



National Scorecard Initiative

2024 Annual Report



We acknowledge and respect Australian Traditional Owners as the original custodians of Australia's land and waters, their unique ability to care for Country and deep spiritual connection to it. We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

Acknowledgements

We would like to thank Residential Efficiency Scorecard Assessors around the country who make the program what it is today. We also extend our thanks to colleagues in all jurisdictions and the Commonwealth.

The National Scorecard Initiative, which builds on the Victorian Government's successful state-based Residential Efficiency Scorecard program, facilitates a nationally consistent approach for assessing existing homes. In 2019, Scorecard piloted nationally and was trialled further in 2021 with support from all governments.

The Residential Efficiency Scorecard is endorsed by NatHERS. Endorsement provides an early indication that the tool, training and accreditation process demonstrate alignment with what NatHERS assessments of existing homes are expected to require in the future. To be accredited under NatHERS, the Scorecard will need to meet all the requirements that are currently being developed for existing homes. Any decision regarding whether the Scorecard will pursue NatHERS accreditation is outside the scope of this report.

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Abbreviations and common terms

Abbreviations

AAO – Assessor Accrediting Organisation

ACT – Australian Capital Territory

CSIRO – Commonwealth Scientific and Industrial Research Organisation

DCCEEW – Australian Government Department of Climate Change, Energy, the Environment and Water, formerly DISER

DEECA – Department of Energy, Environment and Climate Action, Victoria

DISER – Australian Government Department of Industry, Science, Energy and Resources, subsequently DCCEEW

ECSOG – Energy and Climate Change Senior Officials Group

ECSA – Energy and Climate Change Special Account

ESOM – Energy Senior Officials Meeting

ESU – Energy Savvy Upgrades program, a Victorian Government initiative

HERA – Home Energy Rating Assessment, a prescribed activity under the Victorian Energy Upgrades program providing discounted Scorecard assessments to Victorian households

JAG – Scorecard and NatHERS Jurisdictional Advisory Group

NatHERS – Nationwide House Energy Rating Scheme

NSW – New South Wales

NT – Northern Territory

OERC – Otago Energy Research Centre, University of Otago, New Zealand

PAG – Program Advisory Group

QLD – Queensland

RBC – Resilient Building Council

RIS – Regulatory Impact Statement

RTOs – Registered Training Organisations

SA – South Australia

SAP – NatHERS for existing homes Software Accreditation Protocol

SQAP – Scorecard Quality Assurance Panel

TAS – Tasmania

VEU – Victorian Energy Upgrades program

VIC – Victoria



WA – Western Australia

YESS – Your Energy Saving Solutions

Common terms

This year – the 2023/2024 Financial year

NatHERS Administrator – NatHERS is administered by the Australian Government Department of Climate Change, Energy, the Environment and Water on behalf of all states and territories.

NatHERS Scorecard Agreement – 2021-25 Commonwealth State Agreements 'Nationwide House Energy Rating Scheme Residential Efficiency Scorecard Agreement

Scorecard – National Scorecard Initiative funded by ESOM

Scorecard program – Led by the Scorecard team who perform a combination of administrative functions, software and technical support, helpdesk, training and accreditation, and quality assurance

Scorecard team – Scorecard program staff

Scorecard tool – software designed to measure energy efficiency developed in Victoria. Launched in May 2017

Scorecard Funding Agreement – National Scorecard Initiative ECSA funding agreement 2023/24



Executive summary

The Scorecard program has now completed the third year of the four-year National Scorecard Initiative. This year saw continued growth for the program with Scorecard assessors completing over 2,000 assessments, which is more than double the number of assessments in the previous financial year. This increase in activity led to a significant milestone when in June 2024, the 10,000th Scorecard assessment was finalised.

The continued growth in the number of Scorecard assessments and the number of applications to become Scorecard assessors was predominantly due to 2 major state government projects:

- New South Wales's Residential Energy Performance Baseline project with The University of Wollongong and Instinct and Reason.
- Victoria's inclusion of Scorecard in the Victorian Energy Upgrades (VEU) program under the Home Energy Rating Assessment (HERA) activity.

In addition to these 2 projects, Scorecard has been involved in over 7 local government projects as well as projects run by private businesses and developers.

Scorecard continued collaborating with the Resilient Building Council (RBC) to deliver a pilot of an integrated single home Resilience Rating tool covering disaster risk, including bushfire, flood, storm, cyclone and heatwave and will integrate energy efficiency. As part of this pilot, 500 households in NSW, VIC and QLD are receiving Multi-Hazard and Scorecard home assessments, funded through state-based disaster resilience grants.

As the Scorecard program has continued to grow, the Scorecard team has focused on optimising processes to meet increased volume while maintaining quality. These activities have included updating the Scorecard tool, user manuals, website, and ongoing improvements to the training and auditing processes.

Throughout the year, the Scorecard team engaged with the NatHERS Administrator through meetings and workshops designed to develop suitable NatHERS processes for existing homes.

The Scorecard Program received a total \$1,391,000 funding this year.

\$1,300,000 was provided from the Energy and Climate Change Special Account (ECSA), and \$91,000 provided by the Australian and Victorian governments. The \$1,391,000 supported the continued delivery of 5 activities:

1. Continue development and support the National Scorecard tool to enable it to be used nationwide in all Australian climates

- Scorecard assessors completed 2,217 Scorecard assessments across Australia this year.
- The number of accredited assessors grew from a baseline of 119 to 144 by June 2024.



- Scorecard assessments took place in 542 postcodes across Australia.

2. Undertake accreditation work of the National Scorecard tool against the NatHERS benchmark tool for existing buildings

The process of progressing the Scorecard Tool from endorsement to accreditation under NatHERS for existing homes continued throughout the year. Scorecard continued to engage with the NatHERS Administrator on a range of tool accreditation activities through meetings and workshops designed to develop suitable NatHERS processes for existing homes.

3. Provide tool technical updates, assessment quality checks, data analysis & reporting, technical explanatory products, and technical updates

- The Scorecard team made some key changes to the tool, including:
 - improving user security by implementing two factor authentication (2FA)
 - increasing the accuracy of the tool by updating the fuel costs used
 - optimising the tool for use in large scale projects by adding a project tag to the assessment field.
- The Scorecard team introduced a Find an Assessor search function on the Scorecard website to make it easier for the public to find assessors in their area and filter by expertise.
- The Scorecard team used a variety of audit techniques to perform routine assessment quality checks. This included a bulk audit, light audit and desktop audit. The bulk and light audits were used to identify which assessors would be subject to the more rigorous desktop audit. This year, 29% of assessors had a desktop audit by an expert Scorecard assessor.

4. Maintain help desk, user support, training and accreditation of assessors for the National Scorecard

- An external provider continued to deliver the Scorecard training program on behalf of DEECA. The training program includes 2 webinars and 12 self-paced modules. This year, 85 applicants completed both training webinars.
- The Scorecard team published a major update to the Software and Assessor manuals. This update included over 30 major changes to update data entry rules, clarify common points of confusion, and provide extra guidance to assessors. The Scorecard team published a summary document for assessors, which outlines all changes made to the manuals.
- The Scorecard team continued administration of 2 central helpdesks, with over 770 unique enquiries received through both helpdesks. 38% of these enquiries were technical enquiries or questions about the Scorecard tool.



