has accrued or which may accrue in favour of either party.

13.3 The Commonwealth may also, by written notice, terminate the Contract immediately (but without prejudice to any right of action or remedy which either party has or may have) if the Service Provider:

- (a) being a corporation, comes under one of the forms of external administration referred to in Chapter 5 of the *Corporations Act 2001* (Cth), or an order has been made for the purpose of placing the corporation under external administration; or
- (b) being an individual, becomes bankrupt or enters into a scheme of arrangement with creditors.

14. TAXES, DUTIES AND GOVERNMENT CHARGES

14.1 In this clause 14, the following terms have the meanings respectively given to them in the *A New Tax System (Goods and Services Tax) Act 1999* ('the GST Act'):

**consideration**

**GST**

**input tax credit**

**supply**

**taxable supply; and**

**tax invoice.**

- 14.2 The Service Provider warrants that it has an ABN that it has correctly quoted to the Department.
- 14.3 All consideration for any supply the Service Provider makes to the Commonwealth under this Contract includes an amount for any GST imposed on the supply.
- 14.4 The Service Provider must give the Department a tax invoice for any taxable supply the Service Provider makes under this Contract before the Commonwealth is liable to make any payment to the Service Provider for that supply.
- 14.5 The Service Provider may not claim from the Commonwealth any amount for which the Service Provider can obtain an input tax credit.

15. GENERAL

- 15.1 No variation of the Contract is binding unless it is agreed in writing between the Department and the Service Provider.
- 15.2 The Service Provider must not represent itself, and must ensure that persons engaged or employed by the Service Provider do not represent themselves, as being employees or agents of the Commonwealth. The Service Provider shall not, by virtue of this Contract or for any purpose, be deemed to be an employee or agent of the Commonwealth, nor shall the Service Provider have any power or authority to bind or represent the Commonwealth.
- 15.3 If a party does not exercise or delays in exercising any right or remedy it has under this Contract or at law ('right'), that failure or delay does not operate as a waiver of those rights. A single or partial exercise by a party of any right it holds under this Contract does not prevent the party from exercising the right again or to the extent it has not fully exercised the right.
- 15.4 The Service Provider cannot assign its obligations, and must not assign in whole or part its rights, under the Contract without the prior written approval of the Department.
- 15.5 The Department and the Service Provider must attempt to settle by negotiation any dispute in relation to the Contract before resorting to external legal proceedings.

15.6 The Contract shall be governed by and construed in accordance with the law for the time being in force in the Australian Capital Territory and the parties submit to the jurisdiction of the courts of that Territory.

15.7 The Service Provider agrees, in carrying out this Contract, to comply with the laws from time to time in force in the Commonwealth or of any State or Territory in which the Services, or any part thereof, are to be carried out, and in particular:

- a. the *Crimes Act 1914* (Cth);
- b. the *Racial Discrimination Act 1975* (Cth);
- c. the *Sex Discrimination Act 1984* (Cth);
- d. the *Disability Discrimination Act 1992* (Cth); and
- e. the *Equal Opportunity for Women in the Workplace Act 1999* (Cth).



## Appendix 2: Fieldforce Green Loan training report summary



### Training Report – Home Sustainability Assessors Training

Fieldforce is pleased to present this report on the training sessions held across the states of Australia for the Home Sustainability Assessors Training.

Trainees were generally found to be very keen and responsive to the issues discussed. Fieldforce ensured that all trainees met the pre-requisite requirements by providing “Energy Friends” training to all.

The results shown below are all verifiable results from the survey conducted on all trainees following each session. Fieldforce is pleased that such high approval scores were achieved across the categories reported on.

The quality of the trainers and the use of other material aids engaged by Fieldforce was certainly rewarded in the trainee responses.

Whilst the number to be trained was always going to be a challenge, Fieldforce is pleased to have met the challenge and successfully trained 255 competent persons for the program.

Our congratulations and thanks go to our training team for their diligence and competence to organize and achieve this successful result.

Fieldforce looks forward to delivering and completing stage 2 of this project.

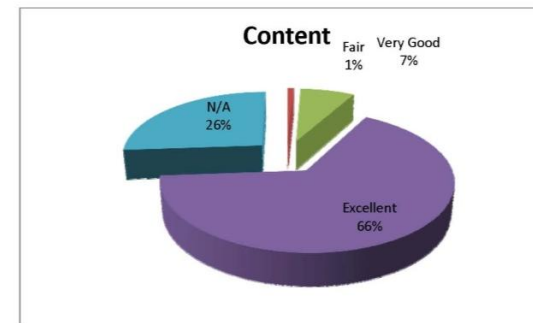
State	Total Number Trainees	Competent	Not Yet Competent
NSW	108	106	2
VIC	53	52	1
SA	69	69	
ACT	12	11	1
WA	18	17	1
<b>All States</b>	<b>260</b>	<b>255</b>	<b>5</b>

