

Senate Finance and Public Administration Legislation Committee
Additional Estimates Hearing – February 2010
ANSWER TO QUESTION ON NOTICE

Topic: Home Insulation Program - Delisted Installers

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Question: (Senator Troeth)

Senator TROETH—Could you give me an idea of what sort of breach they would need to commit to be delisted?

Mr Aaron Hughes—We could take that on notice, but largely it would be a breach of the terms and conditions and the program guidelines.

Senator TROETH—Is it Australia-wide or in any particular state or is there any particular concentration?

Mr Aaron Hughes—In terms of where the deregistered installers are?

Senator TROETH—Yes.

Mr Aaron Hughes—We would have to take that on notice as well.

Answer:

Under the Home Insulation Program (HIP), installers have been deregistered for a range of reasons including:

- failure to comply with the terms and conditions of registration;
- failure to provide information when requested; and
- businesses opting out of the HIP following the introduction of the new terms and conditions on 1 December 2009.

At the closure of the HIP on 19 February 2010, 3,457 installers had been deregistered (i.e. removed from the Installer Provider Register). The table below provides a breakdown on these installers by state.

STATE	Deregistrations (including voluntary)
ACT	17
NSW	1,630
NT	27
QLD	816
SA	152
TAS	116

VIC	509
WA	190
Total	3,457

These figures include installer businesses who chose not to continue with the program when the terms and conditions changed on 1 December 2009 as well as those actively deregistered by the Department.

Additionally, installers that were deregistered after 1 December 2009 for serious breaches of the Program Terms and Conditions were added to the public Deregistered Installers List on the Department's website. This list does not include installers who voluntarily deregistered, or who failed to agree to Program Terms and Conditions as part of the December re-registration process. As at 19 February 2010, 24 installers had been placed on the Deregistered Installers List. The table below provides a breakdown on these installers by state.

STATE	Installers on the Deregistered Installers List
ACT	0
NSW	12
NT	0
QLD	4
SA	0
TAS	0
VIC	8
WA	0
Total	24

It should be noted that, while installers are registered and located in a particular state or territory, they may trade in other states.