



National Scorecard Initiative

2023 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. It was piloted nationally in 2019 and further trialled in 2021, with support from all governments.

Currently endorsed by NatHERS, the National Scorecard is expected to be fully accredited and phased into NatHERS. Until this occurs, all elements of the National Scorecard, including the assessment tool, assessor training and assessor accreditation, will continue to be delivered by the Victorian Government on behalf of all Australian governments.

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

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

DELWP – Department of Environment, Land Water and Planning, Victoria, subsequently DEECA

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

ESA – Energy Special Accounts

ESOM – Energy Senior Officials Meeting

ESU – Energy Savvy Upgrades program, a Victorian Government initiative

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

JAG – Scorecard and NatHERS Jurisdictional Advisory Group

IT – Information Technology

NAG – National Assessors Group

NSQAP – National Scorecard Quality Assurance Panel

NSW – New South Wales

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

PAG – Program Advisory Group

QLD – Queensland

RBC – Resilient Building Council, formerly Bushfire Building Council of Australia

RIS – Regulatory Impact Statement

RTOs – Registered Training Organisations

SA – South Australia

SAP – NatHERS In Home Software Accreditation Protocol

SOP – Standard Operating Procedure

SOP 7 – Residential Efficiency Scorecard I-07-1017 Standard Operating Procedure 7, Desktop Audit



TAS – Tasmania

VEU – Victorian Energy Upgrades program

VIC – Victoria

WA – Western Australia

YESS – Your Energy Saving Solutions

Common terms

This year – the 2022/2023 Financial year

NatHERS – Nationwide House Energy Rating Scheme

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

Next year – the 2023/24 Financial year

Scorecard – National Scorecard Initiative funded by ESOM

Scorecard Program – Led by the Scorecard Team, a combination of administrative functions, software and technical support, helpdesk, training and accreditation, and quality assurance

Scorecard Team – Scorecard program staff

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

Scorecard Funding Agreement – National Scorecard Initiative ESA funding agreement 2022/23

Executive summary

The Scorecard Program has now completed the second year of the four-year National Scorecard Initiative. This year has seen significant growth in the number and proportion of assessments conducted outside of Victoria and an increase in the number of accredited assessors nationally. In anticipation of growing demand for assessments the Scorecard Team has continued to focus on enhancing the ability of the program to scale-up. Throughout the year Scorecard has worked with the NatHERS Administrator towards advancing accreditation of the tool and transitioning assessor training and accreditation. The team has also supported individual jurisdictions and has advanced opportunities to collaborate or partner with organisations across a range of sectors.

Over the last twelve months Scorecard engaged with stakeholders on a range of initiatives including:

- The NatHERS In Home and Scorecard Jurisdictional Advisory Group (JAG), which met three times during the year.
- Throughout the year Scorecard worked directly with jurisdictions to support a range of projects, including:
 - The ACT on supporting electrification and trialling Scorecard across a number of programs (p. 12);
 - NSW on the Energy Efficiency in Apartments pilot, the Energy Efficient Retrofits pilot and the Residential Energy Performance Baseline project (p. 13); and
 - Victoria on the introduction of a Home Energy Rating Assessment activity into the Victorian Energy Upgrades program, and the development of a Learnings Report for the Energy Savvy Upgrades program (p. 13).
- The Scorecard National Assessor Group (NAG) trial ran throughout the 2022 calendar year. The purpose of NAG was to engage a group of accredited assessors representing all jurisdictions to raise the level of awareness and increase the uptake of Scorecard across Australia.
- Working with the Resilient Building Council who are leading a collaboration to deliver and pilot an integrated single home Resilience Rating tool covering disaster risk, including bushfire, flood, storm, cyclone and heatwave which will also integrate energy efficiency.
- Local government with the Scorecard team hosting a webinar to further promote Scorecard to over 120 local governments across Australia. Scorecard held individual follow up meetings with a number of interested local governments around the country

The Scorecard Program received a total \$1,461,00 funding this year. The Energy Special Accounts provided \$970,500 of this year's total program funding to support the continued delivery of five activities:



E0125: Develop and support the National Scorecard Tool to enable it to be used nationwide in all Australian climates

- 1068 Scorecard Assessments were undertaken in Australia throughout this year. This year marked the largest number of assessments undertaken outside of Victoria (48%) since the start of the program.
- The number of accredited assessors grew from a baseline of 93 to 119 by June 2023.

E0133: Undertake accreditation against the NatHERS benchmark tool for existing buildings

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

E0160: Tool technical updates, assessment quality checks, data analysis & reporting, technical explanatory products, and technical updates

- The quality assurance program continued as scheduled and a variety of audit techniques were implemented including desktop, light desktop and a bulk audit.
- A telephone survey was undertaken by a professional survey company on behalf of the Scorecard team. Some of the results included:
 - 94% of households are taking action as a result of their assessment!
 - 100% agreed their assessor acted in a professional manner
 - 100% agreed their assessor acted in their best interests

E0171: Help desk and user support, training and accreditation of assessors for the National Scorecard

- The Scorecard training program which includes two webinars and 12 self-paced modules, continued to be delivered by an external provider on behalf of DEECA.
- A major update of the Software and Assessor manuals was conducted.
- Thanks to the ACT Government, the new all-electric improvement option was added to the Scorecard Tool. To support this new option, a training module was developed, and a short, consumer-facing animated video created.
- The pipeline of trainee assessors moving through the accreditation system at any one time provides a reasonable indication of likely increase in the number of accredited assessors. As of 30 June 2023, there were 44 applicants at various stages of the accreditation process
- Trainee satisfaction is measured through a short phone-based survey undertaken upon successful completion of training and accreditation. There was an overwhelmingly positive response to the training provided, with:
 - 100% agreed or strongly agreed that the training taught them how to use the Scorecard Tool
 - 100% found the practice assessment audits useful



- 100% agreed or strongly agreed that the training and accreditation allows assessors to carry out an assessment accurately and confidently
- 100% agreed or strongly agreed that the exam tests the knowledge required.
- The Scorecard team continued administration of two central helpdesks, with a total of 645 unique enquiries received through both helpdesks (Refer to the Helpdesk section on page 31 for a breakdown of these enquiries).

E0173: Management and administration of the National Scorecard.

- In order to measure consumer satisfaction with the assessment process Scorecard Assessors email a voluntary survey to consumers at the time a certificate is issued.
- A proportion of total Scorecard consumers completed the survey after having Scorecard Assessments completed during this year. Consumers rated Scorecard Assessors highly:
 - 100% percent agreed that the assessor gave them useful ideas to upgrade their home.
 - 100% agreed the assessment was undertaken in a professional and friendly manner
 - 97% agreed the assessor was on time
 - 93% agreed the assessment met their expectation.
- 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 in the year ending 30 June 2023.*
- The Scorecard team produces a range of communications and marketing resources across the year, utilising appropriate platforms to meet audience needs.
- The national website and social media platforms are in the establishment phase as they were launched relatively recently. Despite the short time since launch, there is sustained growth across all as they establish their audiences.
- Email campaigns, such as newsletters, are used to communicate with the broad range of Scorecard stakeholders. Each campaign is targeted to a specific audience and purpose. Across the year, Scorecard sent 34 campaigns, totalling 12,067 individual emails, with an average open rate of 55.5%. To benchmark this figure, in 2022 the average email open rate reported by Campaign Monitor was 21.5% across all industries, and 19.4 % for government¹.

