

**Extract from Additional Estimates Index of DEWHA questions on notice for transfer to DCCEE and the F & PA Committee**

<b>Question No</b>	<b>ECA Page No and Date</b>	<b>Senator</b>	<b>Broad Topic</b>	<b>Question</b>	<b>Agency/ Division</b>	<b>Out come</b>	<b>Date Rec'd</b>
69	83 (9/2/10)	Birmingham	Green Loans – payment of invoices	<p><b>Senator BIRMINGHAM</b>—When was the first invoice paid?</p> <p><b>Ms Mackie</b>—As I understand it, we received invoices over the September, October, November and December period. We have paid those invoices, but we do not have the breakdown in the timing to the different institutions for those payments.</p> <p><b>Senator Wong</b>—We can take that on notice to see if we can find out any further information if we have it.</p> <p><b>Senator BIRMINGHAM</b>—If you could provide some indication of how long it has taken to be paid, that would be appreciated. One thousand and eight have been received and paid. There are none outstanding at present?</p> <p><b>Ms Mackie</b>—We will take that on notice, but my understanding is that we have paid that tranche of loans that have come in.</p>	EET	2.1	
70	83 (9/2/10)	Birmingham	Green Loans – loan advice	<p><b>Senator BIRMINGHAM</b>—Is that loan advice at a point at which the bank is undertaking due diligence on an application or when a bank or financial institution is telling you, ‘We have a prospective green loan customer here’, or is it literally just that they have received an application? What is the difference there?</p> <p><b>Mr Thompson</b>—You are asking for a specific definition of what that loan information means. So that we can give you a technically correct answer, I would prefer to take that on notice. As I understand it, we are asking the financial institutions, and there is a range of them. They are banks, building societies, credit unions and so on. We are asking them similar questions, but they use different processes for approving loans. We would prefer to take that on notice.</p>	EET	2.1	
71	84 (9/2/10)	Birmingham	Green Loans – loan advice	<p><b>Senator BIRMINGHAM</b>—Ms Mackie indicated before that the department contacts each of those 24 institutions for the loan advice. How frequently are you contacting them?</p> <p><b>Ms Mackie</b>—I do not have the detail on the processes by which we do that. We would need to take that on notice.</p>	EET	2.1	
72	85 (9/2/10)	Birmingham	Green Loans – reporting on loan advice	<p><b>Senator BIRMINGHAM</b>—Does that mean the last lot of communications with the financial institutions was a week ago? On what basis have you made the statement that there were no loan advices provided in the last week?</p> <p><b>Ms Mackie</b>—We report on a weekly basis and that is the information that has come through. I would need to take on notice the actual process for getting that information from the banks and the building societies.</p> <p>...</p> <p><b>Senator BIRMINGHAM</b>—You know that there were none for last week. Do you know how many there were for the previous week or what the averages per month have been?</p> <p><b>Mr Thompson</b>—We do not have those figures with us here.</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<p><b>Senator BIRMINGHAM</b>—Once again, perhaps you could take that on notice.</p> <p>...</p> <p><b>Senator BIRMINGHAM</b>—That is right. It sounds to me like it is collected on a weekly basis. If it is collected on a weekly basis and it is entered into some kind of spreadsheet then it should not be that hard to provide data for the entire period of the loans, which I would appreciate being provided to the committee</p>			
73	87 (9/2/10)	Milne	Green Loans – budget allocation for interest	<p><b>Senator MILNE</b>—I understand that, but my understanding was that \$40 million covered both the assessments and the interest. I am trying to establish: of the \$40 million what was set aside for the interest?</p> <p><b>Ms Kruk</b>—We understand. We will take it on notice.</p>	EET	2.1	
74	87 (9/2/10)	Birmingham	Green Loans – assessments	<p><b>Senator BIRMINGHAM</b>—In terms of assessments numbers, how many assessments have been undertaken to date, to your knowledge?</p> <p><b>Ms Mackie</b>—One hundred and forty-three thousand.</p> <p><b>Senator BIRMINGHAM</b>—Is that the number of assessments that payments have been made by the department for or for which invoices have been received?</p> <p><b>Ms Mackie</b>—I do not have the details on the payments made, just on the assessments that have been completed. I would need to take that on notice.</p>	EET	2.1	