5. Provide overall management and administration of the National Scorecard

- An independent market research company conducted a telephone survey on behalf of the Scorecard team. The survey found 95% of consumers agreed their assessor provided a clear list of priorities to help achieve their goals. In addition to this, 100% of households agreed their assessor acted in their best interests, their assessor explained the rating and certificate well, and their assessors provided useful and personalised information.
- The Scorecard team adheres to a detailed Complaints Policy that clearly outlines the steps to be taken in the event a consumer complaint is received. The Scorecard program received no complaints.
- The Scorecard team produced a range of communications to keep different stakeholders up to date with the program. This year the Scorecard:
 - website had over 90,000 views.
 - social media channels reached over 45,000 people.
 - sent out 9,000 emails via newsletters, program updates and messages to keep stakeholders informed.

Energy and Climate Change Special Account (ECSA) funding

ECSA funding was fully expended against the delivery of these activities, with the expenditure acquitted in accordance with the requirements set out in the Funding Agreement.

This year funded projects included:

- Scorecard IT tool updates, technical support, and IT hosting
- National Scorecard Quality Advisory Panel
- Scorecard training and accreditation
- National website
- Auditing and householder phone survey
- Legal support
- Digital media campaign.



Background

The National Scorecard Initiative was agreed by the Energy Senior Officials Meeting (ESOM) in July 2021 and endorsed under the Nationwide House Energy Rating Scheme (NatHERS) in August 2021.

The production of an Annual Report for the 2023–24 financial year (this year) is a requirement of the multi-year 2021–25 ‘Nationwide House Energy Rating Scheme Residential Efficiency Scorecard Agreement’ (NatHERS Scorecard Agreement) and the ‘Scorecard ECSA funding agreement 2023–24’ (Scorecard Funding Agreement).

The NatHERS Scorecard Agreement sets out items that the program must report against annually. This document addresses those items and also contains information on activities that Scorecard is not required to report on but is included to locate the program within the broader context of improving the energy efficiency of existing homes across Australia.

The Victorian State Government, Department of Energy, Environment and Climate Action (DEECA), deliver the National Scorecard Initiative on behalf of all Australian governments.

The National Scorecard Initiative objectives for 2021–25 are to:

- Deliver the National Scorecard Initiative
- Maintain high levels of benefit, quality and trust in all jurisdictions
- Achieve Scorecard Tool accreditation under NatHERS for existing homes and work with the Australian Government to transition Scorecard training and accreditation to NatHERS for existing homes
- Build the national market for Scorecard
- Prepare systems and supports for mass uptake.

The program scope includes:

- Working with the Australian Government Department of Climate Change, Energy, the Environment and Water (DCCEEW) to support development of the NatHERS for existing homes framework and gain accreditation under NatHERS for existing homes requirements.
- Delivery and further development of the Scorecard program across Australia from July 2021, providing the National Scorecard Tool, and related training, accreditation and communications.
- Working with jurisdictional and other partners on the Scorecard program to support uptake, jurisdictional priorities, policies and projects, and maximising community benefits of the Initiative.
- Administering the Scorecard program: providing a website, email, call centre, communications, Scorecard and Assessor Update e-newsletters, presentations, and responding to external requests.



Introduction

Scorecard has now completed the third of 4 years under the National Scorecard Initiative. The 2024 Annual Report documents the delivery of activities required under the initiative and highlights the work of the program to provide an energy performance rating tool for use in existing homes that is national, reputable, robust, accurate and trusted.

This year saw the highest number of Scorecard assessments in the history of the program. Scorecard assessors completed over 2,000 assessments in the 2023–24 financial year, bringing the total number of assessments to over 10,000.

Two major state government projects drove the increase in assessments this year:

- New South Wales's Residential Energy Performance Baseline project with The University of Wollongong (UOW) and Instinct and Reason.
- Victoria's inclusion of Scorecard in the Victorian Energy Upgrades (VEU) program under the Home Energy Rating Assessment (HERA) activity.

In addition to these projects, Scorecard worked with a range of other organisations in different sectors, including local councils, not-for-profits and developers. A notable example has been working with the Resilient Building Council (RBC) to develop a rating scheme to reduce Australian homes' risk to bushfire, flood, cyclone, storm and heatwave.

The Scorecard team has worked with the NatHERS Administrator to assist in developing the framework for assessing existing homes. This has included workshops in developing the technical framework for NatHERS as well as training and auditing processes. Scorecard has continued to work towards becoming accredited under NatHERS.



Scorecard program delivery

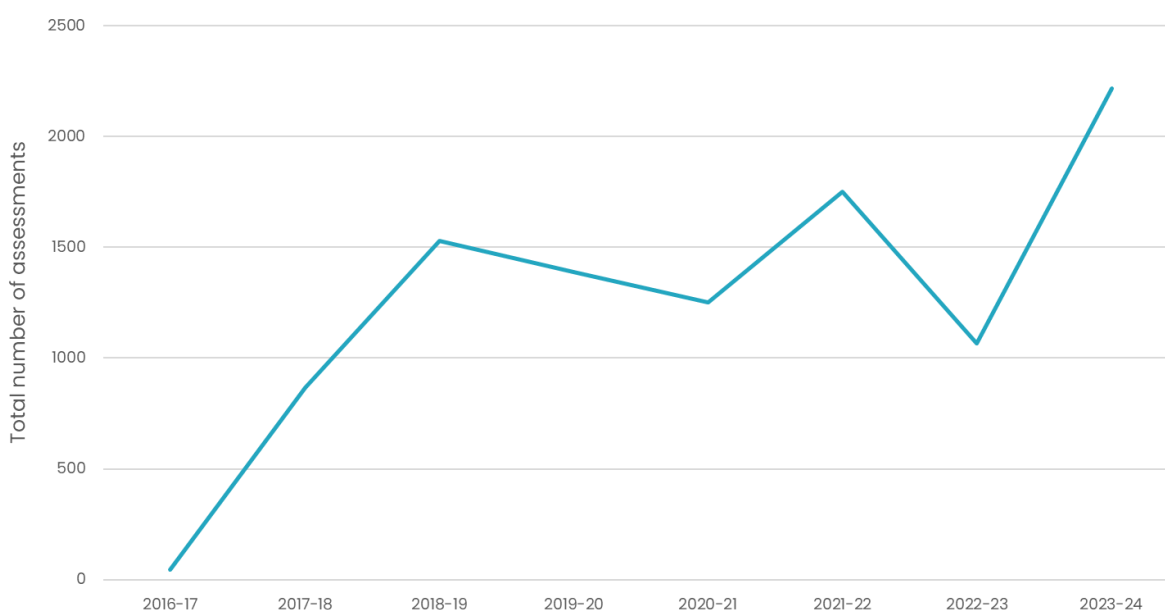
Program funding of \$1,391,000 received from the Energy and Climate Change Special Account and the Australian and Victorian governments is allocated to the delivery of 5 high-level multi-year activities. This section reports progress against each high-level activity.

Activity 1, Continue development and support the National Scorecard tool to enable it to be used nationwide in all Australian climates

Assessments

This year, Scorecard assessors completed 2,217 assessments across Australia. This number is greater than any previous year of the Scorecard program and over double the previous financial year. Most assessments took place in NSW and Victoria.

Total number of assessments by financial year



Assessors

From the 30 June 2023 to the 30 June 2024, the number of accredited assessors grew from 119 to 144. Eighty-four of these assessors are based in Victoria and 60 are based in other jurisdictions.

Victoria saw the biggest increase in the number of accredited assessors this year due to the inclusion of Scorecard in the Victorian Energy Upgrades (VEU) program. A large percentage of these Victorian applicants were new to home energy assessments, which is different to previous years. Scorecard's accreditation process provides a pathway for potential assessors who are new to the industry.