ESA 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 and technical support;

¹ Campaign Monitor Email Marketing Benchmarks Report, 2022:
<https://www.campaignmonitor.com/resources/guides/email-marketing-benchmarks/>



- Scorecard IT hosting;
- National Scorecard Quality Advisory Panel;
- Scorecard training;
- National website development;
- National Assessor Group trial;
- Auditing and householder phone survey;
- Legal drafting for data sharing;
- Digital media campaign.

Background

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

The production of an Annual Report for the 2022/2023 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 ESA funding agreement 2022/23', (Scorecard Funding Agreement).

The NatHERS Scorecard Agreement sets out items that the program must report against annually. This document addresses those 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 National Scorecard Initiative is delivered by the Victorian State Government Department of Energy, Environment and Climate Action (DEECA, formerly DELWP) 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 In Home and work with the Commonwealth to transition Scorecard training and accreditation to NatHERS In Home
- Build the national market for Scorecard, and
- Prepare systems and supports for mass uptake.

The program scope includes:

- Working with the Department of Climate Change, Energy, the Environment and Water (DCCEEW) to support development of the NatHERS In Home framework and gain accreditation under NatHERS In Home 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, and
- Administering the Scorecard program: providing a website, email, call centre, communications, Scorecard and Assessor Update newsletters, presentations, and responding to external requests.

Introduction

This year marks the second of four years of significant transformation for Scorecard under the National Scorecard Initiative. The 2023 Annual Report documents the delivery of activities required to acquit performance under the initiative and also highlights the work of the program to provide a national, reputable, robust, accurate and trusted energy performance rating tool for use in existing homes across Australia.

Over the course of the year there was significant growth in the number and proportion of assessments conducted outside of Victoria (48% this year compared with 5% last year) as well as in the number of accredited assessors nationally (119 at the end of this year compared with 93 last year; an increase of 28%).

In the last twelve months there has been a heightened recognition of the role that existing residential buildings will play in meeting Australia's net zero emissions targets, evidenced in part by the Commonwealth Government's commitment of \$1 billion for the Household Energy Upgrades Fund, and the Victorian Government's introduction of subsidised Home Energy Rating Assessments under the Victorian Energy Upgrades program.

In anticipation of growing demand for assessments driven by these and other complimentary activities the Scorecard Team has continued to focus on enhancing the ability of the program to scale-up by optimising processes to meet increased volume while maintaining quality.

Throughout the year Scorecard has worked with the NatHERS Administrator towards advancing accreditation of the tool and preparing for the transition of assessor training and accreditation to Registered Training Organisations (RTOs) and Assessor Accrediting Organisations (AAOs) in the future. The team has also supported individual jurisdictions to implement programs utilising Scorecard and has advanced a number of opportunities to collaborate or partner with organisations on a range of activities across multiple sectors.

Program engagement

Jurisdictions

Jurisdictional Advisory Group

The NatHERS In Home and Scorecard Jurisdictional Advisory Group (JAG) met three times during the year, with Scorecard becoming responsible for the role of JAG Secretariat in March. Quarterly status reports were provided to JAG members at the end of Q1, Q2 and Q3.

Scorecard and JAG members periodically shared information on emerging opportunities within their jurisdictions. Throughout the year Scorecard has also worked directly with several jurisdictions to support the implementation of projects and programs using Scorecard.

ACT – Supporting electrification and trialling Scorecard

In May 2022, to further the policy objectives of the ACT Climate Change Strategy 2019–25, the ACT Government engaged Scorecard to develop Scorecard Tool and assessor training options to support electrification of houses. In December 2022 functionality was introduced into the Scorecard Tool that allows it to provide electric-only upgrade recommendations to support householders reduce their use of gas as a source of fuel for heating, hot water, and cooking. These changes are reflected in the improvement options displayed in the Scorecard Certificate.

An electrification training module was introduced to support Scorecard assessors' interactions with householders, and a consumer-facing video was also launched to help consumers understand how a Scorecard assessment can assist with their electrification journey².

Scorecard also supported the ACT Government's Climate Change and Energy Division trial of the Scorecard Tool in the Home Energy Support Program³, the Home Energy Efficiency Program for low-income households⁴ and the Sustainable Households Scheme⁵.

The ACT Government's use of the Scorecard tool has led to an increase of four assessors over the year, taking the total number of accredited assessors in the ACT to seven.

² https://www.youtube.com/watch?v=cEKmgIX_6-A

³ <https://www.climatechoices.act.gov.au/policy-programs/home-energy-support-rebates-for-homeowners>

⁴ <https://www.climatechoices.act.gov.au/policy-programs/home-energy-efficiency-program>

⁵ <https://www.climatechoices.act.gov.au/policy-programs/sustainable-household-scheme>



NSW – Piloting energy efficiency in apartments, at the point of renovation and developing an energy performance baseline for existing homes

Throughout the year Scorecard continued to support NSW to deliver three projects that incorporate Scorecard assessments:

- Energy Efficiency in Apartments pilot
- Energy Efficient Retrofits pilot
- Residential Energy Performance Baseline project

The Energy Efficiency in Apartments pilot investigated the energy performance of existing individual dwellings across low, medium and high-rise apartment building types (Class 2) located in Sydney and Wollongong, NSW. The study looked at the opportunities to integrate the measurement of two types of energy performance assessments: 1) Residential Efficiency Scorecard for in-home energy performance for individual units, and 2) NABERS for shared areas energy performance to provide a whole of building rating for existing apartments.

The Energy Efficient Retrofits pilot investigated how home energy assessments, financial subsidies, and other interventions could encourage householders to include energy efficiency upgrades in their renovations. The study conducted 75 Scorecard assessments across 3 intervention groups compared with a control group. Assessments took place in the Goulburn, Wollondilly and Wingecarribee Local Government Areas (regional areas approx. 2 hours from Sydney).

Reports for both the Energy Efficiency in Apartments pilot and the Energy Efficient Retrofits pilot can be obtained by emailing sustainability@environment.nsw.gov.au.

The Baseline project seeks to gather data on energy performance of existing residential stock across the state using the Scorecard Tool. This project, a first-of-its-kind in Australia, will provide more granular housing data to develop future policies and programs. Under the project, up to 1,500 energy assessments will be delivered across a representative sample. The project is expected to be finalised by mid-2024.

To support these projects, a total of 11 new Scorecard assessors were accredited in NSW over the course of the year. This was the largest increase of any jurisdiction, taking the total number of accredited assessors in NSW to 23.