75	88 (9/2/10)	Macdonald/ Birmingham	Green Loans – assessments by state	<p><b>Senator IAN MACDONALD</b>—Could you give us a break-up, state and territory, for those assessments? Could you also take on notice the number of assessors per state and territory that have been approved, the number of loans out of the 1,008 and the split-up between the states and territories, please.</p> <p><b>Mr Thompson</b>—I can give you the first two now. In terms of numbers of assessors, for the ACT it is 84; for New South Wales, 1,327; for NT, two; for Queensland, 722; South Australia, 274; Tasmania, 66; Victoria, 936; and Western Australia, 237. The number of completed assessments, again by state in that order: ACT, 6,482; New South Wales, 55,987; NT, 213; Queensland, 24,112; South Australia, 11,985; Tasmania, 1,787; Victoria, 32,572; and Western Australia, 8,884, which add up to the total of 142,022.</p> <p><b>Senator BIRMINGHAM</b>—Since you have usefully provided that data on the state breakdown, we might as well get them for the number of loans as well if you have that.</p> <p><b>Mr Thompson</b>—I do not have that at hand, so I will take that on notice</p>	EET	2.1	
76	88 (9/2/10)	Milne	Green Loans – reimbursement	<p><b>Senator MILNE</b>—I take on board what you are saying. Mea culpa; the minister says it is not acceptable, and you say it is not acceptable. I raised this at the last estimates and said, ‘Can you assure me that people who are owed money have been reimbursed? Are you satisfied that we are up to the 30-day period for most people?’ The response was, ‘Yes, yes, yes’, that it was all fixed, and the software was fixed. It is not fixed.</p> <p>Whilst I recognise the government is sorry, the fact is that people have not been paid. Could you please get me the information that I am asking for? Of the 143,000 assessments that have been completed, how many invoices remain outstanding and how many of them are beyond the 30 days? Was it not an undertaking that people</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
	91 (9/2/10)			would be paid in 30 days? <b>Senator Wong</b> —We will take the first two on notice. ... <b>Senator MILNE</b> —Just before the dinner break I was asking some questions about the 143,000 completed assessments and the number of invoices outstanding. I acknowledge the department has said they will come back to me. If you cannot come back to me with the numbers now, I would like to know what arrangements are in place to have those invoices that are outside the 30-day period paid as a matter of urgency. <b>Mr Thompson</b> —We can provide that advice to you on notice.			
77	89 (9/2/10)	Birmingham	Green Loans – terms of reference - review	<b>Senator BIRMINGHAM</b> —Are there terms of reference for the review that the minister has instructed the department to have undertaken? <b>Ms Kruk</b> —I am unaware whether the minister has actually released those terms of reference or if those terms of reference are available. I will take that on notice.	EET	2.1	
78	90 (9/2/10)	Birmingham	Green Loans – independent external inquiry	<b>Ms Kruk</b> —This is a matter that I have discussed with the minister over the last few weeks in terms of some of the specific concerns. His formal instruction to me was issued yesterday. <b>Senator ABETZ</b> —I know that, but what time yesterday? <b>Ms Kruk</b> —I would have to check. I think very early in the course of yesterday morning.	EET	2.1	
79	92 (9/2/10)	Milne	Green Loans – Fieldforce IT arrangements	<b>Senator MILNE</b> —I asked you who approached whom in relation to establishing a separate and different arrangement for Fieldforce. Did the department approach them or did they approach the department and who signed off on this? <b>Mr Thompson</b> —I would have to take that on notice, in terms of who approached whom. It was the department's decision to enter into that arrangement, as I said, in order to free up the call centre and the booking system that we were using. <b>Senator MILNE</b> —Who in the department signed off on it? Did the minister know about it? <b>Mr Thompson</b> —Again, I would have to take that on notice.	EET	2.1	