The increase of assessors in Victoria shows that where a jurisdiction incentivises the uptake of Scorecard assessments, the market will respond.

Assessor numbers – June 2021 to June 2024

Financial Year	ACT	NSW	NT	QLD	SA	Tas	Vic	WA	Total
Total on 30 June 2021	0	5	1	3	7	2	54	4	76
Total on 30 June 2022	3	12	1	4	7	2	60	4	93
Total on 30 June 2023	7	23	1	5	12	4	62	5	119
Total on 30 June 2024	7	24	1	5	13	4	84	6	144

Activity 2, Undertake accreditation work of the National Scorecard tool against the NatHERS benchmark tool for existing buildings

The Scorecard team continued to engage with the NatHERS Administrator on a range of tool requirements and accreditation activities through meetings and workshops designed to develop suitable NatHERS processes for existing homes, including development of a Technical Note and the SAP. The current NatHERS Technical Note is designed for use with existing NatHERS accredited tools for new home assessments. A new Technical Note is under development with significant updates to better fit on-site assessments undertaken without a pre-existing house plan or other construction documentation. Agreement has been reached on many underlying assumptions. For consistency, NatHERS for existing homes will align much of the internal modelling with the [NatHERS Whole of Home Calculations Method](#).

Activity 3, Provide tool technical updates, assessment quality checks, data analysis & reporting, technical explanatory products, and technical updates

Updates to the Scorecard tool

Two factor authentication

The Scorecard team implemented a significant update to the security of the Scorecard tool by adding two factor authentication (2FA). In addition to a username and password, users must now supply a code number that is text or emailed to them when logging into the tool. This approach aims to restrict possible login sharing by assessors.



Project flags

The Scorecard team made several changes to differentiate assessments undertaken under the VEU scheme. Scorecard added a flag to all assessments to identify what assessments were completed for VEU. Future schemes in other states or territories can use this update for other programs.

Revised fuel costs

The Scorecard team undertook the initial work to revise the underlying fuel costs assumed by the Scorecard tool. This was due to significant shifts in fuel prices over the last few years. Changing the fuel costs is a significant update to the tool, as it requires changes to the star bands to reflect the different running cost for each star. The Scorecard team expect to implement these changes in the second half of 2024.

Fuel costs are set on a per jurisdiction basis and reflect typical undiscounted retail tariffs identified through surveys of major energy supplier offers. Electricity and gas costs reflect the fuel only cost and don't include fixed service charges. Bottled gas (LPG) and wood prices are based on as delivered pricing.

Update to the Scorecard website

The Scorecard team made a major update to the Find an Assessor page on the Scorecard website. This page is now backed by new data that is collected from the Scorecard Admin Portal. Assessors are now able to choose the locations they service and specify their areas of expertise.

This update makes it easier for the public to find Scorecard assessors who are working in their area and find a listing of any specialised services. The public can now create a personalised listing by entering their address on the Find an Assessor page.

An Application Programming Interface (API) links the website and admin portal to return the required data.

Quality assurance

The Scorecard team manages the Scorecard quality assurance program with support from 4 Scorecard assessors who are part of the Scorecard Quality Assurance Panel (SQAP). The SQAP is comprised of the administration and technical staff on the Scorecard team as well as independent, experienced Scorecard assessors. SQAP assessors can reside in any jurisdiction and participate through online meetings and secure information sharing. SQAP members must declare they do not have a conflict of interest whenever assessing an applicant or an assessor's work.

Scorecard quality principles

Scorecard assess applications, exams and audits against the Scorecard Quality Principles:



1. **Excellent customer experience.** Assessors must demonstrate strong customer relationship and engagement approach and skills, delivering a positive experience for the consumer.
2. **Robust assessment approach.** Assessors must have a strong ability to identify home energy efficiency features in the field and accurate data entry skills, to ensure assessments accurately reflect home performance.
3. **Consumer-focused energy efficiency upgrades advice.** Assessors must have the skills to assess and present appropriate upgrades options, considering the needs of the household.
4. **Knowledge of safety and well-being.** Assessors must have the skills to protect themselves and others while working.
5. **Robust administrative process.** Assessors are given Scorecard training and other support services, and must comply with administrative requirements, including audits.
6. **Consultation and continuous improvement.** Assessors are invited to provide feedback to continuously improve the scheme.

Bulk data audit

Scorecard use bulk assessment data audits to understand outliers in the Scorecard data that might point to errors made by assessors. Scorecard has implemented a standardised bulk assessment data audit process. This bulk data audit serves 3 main functions:

- finding errors that an assessor is consistently making, thereby requiring follow-up communication
- finding assessors who are making a range of different errors, thereby requiring further auditing
- finding errors that multiple assessors are making, showing a need for clearer guidance documents.

Scorecard audited 100% of assessments this year using the bulk data audit process. The main adverse findings in the bulk data audit were:

- duplicate assessments, where an assessor has copied an assessment in the tool but not deleted the original assessment as required
- assessments that had no evidence photos uploaded
- five assessors had made a higher-than-average number of errors or a pattern of making the same errors.

Scorecard escalated one of these five assessors for a desktop audit and notified the others of their errors to prevent them from repeating the errors in future assessments.



Light audits

Light audits strike a balance between the high-level approach of the bulk data audit and the attention-to-detail needed for a desktop audit. Light audits focus on common issues that may occur and are quicker than a desktop audit.

This year, Scorecard light audited nearly 100 assessments by over 60 assessors. Scorecard contacted over 30 assessors about issues found in a light audit.

A light audit involves the auditor choosing a random assessment and checking the assessment inputs and evidence quality. If there are significant errors or a lot of minor errors, Scorecard will select the assessor for a desktop audit. When an assessor has only made a few minor errors, Scorecard will contact the assessor to fix the mistake, re-rate the assessment, or avoid repeating the mistake in the future.

This year, around 5% of assessments had a light audit undertaken. The most common errors Scorecard found in the light audit are:

- assessors not completing the privacy statement correctly
- assessors uploading assessor photos that did not have the required geotagging or clearly show their identification or the house they were assessing
- Assessors not providing required evidence photos of eaves or insulation.

Scorecard found ten assessments in the light audit that had numerous errors. Scorecard selected the assessors who completed these assessments for a desktop audit.

Quarterly desktop audits

This year SQAP performed desktop audits on over 66 assessments from 19 assessors. Scorecard audited 3 assessors twice due to adverse findings in their first audit. This represents 29% of assessors who were active this year. Scorecard uses the following criteria for selecting Scorecard assessors for a desktop audit:

- assessors who have been accredited in the last 12 months
- assessors who have previously failed a desktop audit 6 months prior
- assessors who have a complaint against them
- assessors who have made significant errors in their assessments.

Of all the desktop audits conducted this year, 12 were given an overall pass and 10 an overall fail. This increased fail rate is likely because the desktop audits have become increasingly targeted with input from the bulk audit, light audit and improved desktop audit selection process. A common issue with the failed assessments was assessors not uploading enough evidence to support all inputs.

Scorecard award non-compliance points to assessors for failed desktop audits and provide assessors with feedback to give them an opportunity to improve. Depending on the issue, Scorecard may require assessors to repeat learning modules. In one instance, a follow-up audit 6 months later found an assessor's assessments had improved after the



Scorecard team gave the assessor feedback on a failed desktop audit. The SQAP member who conducted the follow up audit described the quality of the assessments as 'excellent'.