Victoria – Discounted Scorecard assessments for all Victorians and affordable energy efficiency retrofits for vulnerable households

Home Energy Rating Assessment

Victorian Energy Upgrades (VEU)⁶ is a Victorian Government energy efficiency program. Households and businesses can receive rebates or discounts on energy-saving products. This helps cut power bills and reduce greenhouse gas emissions.

VEU Accredited Providers (APs) can generate Victorian Energy Efficiency Certificates (VEECs) for each upgrade performed. Each certificate represents one tonne of greenhouse gas prevented from entering our atmosphere. APs then sell these certificates to energy retailers and pass a portion of the value on to the consumer in the form of a discount.

Energy retailers use the certificates to meet annual emissions targets set by the Victorian Government.

In May 2023 the Home Energy Rating Assessment (HERA) activity was introduced into VEU, with Scorecard the only tool currently approved to generate the assessment. The incentive or discount for consumers is set at 2 VEECs for homes in the Melbourne metropolitan area and 3 VEECs for those in regional areas until December 2023, and thereafter at 2 VEECs Victoria-wide.

A number of APs have applied to provide the HERA activity, including businesses operated by existing Scorecard Accredited Assessors. Additionally, some APs are supporting staff or contractors to undertake the pre-requisite units from Certificate IV: CPP41119 in preparation to applying for Scorecard accreditation.

Energy Savvy Upgrades program

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.

This program demonstrates best practice in reaching vulnerable households, while reducing upgrade and program management costs.

Program evaluation report and program design

The program evaluation report: *Learnings from the Energy Savvy Upgrades program for vulnerable households*⁷ provides valuable information about the program's outcomes.

⁶ <https://www.energy.vic.gov.au/for-households/victorian-energy-upgrades-for-households>

⁷ <https://www.homescorecard.gov.au/about-scorecard/publications>



To support the planning and implementation of similar programs at any scale, this report includes information about program design, lessons learned and implementation recommendations. We welcome enquiries from governments and organisations interested in starting their own program using Scorecard.

Key points from the Energy Savvy Upgrades report:

- Households reported a reduction in energy costs and an improvement in health and comfort. These outcomes were attained through use of the Residential Efficiency Scorecard and can be achieved at scale.
- The program achieved an average annual cost reduction of \$550 per household after upgrades and a 21% reduction in energy consumption (program target was 10% reduction).
- ESU was successful in reaching a range of hard-to-reach sectors, including Indigenous Elders, culturally and linguistically diverse communities, and renters.
- 24% of assessed homes were rental properties, generating a 23% decrease in total energy consumption.
- Over 80% of householders experienced improved comfort and resilience to extreme weather.
- 19 different types of upgrade packages were implemented, indicating a single package of upgrades will not be suited, or of interest, to most householders.
- The program design and implementation were culturally safe, thanks to significant input from the Wadawurrung Traditional Owners and their support workers, leading to positive program uptake by First Nations households.

A media release regarding this report was published on the [Premier of Victoria's website](#).⁸

Other engagement

National Assessors Group – trialling assessor engagement nationally

The Scorecard National Assessor Group (NAG) trial ran throughout the 2022 calendar year. The NAG was composed of 18 accredited assessors, identified through an expression of interest process, who represented all jurisdictions across Australia. The purpose of the NAG trial was to engage an active, skilled and motivated group of Scorecard assessors to contribute to:

- Raising the level of awareness of Scorecard in the community,
- Increasing the uptake of assessments nationally, and
- Growing the number of accredited assessors in all jurisdictions.

⁸ <https://www.premier.vic.gov.au/sites/default/files/2023-08/230825-Supporting-Households-To-Reduce-Energy-Bills-.pdf>



A series of workshops were held with the NAG. Each was focused on a core theme: co-design of the workplan and incentives; presentation skills, use of social media; mentoring and evaluating the trial.

A group of modest financial incentives were co-designed with the NAG members. These were intended to increase Scorecard communications through website and social media content, and consumer engagement through presentations to community forums and promotional assessments.

An evaluation workshop was run with NAG members in December at the conclusion of the 12-month trial. Findings from the evaluation included:

- NAG was a useful way of engaging the assessor community
- Networking and collaboration could be further improved through initiatives such as informal meeting chats, an online assessor forum, and jurisdiction-based assessor meet-ups
- Most members indicated that NAG did not help to grow their business, although there was agreement that NAG had increased community awareness of Scorecard, mainly through presentations and promotional assessments
- NAG was seen to be most effective in developing a network of assessors to advise the program and promoting the Scorecard regionally. It was seen to be less effective at increasing assessment and assessor numbers

Most NAG members that participated in the evaluation were interested in being involved in future assessor engagement activities. As the number of assessors has now grown to 119 nationally the Scorecard team is reviewing the outcomes of the NAG trial with consideration as to how that can inform the best model for assessor engagement going forward.

Sector engagement for Scorecard uptake

Resilient Building Council of Australia

The Resilient Building Council is leading a collaboration to deliver and pilot an integrated single home Resilience Rating tool covering disaster risk, including bushfire, flood, storm, cyclone and heatwave. It will also integrate energy efficiency, using an existing recognised tool, the National Scorecard, to enable a single lower cost, easy to understand, assessment of risk, and customised actions identified for how to reduce this risk.

A robust and reliable rating for home resilience helps householders understand and reduce the risks to their home, improve safety, reduce insurance costs, reduce energy bills and enable access to green loans, reduced rate green mortgages and other financial products and incentives. There is significant interest from stakeholders including householders at risk, local councils, governments, insurers, financiers and banks to have a national consistent resilience home rating tool. Government bonds to finance improved resilience of homes are part of the policy consideration. The integrated benefits of the approach are documented in Figure 1 below.