80	93 (9/2/10)	Milne	Green Loans – Fieldforce bookings over christmas	<b>Senator MILNE</b> —So, for the purposes of new bookings the call centre was closed and there was no other mechanism for assessors, other than those at Fieldforce, to make bookings during that period? <b>Mr Thompson</b> —I would have to clarify whether that is the case. I understand what you are asking but I do not know whether that is the case. ... <b>Mr Thompson</b> —The call centre was only on limited operations for the period 25 December to 10 January, so it is not four weeks. <b>Senator Wong</b> —Christmas Day to 10 January—so some 16 days—which obviously includes a number of public holidays. So, in that period the evidence here is that the call centre was only operating in a limited capacity to reschedule or cancel bookings. Your question is that for that period whether or not Fieldforce was able to make bookings?	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<p><b>Senator MILNE</b>—Yes, and to clarify further, my understanding is that the call centre remained closed for new bookings for a further two weeks after 10 January. Is that not correct? What was the arrangement after 10 January? Was it business as usual?</p> <p><b>Mr Thompson</b>—That is not the advice I have. The advice I have is that it resumed on 11 January.</p> <p><b>Senator MILNE</b>—So, it was business as usual from 11 January?</p> <p><b>Mr Thompson</b>—Yes.</p> <p><b>Senator MILNE</b>—So, between those dates, as the minister just said, 25 December to 10 January, did Fieldforce make any bookings?</p> <p><b>Mr Thompson</b>—I do not have the information so I am going to have to take that on notice.</p>			
81	95 (9/2/10)	Milne	Green Loans – Fieldforce bookings	<p><b>Senator MILNE</b>—Is it true that they booked 14,000 of the total 21,000 bookings made last week? That was an email received by me on 8 February, so I am assuming it is the week beginning 1 February to 8 February. I would like that checked, because that goes to the question about whether the 6,000 has kicked in.</p> <p><b>Mr Thompson</b>—It is not consistent with our understanding, but we will check that.</p>	EET	2.1	
82	98 (9/2/10)	Milne	Green Loans – Assessor training	<p><b>Senator MILNE</b>—Mr Berry has put in writing that DEEWR would cover the cost of assessors being upgraded to a certificate IV qualification and people are expecting that that will happen. Now, I understand, the department is saying that it does not have any knowledge of that. First of all I would like to know how is it that you embarked on allowing training that is not nationally accredited? You have a framework that you operate within. There was a Victorian training course, at least, that was an accredited course that could have been used as a stepping stone. I would really like to know why you embarked on a training program without national accreditation and, secondly, whether DEEWR is going to cover the cost of being upgraded to a certificate IV qualification?</p> <p><b>Senator Wong</b>—In relation to the first question, I will ask Mr Thompson to respond. In relation to the second question, I am reluctant to deal with particular individuals in the department in an estimates process. You asserted in your question that you had written information about that. If you would provide that to the secretary, but I would ask that we be able to deal with that on notice, given that it deals with a named individual inside the department.</p>	EET	2.1	
83	98 (9/2/10)	Macdonald	Green Loans – green reward card	<p><b>Mr Thompson</b>—It is still the intention to send the Green Reward Card to those householders.</p> <p><b>Senator IAN MACDONALD</b>—When do you expect that it will go out?</p> <p><b>Mr Thompson</b>—Unfortunately, I cannot answer that.</p> <p>...</p> <p><b>Senator IAN MACDONALD</b>—Can you take on notice and try to get me a rough assessment? You will be able to work through what constraints there are before you.</p> <p><b>Senator Wong</b>—We can do that.</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
84	100 (9/2/10)	Macdonald	Green Loans – green reward card – livinggreener.gov.au	<p><b>Senator IAN MACDONALD</b>—The letter does encourage you to go online to the Department of the Environment, Water, Heritage and the Arts new portal, www.livinggreener.gov.au. If you went to that site, is it there or is it still under development as well?</p> <p><b>Mr Thompson</b>—As I understand it that site is active and has been since August.</p> <p>...</p> <p><b>Senator IAN MACDONALD</b>—But it would not tell you anything about the \$50 Green Reward card or the conditions of use?</p> <p><b>Mr Thompson</b>—I do not think so, but I would have to confirm that.</p>	EET	2.1	
85	101 (9/2/10)	Birmingham	Green Loans – Call centre – hold time and drop outs	<p><b>Senator BIRMINGHAM</b>—What is the drop-out rate of calls at the data centre?</p> <p><b>Mr Thompson</b>—I do not have that information as a statistic.</p> <p><b>Senator BIRMINGHAM</b>—Could you take on notice the average number of daily calls, the average dropout rate and the average hold time.</p>	EET	2.1	