Telephone survey

An independent survey company conducts the Scorecard telephone survey on behalf of the Scorecard team. A series of 30 questions sought information about assessor behaviours during and after an assessment, the reasons householders engage an assessor, how they perceive the value of their assessment and what upgrades they have or plan to undertake. 111 households were surveyed as part of the June 2024 survey.

The survey sample included a diverse age structure with 48% aged under 55 years and 52% aged 55 years and over. It contained a meaningful gender split with 51% being male and 49% female. Of the 111 respondents, 77% identified as living in a family or couple only household suggesting a greater engagement with the Scorecard program by families and couples compared to sole person and group households (who may be more likely to be renters).

This year's survey showed improvements in all areas and showed high levels of satisfaction with the professionalism of assessors, the information provided on the certificate and by the assessors and resulting actions from householders.

Survey finds that Scorecard is driving upgrades

Responses to the survey showed that Scorecard plays a crucial role in informing householders about upgrade options, helping them make informed decisions about cost-effective upgrades for their specific home and circumstances, and motivating them to act:

- 95% agreed their assessor provided a clear list of priorities to help achieve their goals.
- 91% of households are taking action because of their assessment. Of this 91%, 53% of households had already acted and 38% were intending to act over the next few months.

The survey found that the top 5 upgrades undertaken after a Scorecard assessment were:

- Upgrading or servicing appliances – 38%
- Draft proofing/sealing – 34%
- Insulation – 34%
- Solar PV – 17%
- Blinds and curtains – 14%

Survey finds that Scorecard has excellent customer service

Another highlight of the survey was the positive responses about assessors' customer service. 100% of households agreed on the following:

- their assessor explained the Scorecard rating and certificate well



- their assessor acted in their best interests
- their assessors provided useful and personalised information
- their assessor left the property in the same condition.

The overwhelming majority of households agreed on the following:

- that their assessor acted in a professional manner (99%)
- that their assessor answered all their questions well (86%)
- that the Scorecard certificate was easy to understand (96%)
- that they would recommend Scorecard to their family and friends (94%).

Program targeted surveys

With the introduction of Scorecard into the VEU program, the Scorecard team introduced a new survey to target customer experience of VEU assessments. This allows the Scorecard team to monitor any potential differences in assessor behaviour and check for any increase in post-assessment sales contact.

Initial responses to the VEU survey show that while some VEU assessors spent less time talking to the householder, the quality of the advice and explanation of the certificate still allowed the householders to have a clear path forward. There was no evidence found of post-assessment sales contact, or assessors inappropriately recommending upgrades that provided financial benefit to their company.

The survey found a cohort of householders that reported less benefit in terms of upgrade advice. This cohort were renters who had agreed to a free assessment when the assessor was door knocking in their area. Doorknocking has since been banned from the VEU program.

Activity 4, Maintain help desk, user support, training and accreditation of assessors for the national scorecard

Training assessors

Your Energy Savings Solutions (YESS) deliver the Scorecard training program on behalf of DEECA. The training involves 2 webinars and 12 self-paced learning modules that cover the Scorecard program, assessment process, appliances, building features, certificate analysis and health and safety. Trainees must pass the training completion test before passing to the next stage of accreditation, which is practice assessments.

This year, 85 applicants completed both training webinars with YESS. 71% of this cohort completed all online modules and passed the training completion test.

In house training day

In response to the large number of Victorian trainee assessors, the Scorecard team ran an In-House training day in November 2023. This training day involved an experienced



assessor giving practical advice, included showing trainees how to do an assessment and giving practical tips about the certificate results and upgrade advice.

Trainee assessor pipeline

The pipeline of trainee assessors moving through the accreditation system at any one time provides a reasonable sign of likely future increases in the number of accredited assessors. As of 30 June 2024, 74 applicants were accepted into the Scorecard accreditation process.

Number of Scorecard applicants as of 30 June 2024

State or territory	Number of applicants as of 30 June 2024
ACT	3
NSW	16
NT	1
QLD	3
SA	2
TAS	0
VIC	46
WA	3

Victoria had the highest number of applicants due to a demand for future work from the VEU and local government projects.

Trainee assessor satisfaction

The Scorecard team conducted a phone survey of assessors that were either accredited after the 1 July 2023 or were in the final stages of accreditation. The survey asked respondents about their training and accreditation experience. 22 assessors were eligible and 16 responded. The survey found:

- 100% of respondents gave the training with YESS an overall rating of 4 out of 5 or higher
- 95% of respondents agreed or strongly agreed that they understood the program and tool after the training
- 80% of respondents agreed the learning modules were aimed at the right depth of knowledge.



Scorecard guidance documents

In March 2024, the Scorecard team published a major update to the Software Manual and the Assessor Manual. Assessors must comply with these manuals when performing Scorecard assessments. These updates were added to the manuals to provide guidance on how to enter new technologies into the Scorecard tool, provide clearer guidance on common issues that assessors report, and clarify evidence requirements.

The updates to the manuals included over 30 changes, including:

- New photographic evidence requirements
- Updated rules for determining the size of a solar PV
- New rules for entering the efficiency of appliances based on their coefficient of performance (COP) or energy efficiency rating (EER)
- Revised figures for determining the effective R value of ceiling insulation in a home
- New guidance to simplify entering windows into the Scorecard tool.

Scorecard created a document that summarised all key changes to the manuals and distributed this to all Scorecard applicants and assessors.

Engaging with AAOs

To explore the possibility of accreditation for existing home assessors transitioning from the Scorecard team to a third party, Scorecard commenced work on the Residential Efficiency Scorecard: Assessor Accreditation Pilot.

This project will pilot Assessor Accrediting Organisations (AAOs) assuming responsibility for accepting and submitting the final accreditation documents of Scorecard applicants.

The aim of the pilot is to:

- determine if it is efficient for AAOs to provide these services on an ongoing basis, and the cost to AAOs to undertake these services
- provide a future foundation for the existing home assessor sector to develop and be represented as a sector
- support the ability to accredit and support assessors at scale.

In addition, Scorecard continues to collaborate with the NatHERS for existing homes team and actively engage with AAOs through regular meetings convened by NatHERS, to share relevant documents on Scorecard's accreditation administration processes.

Helpdesk

Scorecard has a helpdesk with 2 emails and an Assessor Hotline for urgent Scorecard tool related enquiries.

This year there were over 770 enquiries to the Scorecard helpdesks. 38% of these enquiries were technical enquiries or questions about the Scorecard tool. Technical enquiries often require research, detailed responses and can involve multiple back and forth emails to



clarify issues. 31% of enquiries to the helpdesk related to applications, the accreditation process and Scorecard training.

The average response time over this year was less than one working day. No complaints were received about assessors during this period.

Activity 5, Provide overall management and administration of the National Scorecard

Communications and marketing

The Scorecard team produced a range of communications and marketing resources across the year to target different stakeholders. The communications that Scorecard produce included:

- email newsletters
- the national Scorecard website
- Scorecard social media channels
- flyers, fact sheets and other marketing materials.

The Scorecard website

Scorecard has a national website, homescorecard.gov.au, to provide a central point for information about the Scorecard program and home energy efficiency. This includes resources for households, Scorecard Assessors, industry, government organisations and the media.

Google Analytics revealed the following statistics for this year:

- the Scorecard website had over 90,000 total views,
- the 'Find a Scorecard assessor page' for potential consumers had over 17,000 total views, and
- the 'Become a Scorecard assessor page' for potential applicants have over 4,000 total views.

This year, the Scorecard team produced 3 new pages on the website:

- 'Make your home all-electric' to inform consumers about electrification
- 'Find an assessor's search function to provide a more user-friendly experience to help consumers to find Scorecard assessors that are active in their area
- 'Scorecard brand guidelines' a resource to help assessors market Scorecard services in a consistent and professional manner.