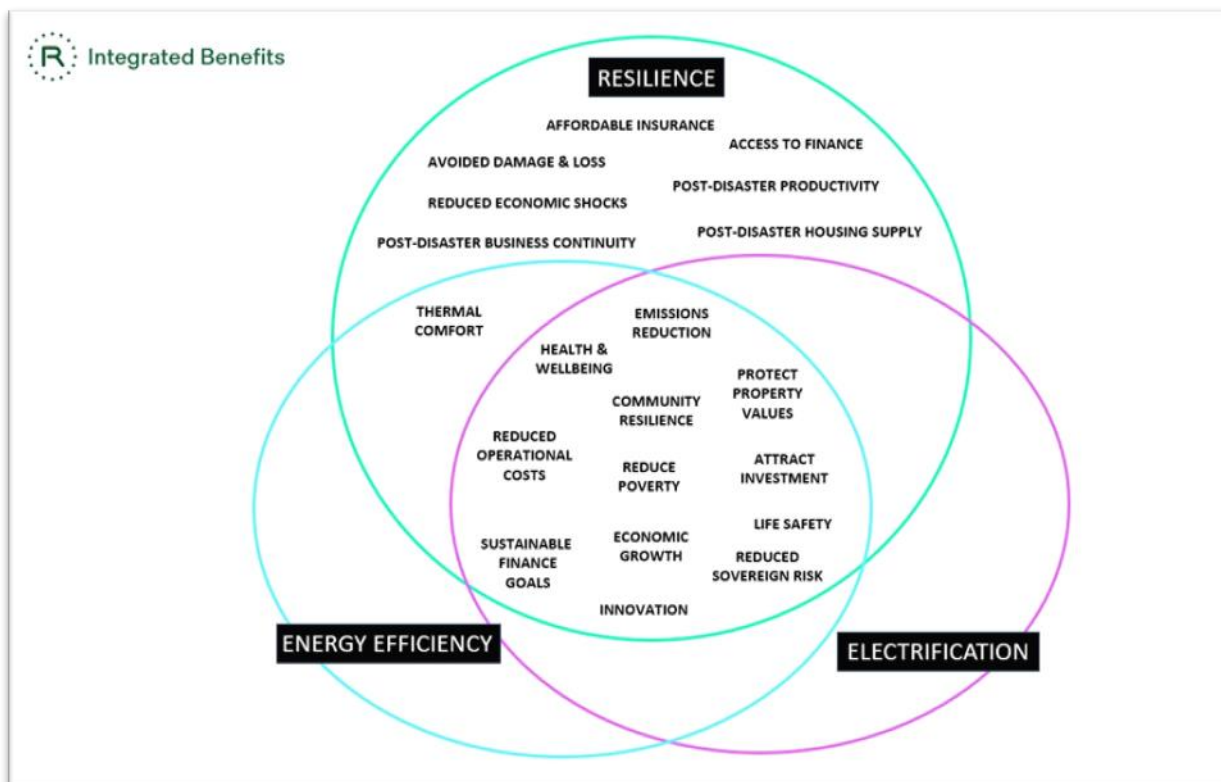


Figure 1. Integrated benefits of resilience, energy efficiency and electrification.

Funding for this multi-hazard project was announced in August 2022 under the joint Australian Government – NSW Government National Partnership Agreement on Disaster Risk Reduction. The project is led by the Resilient Building Council, as a collaborative partnership and will deliver and test an integrated multi-hazard resilience rating tool in 2023/24. A range of stakeholders, community groups, insurance companies, banks, governments, business groups and local councils are involved in the project. The project will deliver:

- An integrated home Resilience Rating tool covering bushfire, flood, storm, cyclone and heatwave, integrated with energy efficiency assessment, to enable a single lower cost, easy to understand, assessment of risk and uniquely customised adaptation actions for household on how to reduce this risk
- Training for assessors and certifiers to ensure ratings are robust and consistent
- A field pilot of the Resilience Rating tool in collaboration with selected local governments to test operation in real world conditions
- Household consumer insight research to understand how households respond using a rating to reduce risk, and what incentivises action
- Work with insurers and banks to develop the value proposition for higher rating homes, to incentivise retrofits, and ensure the rating approach can best meet these needs.

The National Scorecard is a key part of this project and sees the major benefits that can flow from a nationally accepted Resilience Rating Tool. Providing householders with



trusted advice that covers their major needs in a single assessment, reducing costs, risks and uncertainty.

Finance sector

There is ongoing interest from the finance sector in using robust home ratings such as the Scorecard. With two products in the market from Bank Australia and Gateway Bank which utilise Scorecard ratings for assessing eligibility. These products offer reductions on the home loan interest for higher performing homes. Due to an increase in energy prices, they are seeing an uptick in interest in these loan products. Additionally, there is particular interest in home electrification and the ways loans can support this process.

Scorecard has ongoing discussion with the Clean Energy Finance Corporation and interested financiers as this sector develops, with strong international interest and commitments driving a very active space.

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.

This year the Scorecard team hosted a webinar to further promote Scorecard to over 120 local governments across Australia. Scorecard held follow up meetings with a number of individual local governments, including some in Victoria and Western Australia that are considering the introduction of a program offering support for residents seeking Scorecard assessments and tailored upgrades.

In this year Scorecard is already being used to support households to make informed upgrade decisions in the following local government areas:

- City of Adelaide, SA: [Incentives for Sustainability](#)⁹
- City of Banyule, VIC: [Better Score](#)¹⁰
- City of Moonee Valley, VIC: Sustainability rebates
- City of Randwick, NSW: [Sustainability Rebates](#)¹¹

⁹

<https://www.cityofadelaide.com.au/about-council/grants-sponsorship-incentives/incentives-for-sustainability/>

¹⁰ <https://www.banyule.vic.gov.au/Waste-environment/Climate-action/Better-Score-energy-efficiency-grant>

¹¹ <https://www.randwick.nsw.gov.au/environment-and-sustainability/get-involved/sustainability-rebates>



- Shire of Singleton, NSW: [Sustainability Street](https://www.singleton.nsw.gov.au/Live/Sustainability-Hub/Programs/Sustainability-Street)¹²

External engagement

Scorecard engaged with stakeholders through a range of forums, webinars and individual contacts. These engagement opportunities encompass the broad range of interested parties in the Scorecard program.

Examples of these engagements include:

- Presenting at industry professional development events, including the National Energy Efficiency Conference in Sydney
- Invited to present the 2023 opening monthly seminar for the Otago Energy Research Centre (OERC), University of Otago, New Zealand. This presentation was introduced by Vicki White, Senior Research Analyst, BRANZ.
- Solar Victoria sharing a range of Scorecard collateral at the seven event stalls they hosted across the year, engaging with a total of 6,644 householders (further details on this and the above points can be found within the Communications and Marketing section).

¹² <https://www.singleton.nsw.gov.au/Live/Sustainability-Hub/Programs/Sustainability-Street>

Scorecard Program delivery

Program funding received from the Energy Special Account is allocated to the delivery of five high-level multi-year activities. The agreed multi-year National Scorecard Workplan reproduced in Appendix 5 provides further detail on the delivery of these activities. This section reports progress against each high-level activity.

Activity 1, E0125: Develop and support the National Scorecard Tool to enable it to be used nationwide in all Australian climates

Assessments

1068 Scorecard Assessments were undertaken in Australia throughout this year. This year, the largest number of assessments undertaken outside of Victoria has occurred with 48% of all assessments being outside Victoria. A majority of these were due to programs being undertaken in NSW and ACT.