1



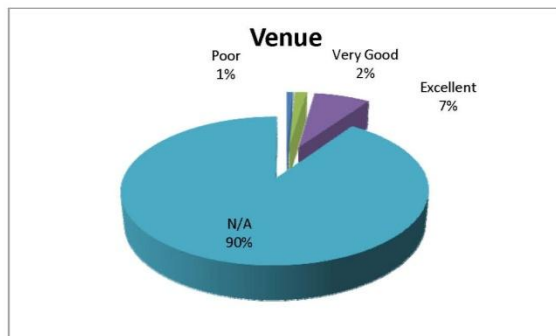
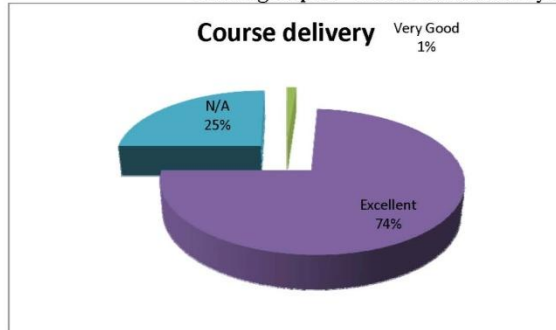
### Training Report – Home Sustainability Assessors Training

Feedback Training:	Poor	Fair	Very Good	Excellent	Comment
<b>Content</b>		2	19	171	68
<b>Venue</b>	2		4	19	237
<b>Course delivery</b>			3	192	65
<b>Quality of the trainer</b>			3	166	91



2

### Training Report – Home Sustainability Assessors Training



### Training Report – Home Sustainability Assessors Training

#### Feedback from the Trainees:

#### What worked?

- It all worked. Very professional and knowledgeable presentation. Well proceed, easy relaxed to ongoing style
- Industry statistics work very work communicated with good role plays and examples
- All verbal information was really useful. Clear and easy to understand. Interaction with presenter and group was excellent.
- hands on projects
- Comprehensive coverage of all aspects of sustainability assessors role.
- Breaking down into simple sections, powerpoint with booklet, discussions and questions, regular breaks
- Excellent slides presentation and explanation worked really well and good knowledge lecturer
- Group exercise were good
- I did find this presentation very information and comprehension in relation with all the issues concerning this program,
- The programme was conducted very well. All training manuals are very hopeful trainer is very good at her job. She has a passion for this environment
- Good course, well delivered, even if the government doesn't start the program, the course was interesting, and worthwhile.
- Comprehensives overview of energy, design of buildings and possible areas for improvement. Interactive approach
- Excellent trainer and well educated on the subject. Excellent atmosphere and location. Good material and handouts for the subject
- Booklet and video
- Visual displays, role plays, short breaks, discussions.
- Role plays, visual presentation, book manual provided
- Interaction with other participants, role play, sharing of experiences, use of PPT presentation
- Practical examples, role play
- Communicated well on both education energy and assessment process when dealing with customers



FIELDFORCE  
environmental  
A UXC COMPANY

## Training Report – Home Sustainability Assessors Training

### Feedback from the Instructors:

- More information on the training competencies
- Some information repeated in the slide presentation
- Information about the sources and references missing, mainly graphs and stats
- Fonts – not consistent
- More videos
- More practical information and activities
- More photos on walkthrough
- More photos of sustainable house and unsustainable houses
- Phraseology out of date ( AAA rated showerheads)
- Stats and graphs out of date



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## Appendix 4: Program suggestions from Fieldforce

### Suggestions to DEWHA for improving Green Loans Program from Fieldforce

#### 1. Max number of bookings per phone call and queue length

In your last advice we were advised that the second line will allow multiple bookings and has no restriction on the number of bookings. We are still limited to 5 bookings per call with long wait times dependent upon agent availability.

Can we implement an interim bulk process where we email a list and DEWHA send back a BK# for each job? We understand that Fieldforce interfacing to the booking system will address this but we could be weeks away. The current process is causing significant overhead on the process for DEWHA and Fieldforce, as well as causing frustration to others trying to contact your call centre, including the general public attempting to create a booking. Fieldforce is currently generating in excess of 2,200 appointments per week.

Below is a list of days where hold times have been in excess of 5 minutes or where the DEWHA Call Centre has been busy.