86	102 (9/2/10)	Birmingham	Green Loans – assessors fees	<p><b>Senator BIRMINGHAM</b>—Have any assessors under the program had their fees for their trading paid under the New Enterprise Incentive Scheme?</p> <p><b>Mr Thompson</b>—I think I now understand what you are talking about.</p> <p><b>Senator Wong</b>—This is the industry department?</p> <p><b>Mr Thompson</b>—Industry or DEEWR.</p> <p><b>Senator BIRMINGHAM</b>—I think it is DEEWR.</p> <p><b>Mr Thompson</b>—I am sorry, I did not quite grasp it there. We understand that some of them have. We do not have those numbers from DEEWR yet.</p> <p><b>Senator BIRMINGHAM</b>—If you could take that on notice, we will probably put it to DEEWR.</p> <p><b>Senator Wong</b>—We may need you to do that.</p>	EET	2.1	
87	105 (9/2/10)	Milne	Green Loans – assessors cold calling	<p><b>Senator MILNE</b>—But apart from the Do Not Call Register, cold calling and canvassing is okay?</p> <p><b>Mr Thompson</b>—That is our understanding.</p> <p><b>Senator MILNE</b>—In the newsletter from DEWHA to assessors in September 2009 it was reiterated that home assessors are forbidden from cold calling and canvassing for households to sign up for an assessment, so how do you explain that?</p> <p><b>Ms Mackie</b>—I stand corrected on that.</p> <p><b>Senator MILNE</b>—I would like that clarified because Fieldforce has advertised call centres for cold calling and other assessors are being told they cannot do it. On this exact same issue of what is allowed and what is not allowed, the assessors are told that they cannot promote anybody else's products, et cetera, and yet Fieldforce gives bonuses for promoting their product. Now is that prohibited or not for an assessor?</p> <p><b>Mr Thompson</b>—Clearly we stand corrected on that previous advice, so we are going to have to get some clarification on that.</p>	EET	2.1	
88	106 (9/2/10)	Milne	Green Loans – assessors cold calling	<p><b>Senator MILNE</b>—Perhaps you can take on notice three issues. The first is cold calling and canvassing. The second is promoting a brand, product or company. The third is branding. My understanding is that the assessors are bound by rules in terms</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<p>of identifying the program as Green Loans and having to use government artwork and branding and that several people are advertising the program in their own branding. I want to know whether those three things are contractual obligations, whether they apply to everybody and, if so, who is auditing, following up and enforcing compliance.</p> <p><b>Senator Wong</b>—In relation to the third question, that may be an issue that is picked up in the audit that has been announced. In relation to the first two, unless Mr Thompson is able to assist further, we will take that on notice in terms of the detail that you have asked.</p>			
89	106 (9/2/10)	Birmingham	Home Insulation program – electrical issues	<p><b>Mr Forbes</b>—As part of the original program design we held consultations with industry, and that included consultations on occupational health and safety issues. Electrical issues were clearly identified very early on in the program and they were incorporated in training modules developed early on in the program.</p> <p><b>Senator BIRMINGHAM</b>—When you say they were identified early on in the program, were they identified just in the forums, workshops and consultations that you held or did you receive written advice highlighting these problems?</p> <p><b>Mr Forbes</b>—I am conscious that they certainly were raised with us in forums. Whether they were raised in writing in the early part of the program design I am not sure. I would have to take that on notice.</p>	EET	2.1	
90	107 (9/2/10)	Birmingham	Home Insulation program – Foil installers QLD	<p><b>Senator BIRMINGHAM</b>—Around 3,700 inspections will be undertaken in Queensland. How many different foil installers were there in Queensland?</p> <p><b>Mr Aaron Hughes</b>—We would have to take that on notice.</p> <p><b>Senator BIRMINGHAM</b>—Is the audit designed such that all installers will have their work audited at some point?</p> <p><b>Mr Aaron Hughes</b>—The exact audit methodology is not in front of us at the moment, but we can take that on notice as well.</p>	EET	2.1	