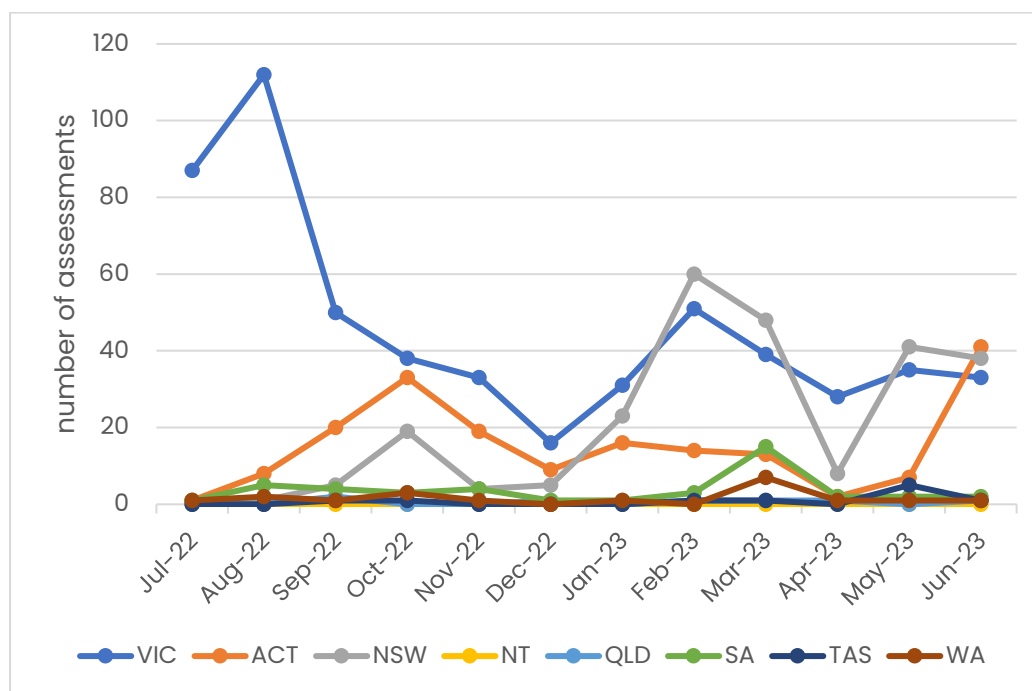


Figure 2. Number of assessments per jurisdiction per month.

The total number of assessments this year has fallen below previous years due to completion of Victorian-based programs like Energy Savvy Upgrades Program.

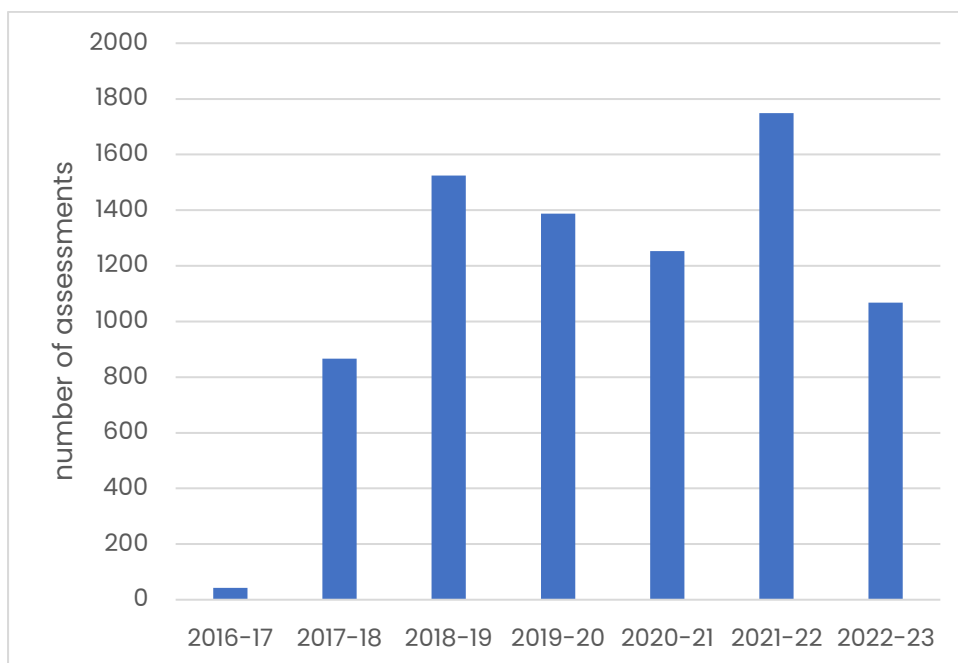


Figure 3. Number of assessments per year in Australia.

Assessors

The number of accredited assessors grew from a baseline of 93 accredited assessors (60 from Victoria and 33 from other states as of 30 June 2022) to 119 by June 2023.

The number of accredited assessors increased, and distribution diversified. While most accredited assessors continue to reside in Victoria, the expansion to a national initiative this year has seen an increase in training and accreditation of Assessors in other jurisdictions that is expected to continue to grow.

The increase in some states parallels jurisdictional advice to the market, advice of future program direction and program development, and even program procurement in the market for Scorecard Assessments.

This clearly illustrates that where jurisdictions support and advertise an identifiable pipeline of work, people with similar skills, and other potential assessors, respond positively by becoming accredited as Scorecard Assessors and available for program delivery.

This is also seen in the large number of enrolments in the pre-requisite qualifications delivered by Registered Training Organisations since the announcement of Scorecard being included into the VEU program.

Table 1 illustrates the trajectory of accredited assessor uptake to June 30, 2023.



Table 1. Increase in assessor numbers 2021 to 2023

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

Activity 2, E0133: Undertake accreditation against the NatHERS benchmark tool for existing buildings

The process of progressing the Scorecard Tool from endorsement to accreditation under NatHERS In Home continued throughout this year.

The accreditation requirements contained in the Software Accreditation Protocol (SAP) are still being finalised. The Scorecard Tool will require modifications to comply with the SAP, with the degree of change required becoming more certain once the SAP is finalised.

Throughout the year the Scorecard team has continued to engage with the Commonwealth NatHERS team on a range of tool 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 Tools and require an update to better fit on site assessments undertaken without a pre-existing house plan or other construction documentation.

Changes to the Scorecard Tool required for final accreditation will primarily be encapsulated in the Technical Note and SAP for NatHERS In Home.

Agreement has been reached on many underlying assumptions. For consistency, NatHERS In Home will align much of the internal modelling with NatHERS Whole-of-Home.

These include:

- Occupancy assumptions
- Thermostat assumptions
- Adoption of updated weather data.

Areas where further decisions need to be made include:

- How unconditioned rooms are treated
- How hot water use is characterised
- Details of the way obstructions (e.g. neighbouring buildings) are handled.



Activity 3, E0160: Tool technical updates, assessment quality checks, data analysis & reporting, technical explanatory products, and technical updates

Quality assurance

The Scorecard quality assurance program is managed by the Scorecard team, however, experienced accredited Scorecard Assessors provide services and advice to the team in relation to applications, exams and audits. The combination of Scorecard administration and technical staff and these Assessors are known as the Scorecard Quality Assurance Panel (SQAP). SQAP Assessors can reside in any jurisdiction and participate through online meetings and secure information sharing.

This year the quality assurance program continued as scheduled and a variety of audit techniques used:

- Desktop audits of Scorecard assessments by the SQAP targeting newly accredited assessors, and Assessors that have been identified through other mechanisms including consumer satisfaction surveys, or assessment errors.
- Development and testing of a new light desktop audit to determine whether Assessors should be referred for a full desktop audit.
- Development and initial testing of a bulk audit process for consolidated assessment data to find outlying, missing and anomalous data.
- Review and implementation of the telephone survey.

