

Remaking Suburbia  
**INITIATIVES TO DATE**

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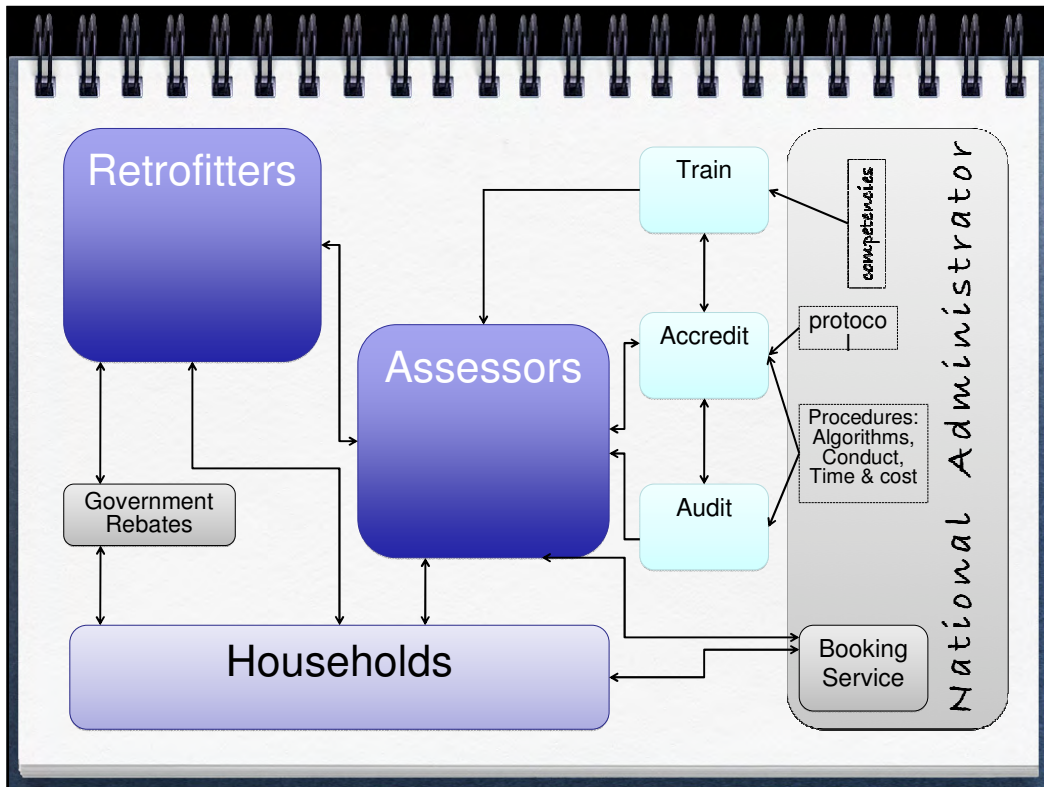


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Creating a new Green  
Industry

Household Sustainability Assessment  
for the  
Green Loans Scheme (and beyond ...)



## Households

- Translating good intentions to action
  - Want to change
  - Service must be convenient
    - When they want it, On time, minimum 'contacts'
  - Trust the advice they receive
    - Training in dealing with people
    - Codes of conduct & complaints processes

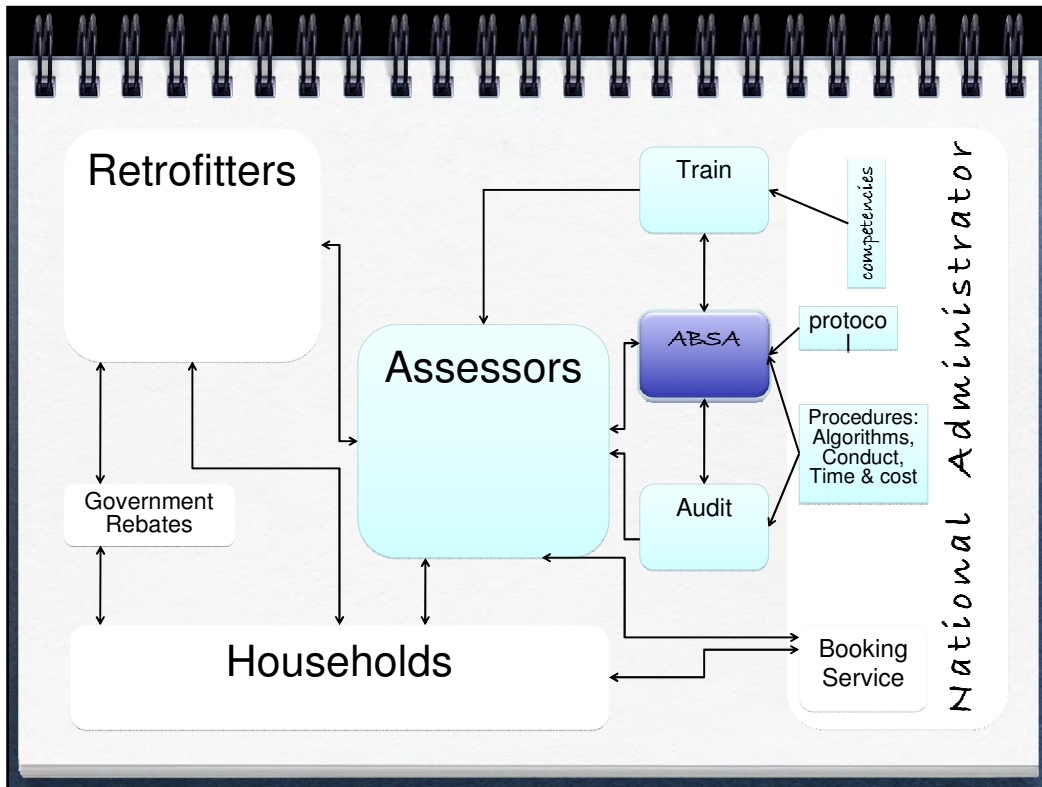
## Assessors

- Accurately disaggregate energy bills to determine largest emission sources:
  - Is it the pool filter or the air con that gives high summer bills?
- Evaluate which behavioural / retrofit measures have most potential
- Communicate this in a way which motivates households to take action

## Retrofitters

- Install to achieve potential
  - e.g. Cut out insulation around downlights or halve the R value
- Need to have some understanding of how the products work
- Need to be aware of rebates available to reduce costs





## ABSA's role: protocol

### Administration

- Qualification incl. RPL
- Insurance (PI & PL)
- Fit and proper person
- Register of Assessors
- Report to national Administrator annually

### Quality Assurance

- Day to day support:
  - helpline,: 40 calls pa in y1 then 25
  - web site – forum and updates
- Continuing Professional Development:
  - FAQ,
  - 4 online CPD units,
  - 2 major seminars in 7 locations,
  - solutions workshops,
  - email bulletins,
  - 3 mail outs per year

# ABSA's role: communication

## **Scheme Auditor**

- Liaison to establish mistakes made
- Working group to provide feedback to
  - existing service providers
  - trainers
  - national administrator
  - tool providers

## **Existing Service Providers**

- Customise procedures to meet their needs
- Provide complimentary support services to their own
- Coordinate feedback to national administrator

# Certainties

- It won't work the way we want it to on day 1 or even day 100
- If we wait till it is perfect we'll never start
- This changes the approach to the scheme in year 1:
  - Mistakes are 'honest'
  - We don't know the answers yet
  - I like being told I'm wrong
- By the end of year 1:
  - Training, tools, procedures will be different