91	108 (9/2/10)	Birmingham	Home Insulation program – electrical issues	<p><b>Senator BIRMINGHAM</b>—Obviously giving as broad a cross-reference as possible in terms of that risk is useful. I would have thought if 3,700 audits are being undertaken—dependent upon how many installers there are, but I would be doubtful there were more than 3,700 in Queensland—it would be sensible to structure it in a manner so that all were audited at least once. The random nature would then kick in as to just how many times they might be audited and where they might be audited.</p> <p><b>Mr Forbes</b>—We will come back on the details. One would assume that if it is well designed it would cover off those issues.</p>	EET	2.1	
92	108 (9/2/10)	Birmingham	Home Insulation program – refunds to the Department	<p><b>Senator BIRMINGHAM</b>—How many refunds have had to be made to the department under the program or how many claims have been rejected?</p> <p><b>Mr Aaron Hughes</b>—Those are two different questions and in both cases we will have to take them on notice to give you a complete picture of what is happening. In terms of refunds, I assume you are talking about what we would call a voluntary recovery?</p> <p><b>Senator BIRMINGHAM</b>—Yes.</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<p><b>Mr Aaron Hughes</b>—In that regard there are a number of installers who have confirmed or advised the department that they had made an error in claiming for a certain installation and that they would like to pay some money back. We would have to take on notice the actual number and quantum of that. The second item you mentioned was—</p> <p><b>Senator BIRMINGHAM</b>—Claims or applications rejected for payment.</p> <p><b>Mr Aaron Hughes</b>—We could not give you a firm figure on that, because it does fluctuate. Through the department’s compliance processes we would potentially pend or hold a number of claims any given day on the basis of parameters that are set through the compliance processes. That number will obvious fluctuate for any given day as well, because we may approach an installer or a householder to confirm the suspicion that has come out of the compliance process. In terms of solid figures of what we have rejected, that is something that we would have to take on notice.</p>			
93	109 (9/2/10)	Birmingham	Home Insulation program – fraud	<p><b>Senator BIRMINGHAM</b>—How many instances of fraud have been referred to the AFP?</p> <p><b>Mr Aaron Hughes</b>—I am aware of three. However, I would need to check that figure as well for you.</p>	EET	2.1	
94	109 (9/2/10)	Troeth	Home Insulation program – price of batts	<p><b>Senator TROETH</b>—What advice has the government received about a spike in the price of insulation since the pink batts program was announced in early February 2009?</p> <p><b>Mr Aaron Hughes</b>—As part of the program the department meets with industry very regularly and we take representations from industry regularly as well. In terms of a formal representation or an informal representation, we would have to take that on notice, because obviously industry representatives would make different representations to us all the time and we would have to do some work as to whether or not those representations were true in bearing out the number that we had.</p> <p><b>Senator TROETH</b>—Could you include in that answer over that time since early February 2009 how much the price has risen?</p>	EET	2.1	
95	110 (9/2/10)	Troeth	Home Insulation program – delisted installers	<p><b>Senator TROETH</b>—Could you give me an idea of what sort of breach they would need to commit to be delisted?</p> <p><b>Mr Aaron Hughes</b>—We could take that on notice, but largely it would be a breach of the terms and conditions and the program guidelines.</p> <p><b>Senator TROETH</b>—Is it Australia-wide or in any particular state or is there any particular concentration?</p> <p><b>Mr Aaron Hughes</b>—In terms of where the deregistered installers are?</p> <p><b>Senator TROETH</b>—Yes.</p> <p><b>Mr Aaron Hughes</b>—We would have to take that on notice as well.</p>	EET	2.1	
96	110 (9/2/10)	Troeth	Home Insulation program – complaints	<p><b>Senator TROETH</b>—What were the main areas of complaints about the program?</p> <p><b>Mr Aaron Hughes</b>—In terms of numbers where those complaints sit, we would have to take that on notice.</p>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