Applications, exams and audits are assessed 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.



Quarterly audit process

The SQAP audits Scorecard assessments in line with processes outlined in Residential Efficiency Scorecard I-07-1017 Standard Operating Procedure 7, Desktop Audit, (SOP 7).

SOP 7 establishes a process for quarterly audits. In this year SQAP audits are undertaken in July, October, January and May each year. 51 assessments from 17 assessors were audited in this year. This represents 4.2 percent of total assessments completed in the period.

SOP 7 requires Scorecard Assessors to be audited:

- In the first 12 months following accreditation (provided they have completed more than 3 assessments), or
- If the Scorecard team receives a complaint from a consumer or an assessor, or
- If incorrect assessment data has been found by the team when undertaking assessment checks or during data audits, or
- Within the 6 months following an adverse audit finding.

Scorecard assessors are audited for adherence with the six Scorecard quality principles, with a focus on the principles of customer experience, robust assessment and robust administration. The focus is on data inputs, and the ways these impact certificate and customer outcomes.

The audit process involves:

- Identification of accredited assessors for auditing
- Three randomly selected assessments per identified accredited assessor and dated within 3 months of the scheduled audit
- A random allocation of assessments to SQAP members, after conflicts of interest are declared, to undertake the audit.

Following a desktop audit, SQAP members agree on the result and follow up actions for assessors that have been audited. This includes, but is not limited to re-issuing Scorecard certificates, recommendations for follow up audits, further training, demerit points, suspension, or termination of the Assessor Agreement.

Every audited assessor is sent an official audit letter. These letters detail the audit outcome and any follow up actions required. In addition, they also provide practical feedback, related back to the quality principles listed above, outlining the positive actions that they should continue doing, as well as bringing attention to any errors or areas of knowledge which may require development. We have received positive feedback from accredited assessors regarding this audit approach, as it actively helps them to develop their skills.

Of the seventeen desktop audits carried out in this year, the findings were:

- Fourteen assessors passed.



- Three audits conducted for two assessors failed due to three assessments needing to be re-rated. This was due to a significant star rating change when an incorrect input was found, and missing evidence photos.

All Assessors carried out follow up instructions required, including re-rating and re-issuing of the certificate. The two Assessors that failed have been required to attend Scorecard training with their access to the Scorecard Tool temporarily suspended until completed.

Bulk assessment data audit development

Bulk assessment data audits are intended to assist in understanding outlier information that might point to an error in assessment input.

A standardised bulk assessment data audit process is currently being developed to:

- understand outlier information that may point to an error that an assessor is consistently making, or a spread of too many different errors,
- highlight patterns of errors that are occurring to enable follow up communication with the assessors or training adjustments.

Just over 75% of assessments were audited using the bulk data audit process in 2022/23. The process is being refined and will be slightly adjusted to cater for VEU assessments. For example, also considering the number of assessments per day per assessor.

The main findings from the data audit were:

- duplicate assessments: these are assessments that have been copied by the assessor, some may have changes but were not post-upgrade assessments.
- five assessments with no photos.
- two assessors with too many errors, or a pattern of errors.

One assessor was escalated for a desktop audit, and numerous others received emails to correct the identified error.

Light assessment audit development

During 2022-23, a new audit process was developed to address the gap in processes of the bulk data and desktop audits. Desktop audits are the only formal process that can lead to demerit points and suspension options. However, they can be time consuming and only capture a small number of assessors and assessments. A way to use the desktop audit process more efficiently is to develop bulk audits and light audits as a funnel for considering Assessors for desktop audits.

A light audit involves the auditor choosing a random assessment or an assessment of a chosen assessor and checking the evidence quality. Similar to the desktop audit process but with a lighter touch – only the main inputs are scrutinised and only the main zone inputs are checked. Any anomalies are noted. A light audit can be completed in 10 minutes per assessment, compared to 45 minutes for a desktop audit assessment.

In 2022-23, around 3% of assessments had a light audit undertaken. The main findings were:



- Privacy Statement errors: either an old version being used, or it was not completed correctly.
- Solar photovoltaics (PV) systems: either size or evidence they were working was not provided.
- Five assessments were found with numerous evidence errors.

Five assessors were escalated for desktop auditing with several others contacted to use the correct Privacy Statement and Solar PV evidence rules as stated in the manuals.

Further development work will be conducted to integrate these audit methods into a more comprehensive auditing regime for all assessors. These procedures will continue to be evaluated and refined in line with program needs.

Telephone Survey

The Scorecard telephone survey is undertaken by a professional survey company on behalf of the Scorecard team. A series of 30 questions seeks information about assessor behaviours during and after an assessment, the reasons householders engage an assessor, how they perceive the value of their assessment and demographic data.

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

Some of the highlights include:

- **94% of households are taking action as a result of their assessment!**
 - 70% said they had already taken actions
 - 24% were intending to over the next few months
- **100% agreed their assessor acted in a professional manner**
- **100% agreed their assessor acted in their best interests**
- 99% agreed their assessor left the property in the same condition
- 98% agreed their assessors provided useful and personalised information
- 98% agreed their assessor provided additional information to the certificate
- 98% agreed their assessor answered all their questions well
- 97% agreed their assessor explained the rating and certificate well
- 96% agreed their assessor provided a clear list of priorities to help achieve their goals
- Upgrades included appliance replacement or service, insulation, gap sealing, window treatment, with solar PV coming a distant 5th
- An increasing number of households are reporting that their bills are declining or staying the same (a large percentage don't know)
- 61% said their homes are more comfortable after upgrades.

With the introduction of Scorecard into the VEU program, VEU assessments will be surveyed separately to all other assessments to reveal any differences in assessor behaviour and additional questions have been added about post-assessment supplier contact.



Activity 4, E0171: Help desk and user support, training and accreditation of assessors for the National Scorecard

Training assessors

Following on from last year, the Scorecard training program was delivered by Your Energy Savings Solutions (YESS) on behalf of DEECA. The training involves two webinars and 12 self-paced 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: practice assessments.

This year, we conducted a major update of the Software and Assessor manuals that the assessors require, as well as a minor update. This allowed for new inputs for the tool including roof and wall colour, eave depths and all-electric improvement option toggle. The training modules have been updated or adjusted a number of times to reflect audit and exam outcome analysis.

Thanks to the ACT Government, the new all-electric improvement option was added to the Scorecard Tool. To support this new option, a training module was developed, and a short, consumer-facing animated video created.

The all-electric training module was added to the core training program and covers:

- how the toggle changes improvement option outputs
- how to explain the options to householders
- what hurdles householders may face and ways to combat these.

The toggle is a voluntary choice for each assessment. It is particularly useful for the ACT programs, community initiatives to transition homes to all-electric, as well as rural or regional homes that do not have a gas supply.

Four in-house training days have been conducted in this time: two in Sydney and two in Melbourne. These complement the training program and provide measurement, data input and networking opportunities for the trainees. These events are led by a SQAP member over a full day. A maximum of eight trainees can attend in person, with more trainees attending online.

