

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

**Topic: Home Insulation Program - Complaints**

**Question reference number: CC71**

**Type of Question: Hansard ECA page 110, 9 February 2010**

**Date set by the committee for the return of answer: 26 March 2010**

**Number of Pages: 1**

**Question:** (Senator Troeth)

**Senator TROETH**—What were the main areas of complaints about the program?

**Mr Aaron Hughes**—In terms of numbers where those complaints sit, we would have to take that on notice.

**Answer:**

The main areas of complaints about the Home Insulation Program were in relation to:

- Questionable installer practices;
- Incomplete work;
- Safety / fire risk; and
- Work Order Form queries.