Date	ASAP Job no.	BK #	Action/Resolution
27/08/2009	4941;4942;4868;4869;4902	BK13350;BK14102;BK1365;BK13374;BK13379	On hold over 5 Min - Waited then made the bookings
27/08/2009	5108;5109;5112;5110	BK13563;BK13568;BK13575;BK13580	Waited till they answered after 8 mins and made the bookings
27/08/2009	5002;5003;5005;5013;5012	BK13526;BK13532;BK13536;BK13539;BK13546	On hold over 5 Min - waited and then booked the appointment.
27/08/2009	5192;5194;5197;5196	BK13540;BK13547;BK13552;BK13558	Waited 8 mins and made bookings
27/08/2009	5001;5009;5010;5014;5019	BK13631;BK13633;BK13715;BK13639;BK13645	On hold over 5 Min - Called back after lunch break
27/08/2009	5116	BK13589	Waited, call answered after 8 mins made a single booking in 12 minutes bookings
27/08/2009	5089;5106;5121;5123;5142	BK13587;BK13592;BK13597;BK13599;	on hold for 9 minutes 7 second, waited then booked the appointments
27/08/2009	5010;5027;5047	no bk number	On hold over 5 Min - Called back after 15 min
27/08/2009	4932;4916;4910;4893;4891	BK13115;BK13309;BK13308;BK13306;BK13299	DEWHA Busy - Called back 15 min later
27/08/2009	5086;5090;5095;5101;5102	BK13512;BK13517;BK13522;BK13529;BK13533	DEWHA Busy - Called back 15 min later
27/08/2009	5002;5003;5005;5013;5012	BK13526;BK13532;BK13536;BK13539;BK13546	DEWHA Busy - Called back 5 min later
27/08/2009	5167	BK13701	DEWHA Busy - Call back after 15 min
27/08/2009	4923	BK13363	DEWHA Busy - Called back after 5 mins and again call back offered
27/08/2009	4916	no bk number	DEWHA Busy - Called back after 5 mins
28/08/2009	5602	no bk number	DEWHA Busy - Two time in a ROW
28/08/2009	5491;2357;1012;1166;5498	no bk number	DEWHA Busy - Called back after 5 mins
28/08/2009	5501;5497;5507;5509;5512	no bk number	DEWHA Busy - Called back after 5 mins
28/08/2009	3384	no bk number	DEWHA Busy - Called back after 15 mins
28/08/2009	3384	no bk number	DEWHA Busy - Called back after 15 mins
28/08/2009	5834	no bk number	DEWHA Busy - Called back after 5 mins
28/08/2009	5825;5828;5837;5854;5863	no bk number	DEWHA Busy - Call back in 7 to 8 min.
31/08/2009	5768	no bk number	Waited till they answered after 7 mins, made bookings
31/08/2009	3692	no bk number	Waited till they answered after 9 mins, made bookings
31/08/2009	6257	no bk number	DEWHA Busy - Called back after 5 mins
31/08/2009	1872;1293	no bk number, BK7876	DEWHA Busy - Called back after 10 mins

31/08/2009	5964;6306;6305;6302;5983	no bk number	DEWHA Busy - Called back after 5 mins
31/08/2009	5964;6306;6305;6302;5983	no bk number	DEWHA Busy - Called back after 5 mins
3/09/2009	7546;7720;7517;7626;7551	no bk number	WAITED for 8 min and then made bookings
7/09/2009	8397	no bk number	Waited till they answered after 25 mins and made the bookings
8/09/2009	9375	NO bk NUMBER	DEWHA SYSTEM DOWM FOR 8 MIN so called back for bookings
9/09/2009	9745	no BK number	WAITED for 10 min and then made bookings
9/09/2009	6267	no BK number	waited for more than 8 minutes only to be told that system is down
9/09/2009	4085	BK11902	waited for more than 16 minutes and cancelled the appointment
10/09/2009	10370	no BK number	WAITED for 8 min and then made bookings
10/09/2009	6800	BK16450	waited for 7 minutes then cancelled appointment
10/09/2009	7652;10479;10514	no BK#;21536;21529	had to wait for 9 min on hold then made the booking
10/09/2009	4930, 6832, 6821, 4905, 4930	no BK number;BK21554	waited for more than 14 minutes then cancelled appointments
10/09/2009	2663;10240;6569;10864;10743	no BK number	on hold for for than 15 min and made bookings
10-Sep	10136	no BK number	DEWHA SYSTEM DOWM so called back for bookings
11/09/2009	2663;10240;6569;10864;10743	no BK number	on hold for for than 15 min and made bookings
11/09/2009	2937	BK10155	waited for more than 17 mins then rescheduled appointment
11/09/2009	8719	BK20234	waited for more than 6 minutes then cancelled appointment
11/09/2009	10555	no bk number	wated for more than 10 min and phone got disconnected.
11/09/2009	10555	no bk number	called up again for same booking and waited for another 10 min to made booking
14/09/2009	11503	no bk number	WAITED for 10 min and then made bookings
14/09/2009	6313	14850	On hold for longer than 5 mins - called back
14/09/2009	6313	14850	On hold for longer than 5 mins - called back
14/09/2009	6313	14850	On hold for more than 10 mins, call back later
15/09/2009	12170	no bk number	DEWHA SYSTEM DOWM FOR 8 MIN so called back for bookings

#### 2. Field Force cannot call the Call Centre on behalf of the customer to reschedule and cancel bookings.

This is causing frustration for the householder who has already rung FF to request a change. Can FF act on behalf of the householder for booking changes and cancellation as we do for new bookings?

#### 3. Householder Agents

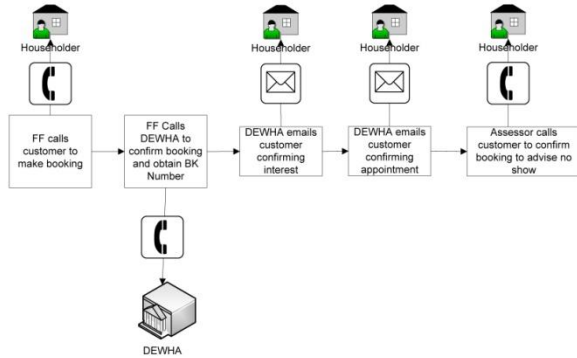
The Householder Declaration Form does not allow for a householder to have an agent act on their behalf such as their partner in their absence. We getting instances where the householder is not home but the partner is - should this be a no show or should the assessment be conducted with the householder completing the declaration form with details different to the appointment details?

#### 4. Assessor changes

When an assessor becomes unavailable at short notice (due to illness etc) can FF provide a suitably registered assessor to complete the assessment if the householder agrees to the change of assessor?

