

My submission is with regard to the Green Loans Programme.

I looked into the Green Loans given the publicity surrounding it. My interest was in potentially installing Solar Panels (having been interested previously but not proceeding when the Government unilaterally withdrew the previous 'subsidy' programme overnight).

One of the conditions for a Green Loan was with regard to having an energy assessment completed. That didn't seem to be a particularly onerous thing to complete at the time. I made the necessary arrangements and waited a week for the assessment. This was then completed on 28th January 2010. I was told the report would take six weeks to be delivered to me from Canberra. I thought that was an inordinate time to wait when I was told that.

Since then I have heard nothing – zero, zilch.

Given my understanding of the Green Loans it is my belief that I would have qualified. I met the income threshold (for once...) and I'd had the assessment completed. All I now required was the report.

However, I didn't take into account the inadequacies of Canberra and the stealthy way this Government chooses to operate.

Who would assume, having had the assessment completed on 28th January, that I would no longer qualify for a Green Loan come 22nd March because the Government discontinued it?

Clever move that. Pay the assessor for the assessment, waste my time in having it completed (whilst it may not have seemed onerous at first it actually took four hours to complete!), invade my privacy by going through my house and recording all the information from my various bills, make me sign a form giving the Government ongoing access to my information and then cancel the Green Loans Programme!

Talk about being duped. Not only do I feel annoyed at being duped but also I am HIGHLY offended at the invasion of my privacy. This is morally wrong to collect this data and not even provide me with a report never mind the opportunity to apply for a Green Loan. At the time I regarded the assessment as a necessary evil but, in light of the cancellation of the Programme, I now regard it as a total invasion of my privacy.

My assessor told me that he submitted the assessment on 30th January and he suggested that I should contact the Department concerned to ascertain where my report was. Given everything I've heard and the time I've already wasted I'm not prepared to ring Canberra and be placed in a hold queue waiting to be told that it is being 'processed'.

In summary the concerns I have are as follows:

1. Because of the inefficiency of this Programme and the way that it has been managed I appear to have missed out on an opportunity to apply for a Green Loan and actually do something positive to reduce my carbon footprint.
2. Why was it necessary to close off the Green Loans to those who already had their assessments completed but were awaiting their reports? The Minister stated, *"As at 28 February 2010, 305,327 home sustainability assessments had been booked and, of these, 210, 864 had been completed. This is clearly a very popular element of the program. However, only around 84,000 reports produced as a result of those home sustainability assessments had been sent out to households (as of 28 February 2010). There are currently around 100,000 reports that have been submitted to the Department of the Environment, Water, Heritage and the Arts but which had not yet been sent out to households at the time responsibility moved to the Department of Climate Change and Energy Efficiency"*. So, I appear to be one of 100,000 householders impacted by this. Read that again 100,000 households – that is a lot of people. I'd suggest that it was only 'popular' because it was tied to the requirement to have an assessment completed in order to apply for a Green Loan.
3. An assessor got paid to complete my report but to date, I have no report that could, at the very least, perhaps guide me as to how to make some improvements. This all

seems to be a gigantic waste of public money being spent for absolutely no good reason.

4. Who is being held accountable for this? In a public company a specific person would be accountable for squandering this money and action taken – come to think of it a public company couldn't actually afford to run like this.

I would like to know what the next steps are to resolve this shambles and whether I will ever receive my assessment report and whether the Government will ever have a programme that people can apply for without it being cancelled overnight (solar panel rebates, insulation programme and now Green Loans).

The whole thing is a shambles and the Minister ought to hang her head in shame.

Brian Peters