97	111 (9/2/10)	Troeth	Solar Schools – funding recieved	<p><b>Senator TROETH</b>—Late last year that program was suspended until July 2010?</p> <p><b>Mr Aaron Hughes</b>—That is correct.</p> <p><b>Senator TROETH</b>—It was suspended without notice and simply relayed to sections of the solar industry by email, with a change on the website. Up till that point how many schools had received funding?</p> <p><b>Mr Aaron Hughes</b>—Up to the point of the announcement?</p> <p><b>Senator TROETH</b>—Yes.</p> <p><b>Mr Aaron Hughes</b>—I would have to take that on notice.</p> <p><b>Mr Thompson</b>—When the program was temporarily suspended on 15 October last year the department had already paid or committed to pay claims to schools totalling \$44.53 million.</p> <p><b>Senator TROETH</b>—Could you also give me a list of which schools up to that point, not necessarily now, but perhaps on notice?</p> <p><b>Mr Aaron Hughes</b>—Yes.</p> <p><b>Senator TROETH</b>—And in which electorates they would be?</p>	EET	2.1	
98	112 (9/2/10)	Troeth	Solar Schools – grants	<p><b>Senator TROETH</b>—I would like to know the number of grants for solar and other renewable power systems and the total cost; the number of grants for solar hot water systems and the total cost; the number of grants for rainwater tanks and the total cost; the number of grants for ‘a range of energy efficiency measures’ and the total cost? If I could have those in due course that would be appreciated.</p> <p><b>Mr Thompson</b>—Yes, we can take it on notice.</p> <p><b>Senator TROETH</b>—How many schools simply registered for the \$50,000 rebate?</p> <p><b>Mr Thompson</b>—Since the program commenced on 1 July and up to the point where the program was suspended in October, more than 5,200 schools have registered to participate in the program.</p> <p><b>Senator TROETH</b>—Thank you. Also, included in those questions on notice: what feedback has the government received from schools, and also the solar industry, in terms of complaints?</p> <p><b>Mr Thompson</b>—We can take that on notice.</p> <p>...</p> <p><b>Senator TROETH</b>—Thank you. Also, included in those questions on notice: what feedback has the government received from schools, and also the solar industry, in terms of complaints?</p> <p><b>Mr Thompson</b>—We can take that on notice.</p>	EET	2.1	
99	113 (9/2/10)	Milne	SHCP – payment of claims	<p><b>Senator MILNE</b>—Can you take on notice how many payments are outstanding beyond 30 days?</p> <p><b>Mr Thompson</b>—Yes.</p>	EET	2.1	
100	113 (9/2/10)	Milne	SHCP – contestable claims	<p><b>Senator MILNE</b>—On notice I would like to know how many contestable claims there are in terms of whether an application was lost or missing, notwithstanding you would contest whether it is lost or missing?</p> <p><b>Mr Thompson</b>—Yes.</p>	EET	2.1	
101	Written Qon	Fisher	Green Loans –	What is the average time between a householder requesting an assessment and the	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
			assessments being undertaken	assessment being undertaken in each state in: 1. metropolitan areas? 2. regional areas? 3. rural areas?			
102	Written Qon	Fisher	Green Loans – assessments	What is the average time between an assessment being undertaken and a report being received by householders in each state in: 1. metropolitan areas? 2. regional areas? 3. rural areas?	EET	2.1	
103	Written Qon	Fisher	Energy Efficiency Homes package	1. What has been the total cost of the Energy Efficient Homes Package for this financial year? 2. What is the breakdown of the costs? 3. What is the current number of installers deregistered under the package? 4. What were their breaches? 5. What is the breakdown of deregistration by state? 6. How many complaints have been received all up about the program? 7. What are the main complaints registered?	EET	2.1	
104	Written Qon	Fisher	SHCP cost and applications	1. What has been the total cost of the Solar Homes and Communities Plan for this financial year? 2. How many applications have been paid?	EET	2.1	
105	Written Qon	Fisher	Solar Schools	What has been the total cost of the National Solar Schools for this financial year?	EET	2.1	
106	Written Qon	Birmingham	Home Sustainability Assessment	1. How was the Home Sustainability booking system developed? 2. Why does it take up to two hours for booking numbers to be provided under this booking system. 3. What notice was provided to assessors, and when, that the booking call centre would have reduced capacity over the Christmas period. 4. Please explain any issues arising where, as has been the case, an assessor emailed a substantial number of bookings over the Christmas period, after a number of days still did not have the booking numbers but carried out the assessments without the booking numbers. Does the assessor get paid? 5. After the booking system by phone was reactivated the phone line was so busy that after 90 minutes assessors were told to hang up and that they would be called back with a booking number. Please explain why, as was the case, some of these calls were returned within five days and some not at all? 6. When is it expected that the funding will be exhausted for the budgeted 360,000 Home Sustainability Assessments?	EET	2.1	