Trainee assessor pipeline

The pipeline of trainee assessors moving through the accreditation system at any one time provide a reasonable indication of likely future increases in the number of accredited assessors (Figure 4). As of 30 June 2023:

- Three assessors were agreement ready, meaning they have provided all necessary paperwork to sign the accredited Assessor Agreement. Two of these assessors are from Tasmania and one from the ACT.
- A further 41 applicants were at some point in the accreditation process.



- Of the 41 applicants many were working diligently through the accreditation process, while some had experienced delays in progression due to family or work commitments. A small number stalled due to a perceived lack of work in the industry, these applicants were generally in jurisdictions without government projects utilising Scorecard.

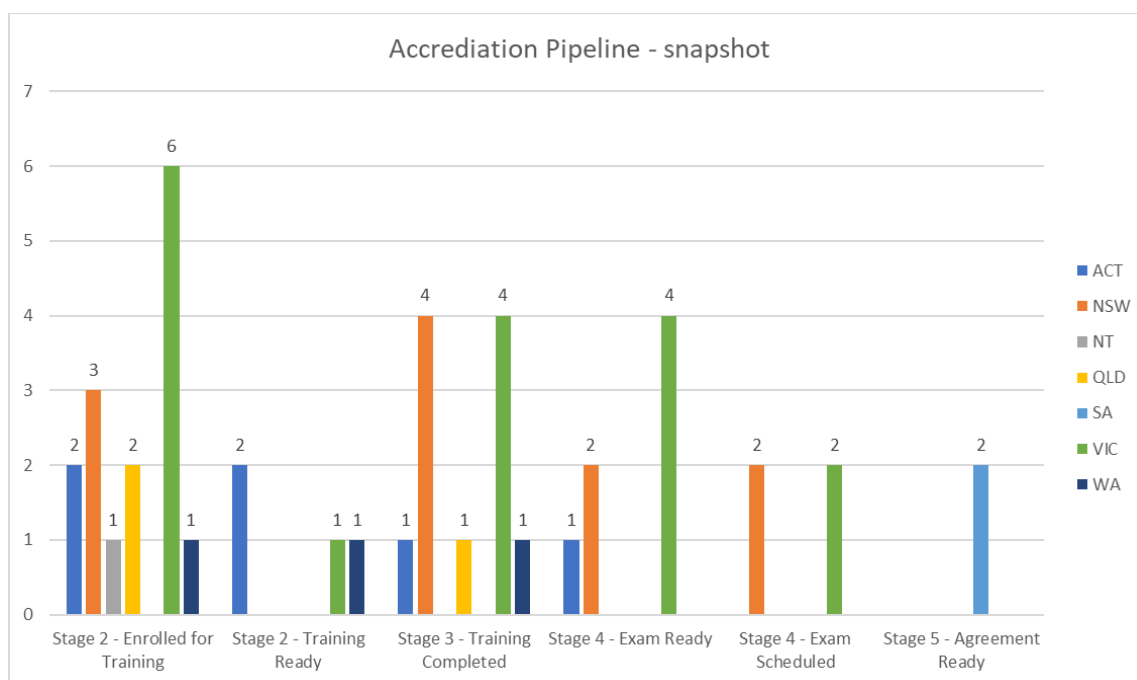


Figure 4. Assessor pipeline on June 30, 2023

Trainee assessor satisfaction

Trainee satisfaction is measured through a short phone-based survey undertaken upon successful completion of training and accreditation. All 29 trainees that have been accredited since 1 July 2022 were contacted about their training and accreditation experience, eight responded.

There was an overwhelmingly positive response to the training provided, including the learning modules developed as part of the new format training program.

- 100% agreed or strongly agreed that the training taught them the Scorecard Tool
- 100% found the practice assessment audits useful
- 100% agreed or strongly agreed that the training and accreditation allows assessors to carry out an assessment accurately and confidently
- 100% agreed or strongly agreed that the exam tests the knowledge required
- 88% agreed or strongly agreed that the training prepared them for the exam
- 100% agreed or strongly agreed that the safety training is adequate.

No assessors disagreed or strongly disagreed with questions in the survey.



New Resource Hub

The Resource Hub is now located in the Scorecard Administration Portal. It houses high quality, up to date resources to support trainee and accredited assessors in the field. Resources and documentation are version controlled, and updated information is managed through a Master Document Register.

Resources available include:

- Assessor and Scorecard Tool manuals
- a range of training videos and learning modules
- templates, forms, checklists, and legal documents that enable assessors to conduct assessments efficiently and provide householders with critical information
- fact sheets for householders, property managers, real estate agents, builders and developers on topics including:
 - what Scorecard is
 - the benefits of getting a Scorecard assessment across a number of industries
 - technical information on potential upgrades and improvements, and
 - how Scorecard can be used to obtain discounted home loans.

This year resources have commenced being transferred to the new Scorecard templates.

Engaging with AAOs

In anticipation of In Home assessor accreditation transitioning from the Scorecard team to Assessor Accrediting Organisations (AAOs), Scorecard held exploratory discussions with AAOs currently offering NatHERS accreditation. These meetings explored the appetite and capacity of the various AAOs to trial the delivery of discrete components of the Scorecard accreditation process ahead of a commercial driver to offer In Home accreditation. As a result, Scorecard was able to identify the support that AAOs would require to be able to participate in a pilot, should one occur.

In addition, Scorecard has been collaborating with the NatHERS In Home team and actively engaging AAOs through the regular AAO / NatHERS meetings to share relevant documents regarding Scorecard's accreditation administration processes.

Engaging with RTOs

There has been limited engagement with RTOs this year as much of the work around future training under NatHERS was completed in 2021-22.

Green RTO and Objective Training are now delivering the four minimum units in response to demand from VEU participants. Green RTO were keen to gather information from the Scorecard team in relation to standards and expectations. We have had no contact with Objective Training to the end of June 2023, however, will be speaking with them after the first batch of applicants who have completed the four units with them go through the accreditation process.



Administration portal

A training and accreditation portal has been developed to assist with administration of the Scorecard training and accreditation program. Prospective assessors create a profile and log-in to the portal, the main interface for the accreditation process. Through the portal, the Scorecard team can determine where assessors are within the process. The Scorecard team approve movement between accreditation stages, for instance accepting uploaded documents as proof of qualifications, or the applicant passing written and oral exams.

The portal also tracks accredited assessor performance and maintains logs of quality assurance events such as audits that have been undertaken for assessors.

A new upgrade is underway to allow accredited assessors to input the geographical areas they service and their areas of expertise. This will directly interface with the Scorecard website so that information can be automatically updated by the assessor, creating a better user experience for both assessors and householders.