Social media channels

The Scorecard program has three social media channels: Facebook, LinkedIn and YouTube. Scorecard use these channels to raise awareness about the Scorecard program and energy efficiency more generally. This year, our social media content had a focus on



electrification, discounted Scorecard assessments available to consumers, and championing stories from our Scorecard assessors out in the field.

1. [LinkedIn](#)

- Scorecard's LinkedIn posts reached over 17,000 people.
- 9,700 people actively visited Scorecard's LinkedIn page.
- Scorecard's LinkedIn page following grew to over 300 followers.

2. [Facebook](#)

- Scorecard's Facebook posts reached over 4,000 people.
- 2,000 people actively visited the Scorecard Facebook page.
- Scorecard's Facebook following grew to over 200 followers.

3. [YouTube](#)

- Scorecard's YouTube videos reached over 24,000 people.
- Scorecard's video content had 2,500 views.
- Scorecard's subscribers grew by 75%.

Email communications with assessors and other stakeholders

Scorecard sends a range of newsletters and emails to stakeholders to provide important updates about the program. This year, Scorecard sent 9,000 emails through Campaign Monitor to different stakeholders. These emails included:

- An Assessor Update newsletter to applicants and assessors,
- A Scorecard Updates newsletter for a general audience, and
- Electronic Direct Mail (EDM)s to provide program updates to assessors.

The **Assessor Update** is a monthly newsletter sent to Scorecard assessors and applicants. Updates make assessors aware of the latest opportunities, technical news, changes to the Scorecard tool and health and safety tips. They help the Scorecard team keep an active relationship with assessors and promote best practice assessments and marketing of the program.

The **Scorecard Update** is a quarterly newsletter to over 1,500 stakeholders who have subscribed to stay up to date with the latest news about the program. The Scorecard Update provides information that is relevant to the broad audience of households, governments, industry, and business.

EDMs are sent out to assessors on an ad hoc basis to let them know about timely issues, events and opportunities that aren't captured by our newsletters. They typically have a single aim, such as making a call out for assessors who are interested in mentoring applicants.



Conferences and events

Otago Energy Research Centre (OERC) Symposium 2023, The University of Otago, New Zealand

The Manager, Scorecard presented at the OERC Symposium in November 2023 at The University of Otago. They spoke about how Scorecard could support existing homes in the energy transition. The presentation was titled 'Good data on existing homes matters: The Residential Efficiency Scorecard'

National Energy Efficiency Conference, June 2024

Energy efficiency specialists from across Australia attended the National Energy Efficiency Conference, hosted in Sydney this year. Scorecard had a booth to provide stakeholders with up-to-date information about the Scorecard program. The stall was well-equipped with Scorecard collateral and a TV displayed videos, helping to engage attendees and start conversations.

Scorecard in the media

The Premier of Victoria published a [media release](#) from the Minister for Energy and Resources, Lily D'Ambrosio. The Energy Savvy Upgrades program was Phase Two of the Victorian Government's Affordable Retrofits program under the Energy Efficiency and Productivity Strategy. Energy Savvy Upgrades (ESU) delivered 792 Scorecard assessments, with 987 individual energy upgrades installed across 612 households. All upgrades were guided by the Scorecard Assessor's recommendations.

"Getting a Home Energy Rating Assessment is a great way to find out your home's energy efficiency strengths and weaknesses. It could save you thousands – and help you create a much more comfortable and healthy home."

Minister for Energy and Resources Lily D'Ambrosio

Program engagement

Jurisdictional Advisory Group

Scorecard has the role of Secretariat for the NatHERS for existing homes and Scorecard Jurisdictional Advisory Group (JAG). Scorecard organised 2 meetings this year for JAG, where Scorecard and JAG members shared information on emerging opportunities within their jurisdictions. The JAG meetings included 2 guest presentations:

- The Resilient Building Council presented on the Resilience and Energy Efficiency Ratings Project
- RMIT University presented on the RMIT paper 'Optimising housing assessment to drive low carbon energy efficient housing upgrades'.



In addition to the JAG meetings, the Scorecard team produced 3 quarterly reports that were distributed to JAG members at the end of quarter 1, 2 and 3. These reports included updates on the number of assessors, applicants and assessments, as well as updates related to training, the Scorecard tool, technical guidance for assessors, and projects using Scorecard.

ACT – Supporting electrification and trialling Scorecard

This year, the ACT evaluated the outcomes of their National Residential Efficiency Scorecard trial. The evaluation found that:

- 85% of participants in the trial were either satisfied or very satisfied with the Scorecard assessment.
- 77% of participants in the trial found information on the Scorecard certificate was either useful or very useful.
- 68% of participants in the trial adopted some behavioural change to reduce energy use and costs.

The trial was designed to test the suitability of Scorecard for the ACT as part of meeting Action 4.17 of the ACT Climate Change Strategy (CCS) 2019–2025, which includes: “Develop a new residential energy assessment tool that adequately assesses the year-round thermal performance of buildings in the Canberra climate.”

To trial the suitability of the Scorecard for the ACT context the Environment, Planning and Sustainable Development Directorate (EPSDD) funded over 100 Scorecard assessments in the Sustainable Household Scheme (the Scorecard trial).

NSW – Energy performance baseline for existing homes

The Baseline project is a first of its kind study on the energy performance of existing NSW residential stock built before 2004. While there is anecdotal evidence that pre-2004 houses perform poorly, there is a lack of evidence. The project was delivered between early 2023 and mid-2024 and used Scorecard to gather data.

New South Wales has approximately 3 million dwellings and approximately 2 million dwellings were determined as in-scope for this project. The project therefore aims to characterise a baseline energy performance for over 2 million dwellings across NSW. The NSW Government will use the findings to inform future policies and programs to increase energy performance of NSW homes.

As part of this study, Scorecard assessors assessed 1,014 private households and 77 social housing dwellings across 5 different climate zones in NSW. The project is at the final stages with all assessments complete. The evaluation of the data will determine the average energy performance and baseline for NSW.

655 households completed a follow up survey offering valuable behavioural insights into their satisfaction with Scorecard and likeliness to act on recommendations. Scorecard will explore case studies of householder experience in the upcoming months.

Scorecard gained some valuable learnings from this project. They were:



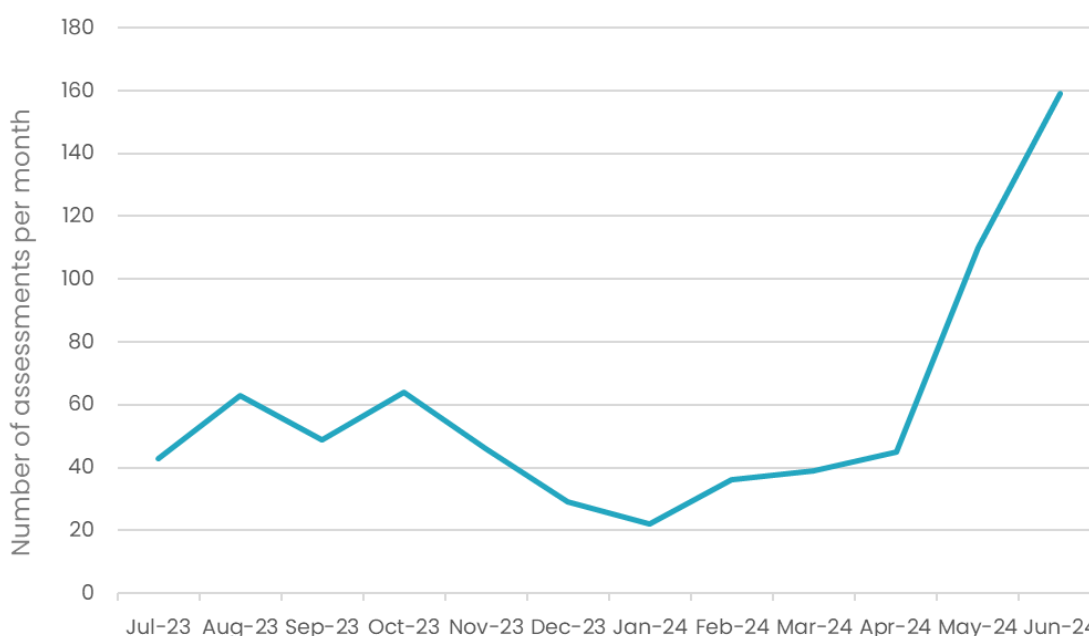
1. Ensure that the project methodology is aligned with Scorecard capabilities
2. The need for a more robust version control system to identify updates to and potential errors within the Scorecard parameter file.

In response to these learnings Scorecard has developed a *Partnering with Scorecard* factsheet to assist project partners set their project up for success. A more robust version control system for the Scorecard parameter file has also been implemented.

Victoria – Discounted Scorecard assessments for all Victorians

This year, Victorian households were able to access discounted Scorecard assessments through the Victorian Energy Upgrades (VEU) program. This led to an increase in the number of Scorecard assessments and the number of applicants applying to become accredited assessors.

Number of VEU assessments



Scorecard data shows that over 650 Victorian homes received discounted assessments through the VEU this year.

Background on the VEU

The VEU is a Victorian Government energy efficiency program where Accredited Persons (APs) can generate Victorian Energy Efficiency Certificates (VEECs) for undertaking upgrades at Victorian homes and businesses. Each VEEC represents one tonne of greenhouse gas prevented from entering the atmosphere. Energy retailers must purchase VEECs to meet their annual emissions targets set by the Victorian Government. APs must provide a benefit to the consumer in exchange for creating VEECs based on an upgrade.



Discounted Scorecard assessments have been available to Victorian households through the VEU since May 2023, when the Home Energy Rating Assessment (HERA) activity was introduced. The legislation has currently only approved one tool, Scorecard, to be used under the HERA activity. The incentive or discount for consumers is 2 VEECs Victoria-wide. Prior to December 2023, HERA assessments in regional areas were eligible for 1 additional VEEC.

Key trends

The first VEECs created under HERA in the first half of the year were predominantly as a result of assessments undertaken by Scorecard assessors who were already active in the Scorecard program but had little to no experience with VEU. At the same time, many applicants who had been working in VEU but had limited experience in home energy assessments applied to become Scorecard assessors. As these applicants completed the accreditation, there was a sharp increase in the number of HERA activities at the end of the year. This number is expected to grow.

Quality control and HERA

The Scorecard team continued to optimise and strengthen its training and quality control in response to the large number of Victorian applicants new to the home energy assessment industry. These activities included:

- Running an In-Home training day
- Writing additional questions for the written exam and introducing measures to prevent cheating
- Targeting VEU assessors in audits to ensure that training is effective.

Local government

Local governments are key partners in supporting residents to improve the energy efficiency of housing through education and financial assistance. Local government support is invaluable in lending its trusted brand to Scorecard and in increasing program visibility and uptake.

Scorecard worked with many local governments across Australia to support households to make informed upgrade decisions, including:

- City of Randwick, NSW: [Sustainability Rebates](#)

The City of Randwick offered residents up to \$5,000 in rebates when upgrading their homes, including funding up to a \$75 discount on the cost of a Scorecard assessment.

- City of Adelaide, SA: [Incentives for Sustainability](#)

The City of Adelaide offered residents 50% off the cost of their Scorecard assessment, up to a total discount of \$200.

- City of Banyule, VIC: [Better Score grant](#)



The City of Banyule offered residents up to \$1,500 in grants when upgrading the energy efficiency of their homes. In order to access these grants, residents were required to get a Scorecard assessment before and after the upgrades to ensure their decisions were informed by the impact of the different options. The cost of the assessments was fully subsidised by the council.

- City of Boroondara, VIC: [Save energy in your home](#)

The City of Boroondara is offering to reduce the cost of Scorecard assessments by 50% for residents and 75% for concession card holders. This discount is in addition to the discount from the Victorian Energy Upgrades program.

- Golden Plains Shire Council, VIC: [Golden Plains Wind Farm](#)

Golden Plains Wind Farm has partnered with Geelong Sustainability to offer free Scorecard assessments to all residents within 3km of a wind turbine.

- Mount Alexander Shire Council, VIC: [The Whole of Home Resilience project](#)

Mount Alexander Shire Council launched The Whole of Home Resilience project, offering free Scorecard and resilience assessments to 150 households in the shire.

- City of Stonnington, VIC [Reduce energy at home](#)

City of Stonnington offered residents free Scorecard assessments to residents who hold a concession card or tertiary student ID.

Resilient Building Council

The Multi-Hazard Resilience Rating Scheme is an initiative led by the Resilient Building Council (RBC), a national, independent, applied research organisation. The purpose of the rating scheme is to help Australians reduce risk to their property. The scheme aims to do this by empowering households with evidence-based, personalised action plans that measurably reduce the home's risk to bushfire, flood, cyclone, storm and heatwave. The rating scheme has been recognised by insurers and banks, enabling households to reduce insurance premiums and mortgage costs.

The rating scheme has been developed by RBC in collaboration with Scorecard, the Insurance Council of Australia (ICA), NSW Reconstruction Authority (RA), Queensland Reconstruction Authority (QRA), National Emergency Management Agency (NEMA), James Cook University (JCU) Cyclone Testing Station and The University of Wollongong (UOW) Sustainable Buildings Research Centre (SBRC).

Two tools for measuring resilience

The rating scheme currently has two tools:

- The free Bushfire Resilience Rating Home Self-Assessment App, funded by the Australian Government. The RBC completed this tool in October 2023.
- The on-site Multi-Hazard Resilience Rating Expert Assessor tool used in conjunction with the National Scorecard Energy Efficiency tool. Jointly funded by the Australian and NSW governments. The RBC completed this tool in June 2024.



Collaboration with Scorecard

In collaboration with Scorecard, 500 households in NSW, VIC and QLD are receiving multi-hazard and Scorecard home assessments, funded through state-based disaster resilience grants.

The purpose of the single home assessment for resilience and energy efficiency is to:

- reduce risk and emissions
- provide clarity for households and the building industry
- reduce assessment costs
- integrate retrofit actions to maximise efficiencies and co-benefits
- reduce maladaptation risks.

To date, over 30,000 households across Australia have completed their Bushfire Resilience Rating Home Self-Assessment using the app. Over a third of households have taken at least 4 recommended actions, reducing their home's vulnerability to bushfire by an average 53%, and have self-financed over \$70 million in home upgrades. Insurance and finance discounts are being offered by AAMI, Apia, GIO, NAB, NRMA Insurance, Shannons and Suncorp Insurance.

Future plans

Subject to funding, the RBC plans to:

- extend the free bushfire self-assessment app to multi-hazard and energy efficiency
- extend to other types of buildings including strata and commercial buildings
- provide best-practice solutions for the National Construction Code.