### 5. Customer contact during booking process.

FF books a customer whilst on the phone. We then call the DEWHA call centre who then emails the customer noting their interest in the program. When the appointment is confirmed DEWHA then emails a confirmation email to the customer. The night prior to the assessment the assessor calls the customer to confirm.



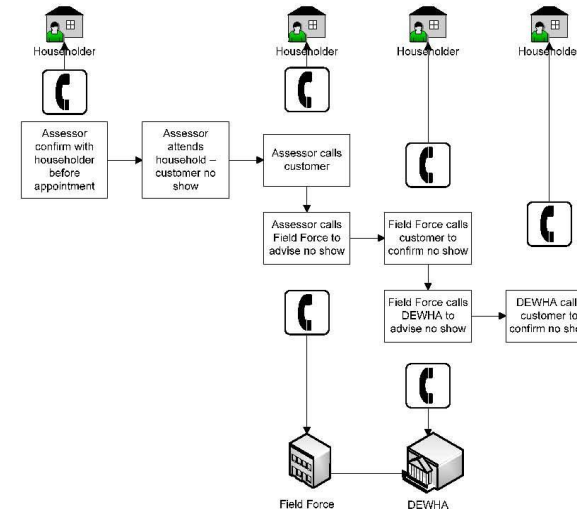
The problems with this include contacting the customer too many times (and with not enough information) and directing the customer booked by FF into the DEWHA call centre where the reschedule may be provided to a non FF assessor.

We would like to reduce this to an email from FF at time of booking including program information, the assessors contact details and our contact centre details.

We would then manage any changes with the DEWHA Call Centre as required.

### 6. No Show Process

The current process is mapped below. The process is invoked when the customer is not available and involves 3 attempts to contact the customer and calls between the Assessor, FF and DEWHA.



If FF was to SMS the householder the night before to confirm the appointment would this be acceptable as appointment confirmation?

Can Field Force act as the DEWHA call centre and advise DEWHA of the no show and confirm we have attempted to contact the customer? If the customer chooses to reschedule we then also contact DEWHA for a new BK#.

### 7. Unsafe no show process

There are instances where an assessor needs to leave the premises due to an unsafe environment. We instruct our assessors to make an excuse, leave the household and call us. We note this as a no show. We then call the Assessor hotline who then calls the householder. This may put the assessor at risk. We would like to look at a process where the householder is not followed up on these limited instances.

### 8. Customer Green Loan Reports

Do we have an ETA on when these will commence being sent to the householder and when the backlog will be cleared. With this information we can set the householders expectations correctly during the assessment.

### 9. DEWHA generated bookings

We currently receive and manage hundred of emails to assessors from DEWHA each day. We would like to get DEWHA assessor jobs sent to a dedicated email address to ensure we don't miss them. The other emails are not required by FF if we are getting the BK# directly into ASAP via a soap interface or alternate solutions to item 1 above.

We also have an instance where a DEWHA booking was not sent through. The householder rang the assessor to ascertain where he was. This was the first time FF was aware of the booking.

For assessor Todd Bennet the following jobs appeared in the DEWHA online calendar but no email of the booking was sent through.

- BK18918 - Householder Karen Nicholson – scheduled on 10/09/09 at 9AM, booked by the householder via DEWHA on 07/09/09
- BK16489 – Householder Angela Moore – scheduled on 11/09/09 at 7AM booked by the householder via DEWHA on 02/09/09

We manage the calendars via DEWHA emails not manually checking each days calendar. We currently have 5,598 open appointments assigned to our assessors. We have applied additional resources to audit the DEWHA online calendar against our calendar in the short term but can not continue to do this due to the significant overhead to our processes.

#### 10. Assessor availability

There appears to be no capability to manage different periods of availability. When availability is changed with DEWHA this becomes the availability from the date we submit this change. As we are booking in advance our system allows multiple availability with exclusions and start and stop dates to allow us to manage both the old and new availability.

For example

An assessor would like to change from working AM to PM from 1 October and we change availability with DEWHA today. We have some slots already booked and we are continue to fill the balance of available AM slots until 30 Sept and then PM slots from 1 October. When we call to get a BK# for a job on 28 Sept at 11am this does not show in the DEWHA system as available. If we have an appointment booked for the 24th Sept at 11am and have a BK# this appointment is still valid in the DEWHA booking system even though the availability now shows that he is not available.

We could open all assessors for all availability and manage the complexities of multiple assessors with multiple availabilities in ASAP which has this in built capability.

We would manage DEWHA generated appointment which fall outside a specific assessors availability by having the assessor make themself available, providing an alternative certified assessors or rescheduling with the householder.

