

Senate Standing Committee on Environment, Communications and the Arts
References Committee
Inquiry into the Green Loans Program
Climate Change and Energy Efficiency Portfolio
Department of Climate Change and Energy Efficiency

Answers to questions on notice
June 2010

Question No: 2
Topic: PricewaterhouseCoopers review
Hansard Page ECA: 86

Senator Fisher asked:

Mr Thompson—I did say that it was initial evidence. PricewaterhouseCoopers conducted some review work into the Green Loans Program in February of this year.

CHAIR—Can we see that?

Mr Thompson—I will take that on notice. I will ask Ms Leo to expand on this, but what that work did, as I understand it, was to survey households who had had assessments taken under the program.

Answer:

PricewaterhouseCoopers (PwC) conducted a short review in February 2010 of complaints against assessors in relation to the quality of Home Sustainability Assessments conducted under the Green Loans Program.

This review aimed to identify behaviour potentially in breach of Program requirements in order to inform compliance activity. The review aimed to review the behaviour of all assessors who had a complaint made against them and focused in particular on assessors who had multiple complaints made against them. For each, the review team contacted the complainant Householder (where available) and a number of additional Householders who had had an assessment completed by the same Assessor. Over 350 Householders were contacted as a part of the review.

As the PwC report contains detailed information in relation to individual Green Loans Assessors and complainant householders, it is considered that the release of the report in its current form would result in an inappropriate disclosure of personal information and a breach of privacy legislation. A summary of the findings is provided below:

- An overwhelming majority of householders contacted were satisfied with their assessment report or assessor.
- There did not appear to be any correlation between the survey results and specific complaints about individual assessors.
- In the case of assessors who had multiple complaints raised against them, the complaints appear to relate to the perceived accuracy of the assessment report rather than the quality and experience of the individual assessor.
- Householders were concerned that there can be a lengthy delay to receive their assessment reports after the home sustainability assessment was conducted.