RBC is currently piloting the Community Resilience Rating for an 11,000-home new development to incentivise best-practice resilience for new buildings.

Program Advisory Group

The Scorecard team ran two webinars for the Program Advisory Group (PAG), which has a range of stakeholders from different industries. These stakeholders include peak bodies, Scorecard assessors and Assessor Accrediting Organisations (AAO).

The PAG webinars included a program overview and update from the Scorecard team, a presentation on the findings from the Energy Savvy Upgrades program, and a guest presentation from RMIT University on the paper "Optimising housing assessment to drive low carbon energy efficient housing upgrades".

The PAG webinars also provided a forum for members to discuss the Scorecard program more generally, including emerging issues and opportunities. Over 30 stakeholders attended the PAG webinars.



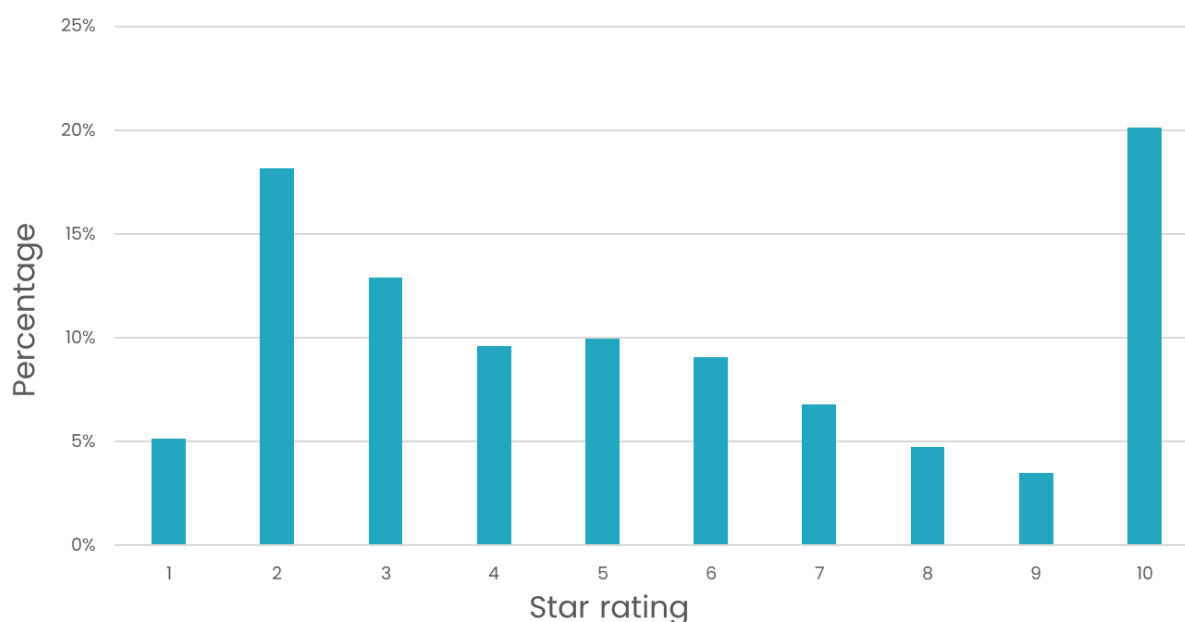
Appendix 1. 2023/24 assessment data insights

Scorecard has now assessed over 10,000 houses in Australia. The data set offers invaluable insight into Australia's housing stock. This financial year, 2,217 assessments were completed. New South Wales had the most assessments with 1,202, followed by Victoria with 875. The data analysis below has been compiled to provide an overview of the assessments that took place in this year.

Assessments undertaken in 2023/24 financial year by jurisdiction

Total	ACT	NSW	NT	QLD	SA	TAS	VIC	WA
2217	67	1,202	0	29	29	6	875	9

Star ratings of houses assessed 2023–2024

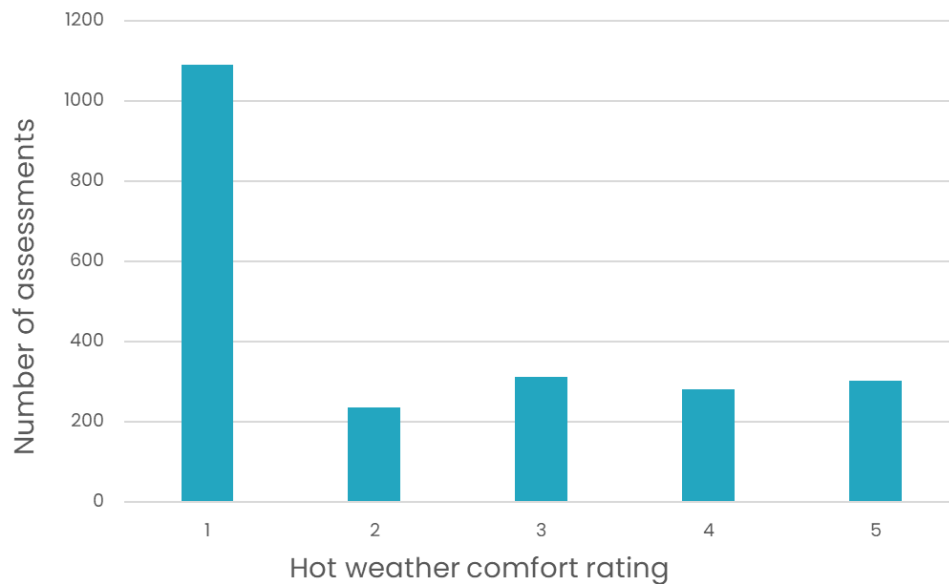


The most common star rating achieved this year was 10 stars. To achieve 10 stars, a house needs to have either efficient appliances and a small to medium PV system, or a large PV system. The large number of 10-star houses may be due to householders who value energy efficiency being more likely to have a Scorecard assessment in a voluntary market, as well as several developers requesting Scorecard assessments for marketing purposes.

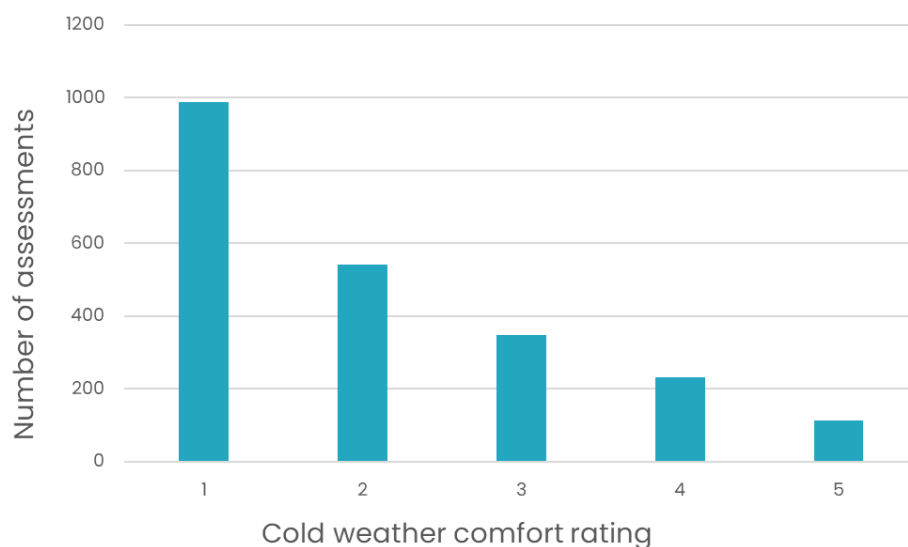
2 stars is also a common result from assessments. This indicates that the house is reasonably costly to run given that the star rating uses a cost-based metric that is modelled using the appliances in the house (heaters, coolers, hot water systems, lighting, pools and PV systems) along with the thermal shell effectiveness (how well the house keeps heat and cold in or out).