Below are jobs where we have had availability in ASAP and made a booking with a householder and when we have called the DEWHA Call Centre the slot is not available requiring a reschedule or cancellation with the householder. This may be part of the root cause

Date	ASAP Job no.	BK #	Action/Resolution
27/08/2009	4942	BK14102	Appointment rescheduled with Customer
27/08/2009	1847	BK9492	Job rescheduled
27/08/2009	5130	Cancelled	Called customer to reschedule.
27/08/2009	5130	Cancelled	Called customer to reschedule again but he cancelled.
27/08/2009	3583	no bk number	Need to follow up with customer again as job has already been rescheduled twice due to assessor's availability
27/08/2009	5592	no bk number	Job rescheduled
27/08/2009	4621	no bk number	Need to Reschedule with customer
27/08/2009	3270	no job record	Need to Reschedule with customer, resched done 28/08/09
28/08/2009	5635	no bk number	Need to Reschedule with customer
28/08/2009	2357	no bk number	Need to Reschedule with customer
28/08/2009	5071	no bk number	Called customer to reschedule.
28/08/2009	5431	no bk number	Customer asked to cancell appt, had to reschedule
28/08/2009	5157	no bk number	Rescheduled but customer decided to cancel
28/08/2009	5153; 5149	no bk number	Advised customer, rescheduled appt. Done
28/08/2009	5146	no bk number	Advised customer left voice message, need to reschedule

31/08/2009	809	BK6681	Could not contact customer and placed on waiting list.
31/08/2009	6406	no bk number	Job Rescheduled
31/08/2009	6367	no bk number	Customer not sure about time, so placed on w/list
	5727		need to reschedule
1/09/2009	6569	no bk Number	called customer to reschedule but customer not available to left a voice msg & added the appointment on waiting list
1/09/2009	6604	no bk number	need to reschedule
1/09/2009	6605	no bk number	need to reschedule
1/09/2009	6106	15850	needed to reschedule with customer
3/09/2009	6616	no bk number	Need to call customer and reschedule
3/09/2009	7369;7542	no bk number	Need to call customer and reschedule
3/09/2009	6314;6367;6251;7180;6766	no bk number	Need to call customer and reschedule
3/09/2009	7043	no bk number	called customer to reschedule but he's cancelled
3/09/2009	6711	no bk number	called customer to reschedule but there was no response, so added the customer on the waiting list.
3/09/2009	6724	no bk number	called customer to reschedule but there was no response, so added the customer on the waiting list.
8/09/2009	3351	BK10379	Rescheduled appointment and confirmed updates with DEWHA
9/09/2009	9970	no BK number	Booked appointment for another time slot to get BK #
10/09/2009	8643	no BK number	Need to Reschedule
10/09/2009	9213	no BK number	Need to Reschedule
10/09/2009	7652	No bk number	Need to Reschedule
10/09/2009	9944	no BK number	Need to Reschedule
10/09/2009	10134	no BK number	Need to Reschedule
11/09/2009	10232;10184	no BK number	Need to Reschedule

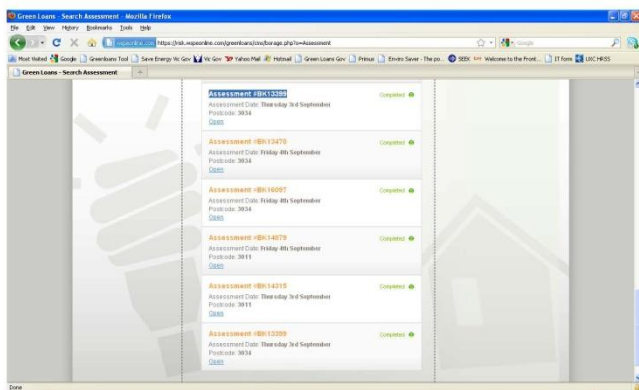
#### 11. Bookings within 48 hours

With challenges contacting the DEWHA Call centre, no shows and customer requests we have a number of bookings where we reschedule due to the 48 hour rule.

Some examples of this may be in the above data.

#### 12. Duplication of BK number in Online tool

We have noted that the online systems allows for two jobs to be uploaded with the same BK number. See screen shot below for assessor Louie Jose BK#14399 which he loaded as BK 13399. Coincidentally he has both BK numbers. We have advised [glassessors@environment.gov.au](mailto:glassessors@environment.gov.au) of this error.



Assessment ID	Assessment Date	Postcode	Status
100112400	Thursday 30 September	3033	Completed
100112470	Friday 01 September	3033	Completed
100112500	Friday 01 September	3033	Completed
100112570	Friday 01 September	3011	Completed
100112610	Thursday 30 September	3011	Completed
100112690	Thursday 30 September	3033	Completed

## Appendix 5: DEWHA response to program suggestions

### Questions and Answers for Adam Franklin FieldForce

**a. Point of contact for the GL call centre**

The Call centre has set up a second line for assessor companies to make multiple bookings.

**b. Currently duplicating entire process (both FF and GL call centre)**

Agree. Hopefully when the online booking system is up and running this problem will be overcome.

**c. ETA for mass booking and / or online bookings?**

An online self-booking system is currently being developed and we are working to have it operational as soon as we can. This will give greater control to Assessors by allowing them to arrange their own bookings and manage their schedules accordingly, rather than operating through the Call Centre.

**d. Max number of bookings per phone call (currently 5) when queue length (6 mins +)**

The second line will allow multiple bookings and has no restriction on the number of bookings.

**e. Assigning of Fieldforce leads to non Fieldforce assessors by GL call centre**

We have requested the call centre to amend the script and to ask householders who call to make a booking whether they have received promo material and if they have a preferred assessor.

**f. Re-assigning –“rescheduling and / or “No Show” appointments to non FF assessors**

Hopefully when the online booking system is up and running this problem will be overcome as there is no system to control this.

**g. Data entry incorrect spelling of names etc (could be corrected with an auto transfer or online booking)**

Datacom is doing their best to get details down as accurately as possible.