107	Written Qon	Birmingham	Green Loans – Financial institutions	1. When did the first financial institution sign up to deliver Green Loans? 2. As of 8 February 2010, how many financial institutions had signed up to deliver the Green Loans program? i. What are the institutions and what date did they agree to take part in the scheme?	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<ul style="list-style-type: none"> <li>ii. Are any more financial institutions due to sign up to the scheme?</li> <li>iii. How many loans have each financial institution provided?</li> </ul> 3. Will the Department provide a list of when each financial institution <ul style="list-style-type: none"> <li>i. was first approached by the Government to take part in the Green Loans program?</li> <li>ii. agreed to take part in the Green Loans programme?</li> </ul>			
108	Written Qon	Birmingham	Green Loans - general	<ol style="list-style-type: none"> <li>1. When were the first applications received for Green Loans?</li> <li>2. When was the first Green Loan provided?</li> <li>3. How many Green Loans have been provided, and how many from each participating financial institution?</li> <li>4. What level of financial assistance – total and by financial institution – has been provided through the Green Loans Program to date?</li> <li>5. How many, and what proportion, of the successful applicants for Green Loans received the maximum \$10,000? What is the average loan amount?</li> <li>6. For what home improvements are Green Loans being provided? What are the estimated resulting emissions reductions?</li> </ol>	EET	2.1	
109	Written Qon	Birmingham	Home Sustainability assessments – accredited assessors	<ol style="list-style-type: none"> <li>1. How many Assessor Accrediting Organisations are recognised by the Government for the purposes of accrediting Home Sustainability Assessors?</li> <li>2. Please outline the process for an organisation to be recognised as an Assessor Accrediting Organisation.</li> <li>3. What total financial costs, to an assessor applicant, are involved to become eligible an accredited assessor, including any police checks, insurance cover, application and other fees?</li> <li>4. Have any of these fees been met by any Government agency i.e. the Commonwealth?</li> <li>5. Since the program’s inception how many applications have been received from individuals seeking to become accredited assessors?</li> <li>6. How many applications for accreditation have been unsuccessful? Please provide examples of why applicants have been unsuccessful.</li> <li>7. What procedures are available to any assessor applicants that fail the accreditation process? Do they have to pay the various costs/application fees if they wish to seek accreditation again?</li> </ol>	EET	2.1	
110	Written Qon	Birmingham	Home Sustainability assessments – accredited assessors	<ol style="list-style-type: none"> <li>1. Why was a ‘moratorium’ placed on new assessor applications by the Association of Building Sustainability Assessors (ABSA)?</li> <li>2. As of 28 January the ABSA was ‘holding over 5,000 new applications awaiting processing’. When was this moratorium lifted or, if yet to be lifted, when is it expected to be lifted?</li> <li>3. ABSA has recognised that applicants who are awaiting processing have already spent money on training and professional indemnity insurance – with such a back log, is it the case that many applicants may not be in a position to receive an income from the Housing Sustainability Assessment Scheme for some time?</li> </ol>	EET	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
111	Written Qon	Birmingham	Home Sustainablilty assessments - bookings	<ol style="list-style-type: none"> <li>1. Since bookings opened, how many Home Sustainability Assessments have been booked each week?</li> <li>2. Since bookings opened, how many Home Sustainability Assessments have been booked by Fieldforce each week?</li> <li>3. When were special arrangements, such as in relation to the Home Sustainability Assessment booking system, entered into with Fieldforce? Please detail what each agreement with Fieldforce entailed, when it was entered into, by whom it was approved and from what date it was effective.</li> </ol>	EET	2.1	