Hot weather comfort rating



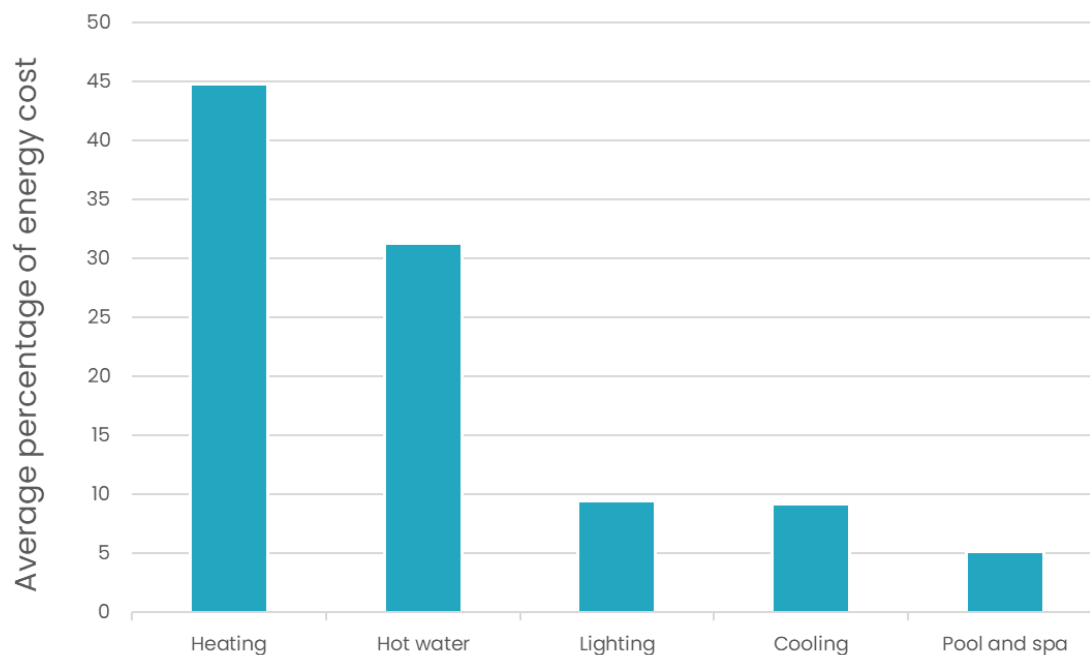
Cold weather comfort rating



The hot weather comfort rating and cold weather comfort rating shows that most homes that were assessed do not have an efficient thermal shell that can keep the home comfortable in summer and winter without using heating and cooling. This shows that the comfort of most homes can be greatly improved by upgrades to improve the thermal shell. This will include things like insulation, window treatments and draught-proofing. The certificate recommends upgrades to improve the comfort ratings, which the assessor interprets considering the householder's budget and future plans.

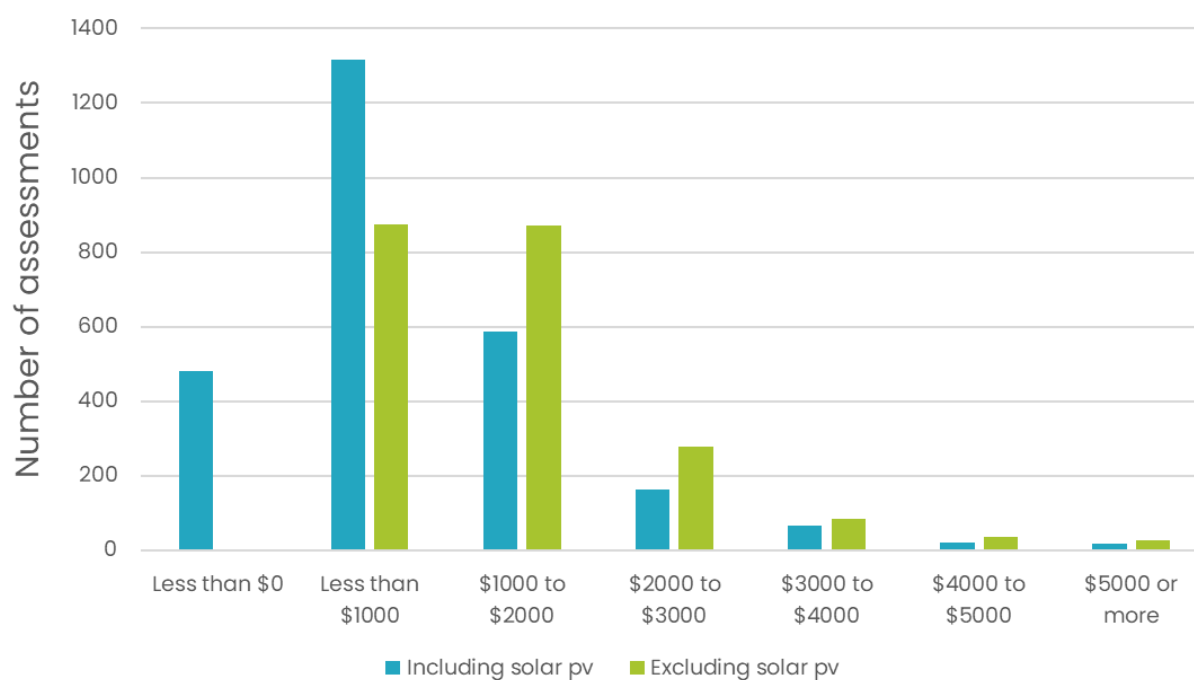


Breakdown of average energy cost



Heating contributed the most to energy bills of the homes that were assessed last year (44%). This was followed by hot water (32%), lighting (9%), cooling (8%) and then pools and spas (5%). Pools and spas use a lot of energy but were not common in most homes that were assessed.

Average annual energy running cost





Over half the homes assessed this year had an estimated annual energy running cost of under \$1000. This is heavily affected by homes that have solar panels, as the average running cost for homes with solar panels was \$844 compared to \$1436 for homes without solar panels. Given this, the average solar panels saved the householder \$591 from their annual energy bills.



Appendix 2. Program data

Total assessments by jurisdiction

	2017	2018	2019	2020	2021	2022	2023	2024 – 30 June	Total
ACT			8		25	104	152	8	297
NSW			32		39	49	653	766	1,539
NT			10		15				25
QLD			44	2	51	9	13	20	139
SA			28	11	46	27	37	17	166
TAS			17		17	3	12	2	51
VIC	434	1,140	1,325	1,174	1,547	1,103	590	502	7,815
WA			28		21	12	16	4	81
Total	434	1,140	1,492	1,187	1,761	1,307	1,473	1,319	10,113

Total number of new accredited assessors by jurisdiction and year of accreditation

	2017	2018	2019	2020	2021	2022	2023	2024–30 June	Total
ACT					1	5	1		7
NSW			3		4	13	4		24
NT					1				1
QLD			2		1	1	1		5
SA		5			2	2	2	1	13
TAS			2			1	1		4
VIC	8	30	7	5	6	3	8	17	84
WA			2		2		1	1	6
Total	8	32	16	5	17	28	12	19	144



Further information about The Residential Efficiency Scorecard can be found on our website: homescorecard.gov.au

The team can be contacted via: scorecard@deeca.vic.gov.au



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