**h. Inconsistency of questions during appointment generation- what data does the GL call centre require**

Datacom has a script and they are consistently using this script for all incoming calls

**i. Customer Experience – we have already booked the appointment, email / phone call / customer is then contact by GL call centre- may lead to a negative customer experience/ confusion.**

FF to advise customer that GL call centre will contact them

**j. GL Call Centre hours of operation- e.g does not allow No Show appointments to be verified at time of appointment**

We need to monitor how often no-shows happen and also how many people contact out of hours. We may look into extending call centre hours.

**k. GL appointment booking- what is acceptable distance between appointments.**

The call centre has no system to check distances between postcodes so it is up to the assessor to make sure there is reasonable time to get to appointments.  
The online booking system will assist assessors to overcome this problem.

**l. What is the time delay between DEWHA receiving accreditation paperwork and FF being able to register Assessor to the online site and create appointments?**

We have to ensure that we have the completed contract and that the assessor is fully accredited. Assuming all details are correct the Department turns around contracts within 5 business days. After this we send the details to the call centre to upload the information which then takes 72 hours before bookings can be made.





Ms Amanda McClelland  
National Operations Manager  
Home Health Check  
Fieldforce Services Pty Ltd  
13-15 Smith Street  
CHATSWOOD NSW 2067

Dear Ms McClelland

I refer to your email of 16 September 2009 to me concerning the operation of Green Loans Program Call Centre and the Fieldforce booking system. I apologise for the delay in replying.

I can advise that most of the issues you have raised will be addressed by the Green Loans online self-booking system which is currently being developed. We are working to have it operational by early December and we will keep you informed of its specific delivery date. I understand that Dorian Galvin from GrantIT has worked with your staff to ensure that your booking system data can be readily uploaded into the Green Loans system.

I would also like to take this opportunity to bring to your attention the following concerns and issues we have received from several parties:

1. **No show fee:** – The Call Centre has received information from householders that suggest that assessors have been claiming No Show fees for the following reasons:
  - householder has contacted the assessor and confirmed that they would not be available for the appointment
  - assessor did not check the eligibility with the householders and they turn up to the appointment and the householders declined the assessment because they were not eligible to participate
  - assessor failed to call the householder to confirm the booking 24 hours before the appointment. An example: a householder advised the Call Centre that the assessor had not contacted her before the appointment. She was sick in hospital and had an answering machine and no messages were left.

Please note that the No Show fee is applicable only when it was not the assessor's fault that the assessment could not be conducted. Assessors should note that householder eligibility checks should be conducted before making the assessment booking. 'No show' claims will not be honoured if householder eligibility checks have not been conducted prior to booking the assessment. This also applies to assessors who have an agent or someone else confirming the householder eligibility.



2. **Green Reward Card:** The Department has received feedback from householders suggesting that Fieldforce assessors have advised the householders that if they make a booking, the Department will give them a \$50 gift voucher. If people ask about the Green Reward Card, please advise them that the details of this area are being finalised by the Department and that the intention is for these cards to be sent out with the assessment report. Those householders who have already received their assessment report have been advised that the card will be sent to them in the near future. The card will be valid at a range of participating retailers, the details of which will be provided when the card is sent out.
3. **Certificate of Attainment:** The Department has received complaints with regards to Fieldforce refusing to issue Certificates of Attainment after people have completed their training course with EcoSoul. These people have raised concerns with the Department that Fieldforce has advised them that they will only train people that are going to work for them. As a matter of urgency could you please investigate this situation and advise us why a Certificate of Attainment was not issued.
4. **Ordering additional materials:** At present Fieldforce has been ordering additional materials on behalf of their assessors while individual assessors have been submitting their own orders as well. We have been inundated with requests for additional materials and it would greatly help us if Fieldforce could request orders on behalf of their assessors so as to avoid the double up. This will reduce our workload and make the process much more efficient for all parties.
5. **On-selling:** The Department has also received feedback from householders stating that during the assessments, Fieldforce assessors have been promoting a range of products. As highlighted in the Assessor Code of Professional Practice and the Assessors Procedures, Manual, Home Sustainability Assessments must be undertaken independently and free of commercial influence. Approaches to the householders can only be made after the assessment report has been provided to the householder.

As you are aware, assessors will be audited against the performance of the obligations under their Contract with the Department. If an assessor is found to have acted fraudulently, dishonestly or with inappropriate conduct, then deregistration by ABSA for a period, or termination of contract with the Department may result.

I look forward to receiving your response on these matters. I am happy to hold further discussions with you to clarify any issues or concerns you may have.

Yours sincerely

Acting Director  
Green Loans Team  
12 November 2009

## Appendix 6: Fieldforce response to DEWHA response to program suggestions



19 November 2009

Acting Director  
Green Loans Team  
Department of the Environment, Water, Heritage and the Arts  
GPO Box 787  
Canberra ACT 2601

Dear

Thank you for your letter of 12 November 2009.

We believe that the work we have done with Dorian Galvin from GrantIT will indeed address many of the challenges we have experienced to date and look forward to implementing these changes in the coming weeks.