112	Written Qon	Birmingham	Home Sustainablilty assessments - bookings	<ol style="list-style-type: none"> <li>1. How many Home Sustainability Assessments have been completed for each week of the program's operation?</li> <li>2. How many completed home assessment reports have been provided to the Department for each week of the program's operation?</li> <li>3. How many completed home assessment reports have been returned from the Department to householders each week?</li> <li>4. What is the most number of Home Sustainability Assessments completed by any one assessor?</li> </ol>	EET	2.1	
113	Written Qon	Birmingham	Green Start program – tender process	<ol style="list-style-type: none"> <li>1. Why was the tender period for the <i>Green Start</i> program delayed from 14 January, as announced by Minister Garrett on 26 November, to 21 January?</li> <li>2. Between 26 November and 21 January there were more than 13 additions to the tender documents. Why were there so many additions to the tender specifications in such a short period of time?</li> <li>3. When are successful tenderers to be advised?</li> <li>4. How many tenders have been received through the tender process?</li> <li>5. What has been the relative standard/quality of tenders received in each State and Territory?</li> </ol>	EET	2.1	
114	Written Qon	Birmingham	Solar Schools – Election commitment	<ol style="list-style-type: none"> <li>1. How much of the \$489 million Solar Schools Plan promised by Rudd Labor at the 2007 election has been allocated and expended? Please provide a breakdown of expenditure by electorate?</li> <li>2. How many schools have fully expended their \$20,000 allocation for solar technology?</li> <li>3. How many schools are now fully 'solar schools'?</li> <li>4. How many schools have fully expended their \$30,000 allocation for energy and water efficiency projects?</li> </ol>	EET	2.1	
115	Written Qon	Birmingham	Low Emmissions Plan for Renters – Election commitment	How many rental properties have had insulation installed under the \$150 million Low Emission Plan for Renters promised by Rudd Labor at the 2007 election? What is the value of these installations?	EET	2.1	
116	114 (9/2/10)	Birmingham	Renewable Remote Power Generation – Coober Pedy	<b>Senator BIRMINGHAM</b> —The minister and Premier Rann said, 'When it is completed, at the end of 2009, it will generate about 1,860 megawatt hours a year—13 per cent of Coober Pedy's total electricity requirements.' Quite clearly, the first part of that statement has long since passed us by, in terms of its completion at the end of 2009. When will it be completed?	REED	2.1	

Question No	ECA Page No and Date	Senator	Broad Topic	Question	Agency/ Division	Out come	Date Rec'd
				<p><b>Mr Carter</b>—I do not have that information so I will have to take that on notice. As I mentioned, the funding agreement is currently being negotiated.</p> <p><b>Senator BIRMINGHAM</b>—Is the funding agreement for the same amount, of \$3.55 million, under the Renewable Remote Power Generation Program?</p> <p><b>Mr Carter</b>—I understand that it is, but I might just confirm that. My understanding is that it is for the same quantum, but I will have to check that and take it on notice.</p> <p><b>Senator BIRMINGHAM</b>—If you could take that on notice it would be appreciated. And, related to that, could you check that it is for the same specs, in terms of the amount of energy that will be generated, that there will be 26 dishes, each one 14 metres high and tracking the arc of the sun, and all of those statements the minister and Premier Rann were quoted as making at the time.</p>			
117	Written Qon	Payne	Renewable energy certificates review by COAG sub group	<ol style="list-style-type: none"> <li>1. Has the COAG Review into the Federal Government's Renewable Energy Target been completed yet?</li> <li>2. Who will be responsible for assessing the recommendations of the COAG Review into the Federal Government's Renewable Energy Target when the report is tabled?</li> <li>3. Will the report be made public?</li> </ol>	REED	2.1	
118	Written Qon	Birmingham	Coburg Solar Village project	<ol style="list-style-type: none"> <li>1. How much has been spent to date on the jointly funded \$10.23 million Coburg Solar Village project, to which Rudd Labor committed at the 2007 election?</li> <li>2. How many smart metres and solar installations have been installed?</li> <li>3. How many energy efficiency product incentives have been used by households?</li> </ol>	REED	2.1	
119	Written Qon	Birmingham	Appliance rating and Greenhouse and Energy Minimum Standards	Have the 10-star appliance rating system and Greenhouse and Energy Minimum Standards promised by Rudd Labor at the 2007 election been established?	REED	2.1	