So far as the other issues you outlined, I respond as follows, adopting your numbering:

### 1. "No Show" Fees

Fieldforce is also concerned about assessors who may not conform to the no show process. As we identified in our Program Suggestions document in September, one of our challenges has been the impact on the customer when the assessor contacts the householder, then Fieldforce contacts the customer to confirm and lastly the DEWHA call centre contacts the customer. We have dropped our call to check a "no show", to avoid 3 calls to a customer within a few minutes. For this reason, we are only aware of non conformances when DEWHA advises us.

So far as eligibility checks, our booking system has these questions hard coded and each householder has the eligibility conditions explained to them during the booking process. Where this eligibility check fails and an assessor attends the site, we do not claim a "no show" from DEWHA.

In addition to this, householders have been contacting the DEWHA call centre to advise of a cancellation and these advices may not be relayed to an assessor in time for this information to be available to the assessor. With over 2,000 emails received daily from the DEWHA booking system, it is challenging for us to ensure that we action essential emails such as cancellation advices in a timely manner. But we are doing our best.

2/...



-2-

To improve the "No Show" Process, we plan to implement the following once we change over to the new file transfer processes, as agreed with Dorian Grant:

- We will be emailing customers confirming their booking and providing our call centre details and to encourage them to contact us directly. In this way, we will be able to immediately call the assessor and advise of a change in plans once we have been advised by the relevant customer.
- We are implementing an SMS gateway to automatically remind customers of appointments the night before the appointment.
- Our assessors will call us to claim a "no show" whilst on site. At this time, we will confirm that the reminder SMS has been dispatched, confirm the assessor has attempted to contact the customer and then call the customer. If appropriate, we will then claim a "no show".

We will re-iterate the no show process with all assessors and continue to monitor and address any non-conformances. I am happy to provide you with details of our process if required.

### 2. Green Reward Cards

Thank you for the update on this card. We will pass this information on to our assessors and call centre. We have received several questions regarding availability and utilisation from customers who have recently received their report with the information attached and we will ensure we respond as per your direction.

### 3. Certificate of Attainment

Fieldforce provides training free of charge to assessors who wish to provide subcontract services to Fieldforce. We do not offer a fee for service program, as our original contract with DEWHA does not allow us to act as an RTO. In addition, Fieldforce registers the assessors with ABSA and they are covered by Fieldforce's Professional Indemnity Insurance and Public Liability insurance. When assessors terminate their agreement with Fieldforce, we advise them that they will need to register with ABSA on their own behalf. ABSA requires them to have a Certificate of Attainment from a registered RTO. As stated above, Fieldforce is not a registered RTO.

### 4. Ordering additional material

I will issue an immediate update to our assessors and support team to ensure that all ordering is done through Fieldforce. This should eliminate (or at the very least minimise) orders from individual assessors and assist DEWHA.

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**5. On-selling**

Fieldforce's policy is that on-selling is **not** part of an assessor's role and we will address any breaches of this policy. If DEWHA has specific instances, we would appreciate details so we can address this with the relevant assessors. We have no process in place for assessors to provide leads for on-selling any products but I will again re-iterate this to all involved.

Fieldforce takes quality and conformance to process seriously and regularly conducts in field audits. These audits are conducted by auditors who have been trained through our assessor training program and who also understand the Assessor Code of Professional Practice. We use the results of these audits to monitor and manage assessors and to address issues identified either through training, coaching or, if required, suspension or termination.

We are well aware of the attitudes that a small minority of assessors have towards Fieldforce. We work to ensure that we are running a quality program providing benefits to all stakeholders from DEWHA, through to the householders and the assessors' subcontracted to Fieldforce. Despite occasional issues which may occur from time to time, we believe that this program has tremendous merit. We will continue to invest in building a capable workforce with a view to providing quality assessments to householders. We look forward to continuing to work with DEWHA to this end.

I hope this helps. If you have any questions or would like to discuss any aspect of this letter, please let me know.

I look forward to hearing from you as necessary.

Yours sincerely

Amanda McClelland  
National Operations Manager  
Home Health Check


## Appendix 7: Fieldforce assessment volume forecast

### Fieldforce Forecasts

	Actual July	Estimate Sep-09	Budget Oct-09	Budget Nov-09	Budget Dec-09	Budget Jan-10	Budget Feb-10	Budget Mar-10	Budget Apr-10	Budget May-10	Budget Jun-10
# Active Assessors			250	250	220	220	295	345	385	405	425
Completed jobs per month	1,022	3,600	11,340	17,600	15,840	15,840	23,600	31,740	33,880	34,020	35,700
No Shows	121	370	709	1,100	990	990	1,475	1,984	2,118	2,126	2,231
#Booking per month		5,100	14,175	22,000	19,800	19,800	29,500	39,675	42,350	42,525	44,625
#Reschedules		720	2,126	3,300	2,970	2,970	4,425	5,951	6,353	6,379	6,694
# Cancellations		980	709	1,100	990	990	1,475	1,984	2,118	2,126	2,231
Number of calls to DEWHA CC (5 bookings per call + reschedules)		1,740	4,961	7,700	6,930	6,930	10,325	13,886	14,823	14,884	15,619

# Appendix 8: DEWHA/Fieldforce operational model agreement





**FIELDFORCE**  
A UXC COMPANY

25 November 2009

Assistant Director, Green Loans  
Department of the Environment, Water, Heritage and the Arts  
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Canberra ACT 2601

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[W] www.fieldforce.net.au

PO Box 4187  
CASTLECRAG NSW 2068

Dear Chris

**Proposed Interim Process and Fieldforce Services Pty Ltd (Fieldforce)**

I refer to recent correspondence concerning the need for an Interim Process to remove duplication between the current booking processes of Green Loan and those of Fieldforce.

Fieldforce agrees to provide certain call centre services in connection with the Green Loans Program (Program) administered by the Department of the Environment, Water, Heritage and the Arts (DEWHA), as set out below.

DEWHA and Fieldforce agree as follows:

1. This agreement commences at 12.01 am on Monday 7 December 2009 or such later date as the parties may agree (Start Date).
2. This agreement will remain in force until the parties agree to terminate this agreement or until this agreement is superseded by a new agreement signed by the parties in connection with call centre services (End Date).
3. For the purposes of this Agreement, DEWHA includes any specific person, institution or authority nominated for the purpose by DEWHA and notified to Fieldforce in writing from time to time.
4. Fieldforce agrees that it will:
  - provide the services under this Agreement solely in connection with the Program; and
  - operate the Fieldforce booking centre in accordance with the guidelines of the Program.

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-2-

**ADELAIDE:**  
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F: +61 8 9433 4229  
E: perth@fieldforce.net.au

-2-

5. On and from the Start Date, Fieldforce agrees that it will be responsible for managing all aspects of bookings for customers of the Program, including bookings, cancellations, reschedules and no shows.
6. On and from the Start Date, DEWHA must make available to Fieldforce a range of booking reference numbers (Numbers) for Fieldforce to use in connection with the Program.
7. Fieldforce must allocate the Numbers to bookings in connection with the Program.
8. Fieldforce must ensure that the Green Loans booking system covering Fieldforce assessor availability is not available for Datacom call centre bookings on and from the Start Date or otherwise as agreed with DEWHA
9. DEWHA will ensure that all enquiries to the Green Loans Booking Centre which relate to Fieldforce and the Program will be immediately redirected to the Fieldforce booking centre on 1800 813 660.
10. Prior to the establishment of the eGateway Fieldforce will update and send the following five files daily to the eGateway email address specified by DEWHA in connection with the Program. The files are:
  - RptHouseholder.csv
  - RptAssessor.csv
  - RptBooking.csv
  - RptHome.csv
  - RptBookingConfirmation.csv
11. Each Business day, Fieldforce will provide DEWHA with a report on assessment activity, in connection with the Program, carried out in the preceding 24 hours. Each daily report will include the number of:
  - bookings for assessments;
  - no shows;
  - cancellations; and
  - completed assessments.
12. Each day, Fieldforce will provide DEWHA with a report setting out the names of all Fieldforce assessors, their ABSA registration number, email address and DEWHA logon details, including password.
13. Each day, Fieldforce will generate a Web Calculator Bulk Report setting out the status of all active assessments assigned to the Fieldforce assessors in such a manner that enables Fieldforce to review the assessments which have been uploaded by its assessors.

3/...

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14. Each week, Fieldforce will provide DEWHA with a report on all assessments which have been completed during the previous week and the outcome of those assessments ie completed, no show, rescheduled or cancelled.
15. By Monday 10.00am each week (unless otherwise agreed), Fieldforce will provide a report for the week ending on the previous Saturday, setting out:

Call Status	Outcome EG
Calls Offered (9:00 am to 5:00 pm AEDST)	567
Calls Answered	525
Calls Abandoned IVR (in Hours)	30
% Abandoned	4.8%
Actual AHT (minutes)	0:04:02
Target AHT (minutes)	5
Calls Offered (After hours)	66
Calls Abandoned	75
Calls Answered Before 60 secs	3
GOS (%) (80/30)	80%
ASA (seconds)	0:00:01
Max Wait Answered	0:02:23
Avg Hold time	0:00:10
Avg Wrap time	0:00:07

16. The parties agree that the targets for the Fieldforce booking centre will be:

Measure	Target
AHT	5 minutes
GOS	80/30

17. In addition to the other reports set out in this Agreement, each week Fieldforce agrees to provide contact reports, for the week ending on the previous Saturday, listing:
- all customer complaints in relation to the Program, including the customer details, booking reference number (if applicable) and details of the complaint; and
  - all customer complaints regarding the Assessment Report, including the customer details, booking reference number and details of the complaint.

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18. Fieldforce agrees that it will provide the additional services set out above for DEWHA without additional payment.
19. Fieldforce will provide the following numbers for Datacom:
- Customers 1800 813 660
- DEWHA 1800 098 760

I trust that this sets out the terms of this Agreement fully and fairly. If it does, can you please sign the acceptance acknowledgment set out below and send me a copy at your earliest convenience. The Agreement will be legally binding in accordance with its terms on receipt by us of the duly signed Acceptance letter. However, if you would like to discuss any aspect of this Agreement, please let me know.

Yours sincerely

Amanda McClelland  
National Operations Manager  
Home Health Check  
Fieldforce Services Pty Ltd

**Acceptance**

My signature below confirms that:

- I have been duly authorised by DEWHA to sign this Agreement for and on behalf of DEWHA; and
- DEWHA agrees that it is bound by the terms of this Agreement on and from the Start Date.

Name:

Signature:

Title/position:

Department:

*Acting Director*  
*Green Loans*  
*8 December 2009*