Helpdesk

The Scorecard team administers two central helpdesks accessed via email: help.scorecard@delwp.vic.gov.au and scorecard@delwp.vic.gov.au. The team also operates an Assessor Hotline for urgent Scorecard Tool related enquiries.

help.scorecard@delwp.vic.gov.au fields all enquiries from Scorecard Assessors and applicants in the accreditation process. Of a total 645 unique enquiries through both helpdesks, 154 sought technical assistance. These comprised 23.9% percent of all unique enquiries. Unique enquiries seeking technical assistance often require detailed responses and can generate multiple responses to source and clarify technical information. 24.3% of enquiries related to applications, accreditation and training. 5.2% of enquiries came from researchers and other stakeholders requesting information about the Scorecard program and/or use of data. These stakeholders are usually referred directly to a team member after the initial contact so subsequent emails do not go through the helpdesks.

scorecard@delwp.vic.gov.au fields enquiries from the public, various stakeholders and DEECA Customer Contact Centre (CCC) referrals. Of the total CCC referrals to scorecard@delwp.vic.gov.au, 47.7% sought information about Scorecard Assessor accreditation and application. Enquiries from the public varied widely, with 24 of those wanting to have an assessment. Most people are able to find an assessor through the list on the website.



Activity 5, E0173: Management and administration of the National Scorecard

Consumer satisfaction

In order to measure consumer satisfaction with the assessment process Scorecard Assessors email a voluntary survey to consumers at the time a certificate is issued. This survey seeks to understand consumer motivations for obtaining a Scorecard assessment and their experience in having the Assessment completed.

A proportion of total Scorecard consumers [n.30, 2.5%] completed the survey after having Scorecard Assessments completed during this year (Table 2).

Table 2. Consumer satisfaction survey responses

Which state or territory did your assessment take place in?							
	ACT	NSW	QLD	SA	Vic	WA	Total
2021	2				13		15
2022		2	1	2	11	1	17
2023	15	10			5	1	30
Total	17	12	1	2	29	2	62

Survey results represent Scorecard Assessments undertaken across Australia.

On household motivations for commissioning a Scorecard Assessment:

- 60% sought an assessment to improve the comfort level of their home
- 77% sought to reduce energy consumption and greenhouse gas emissions of their home, and
- 57% sought to decrease their energy bills.

On consumer satisfaction, consumers rated Scorecard Assessors highly:

- 100% percent agreed that the assessor gave them useful ideas to upgrade their home.
- 100% agreed the assessment was undertaken in a professional and friendly manner
- 97% agreed the assessor was on time
- 93% agreed the assessment met their expectation

On the information provided to consumers in and after the Assessment process:

- 97% thought the certificate was easy to understand
- 87% percent found handout information provided useful

On likely household improvements after the assessment:



- 87% said they were likely to make improvements as a result of the assessment
- The most common likely improvements were insulation, heating, hot water and draught sealing.

Managing consumer complaints

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 Complaints Policy along with instructions on how to register a complaint, is available to consumers on the website¹³.

The Scorecard program received no complaints in the year ending 30 June 2023.

Communications and marketing

The Scorecard team produces a range of communications and marketing resources across the year, utilising appropriate platforms to meet audience needs. These communications resources are interlinked so users can easily transition from one platform to the next and experience the Scorecard communications ecosystem. We also ensure that the needs of non-digital natives are met through the production of factsheets, flyers, and a range of other printed collateral.

The national website and social media platforms are in the establishing phase as they were launched relatively recently. Despite the short time since launch, there is sustained growth across all as they establish their audiences.

The national Scorecard website

The new national Scorecard website, [homescorecard.gov.au](https://www.homescorecard.gov.au), was launched in September 2022. It provides a truly national central point for information about home energy efficiency and the Scorecard program, as well as a range of resources for households, Scorecard Assessors, industry, government organisations and the media.

The website has been designed around a series of user journeys, to ensure ease of access to different categories of information that would be needed by specific audiences. Each primary audience has their own 'hub' of pages with information relevant to their needs. For example: [Become a Scorecard Assessor](#)¹⁴, [Industry hub](#)¹⁵ and the educational, householder-focussed hub [Save on energy bills and improve your home's comfort](#)¹⁶.

¹³ <https://www.homescorecard.gov.au/about-scorecard/privacy-code-of-conduct-and-complaints>

¹⁴ <https://www.homescorecard.gov.au/become-a-scorecard-assessor>

¹⁵ <https://www.homescorecard.gov.au/industry-hub>

¹⁶ <https://www.homescorecard.gov.au/save-on-energy-bills-and-improve-your-homes-comfort>



Social media channels

The Scorecard program has three digital channels, each with a clear purpose and audience.

To encourage resharing of content by organisational and business channels specific content has been developed. This resharing has delivered an excellent return in engagement and new followers, leading to greater program awareness.

Facebook¹⁷: the audience is majority consumer, with some government, organisation and industry stakeholders engaged. The primary purpose of the channel is to educate about home energy efficiency in general, and Scorecard in particular, in addition to attracting new assessors to the program.

LinkedIn¹⁸: this audience is the opposite of Facebook, as it is majority government, organisation and industry stakeholders with some consumer engagement. The purpose of the channel is to educate these groups as to the ways in which Scorecard can benefit their work and demonstrate the range of consumer resources we have developed which supports any Scorecard programs or businesses they may seek to develop. It is also a platform to engage those who may be interested in becoming a Scorecard Assessor.

YouTube¹⁹: this channel is designed as a complete library of Scorecard video resources. These resources range from short videos created for the social media channels, through to longer informational videos about aspects of the program, videos for specific stakeholder groups and entertaining videos for consumers. Hosting this library on YouTube assists our Scorecard Assessors and interested stakeholders in the easy use of our videos on their websites and other digital platforms.

Email communications with assessors and other stakeholders

Email is used to communicate effectively with the broad range of Scorecard stakeholders. Each campaign is targeted to a specific audience and purpose.

Throughout this year, Scorecard sent 34 campaigns, totalling 12,067 individual emails, with an average open rate of 55.5%. To benchmark this figure, in 2022 the average email open rate reported by Campaign Monitor was 21.5% across all industries, and 19.4 % for government²⁰.

¹⁷ <https://www.facebook.com/ResidentialEfficiencyScorecard>

¹⁸ <https://www.linkedin.com/company/residential-efficiency-scorecard>

¹⁹ <https://www.youtube.com/@residentialefficiencyscorecard>

²⁰ Campaign Monitor Email Marketing Benchmarks Report, 2022:

<https://www.campaignmonitor.com/resources/guides/email-marketing-benchmarks/>



Email formats:

- monthly Assessor Updates: sent to Scorecard Assessors and applicants (from Stage 2 onwards)
- quarterly Scorecard Updates: sent to a broad stakeholder mailing list of 1549 recipients
- Electronic Direct Messages (EDMs): sent on an as-needs basis.

Assessor Updates are a monthly newsletter-format communication sent to Scorecard Assessors and applicants. They are designed to maintain contact with the Assessor community and keep Assessors up to date with programs using Scorecard, changes to the Scorecard Tool and program, and relevant industry movements.

These newsletters routinely include information which is designed to:

- promote a healthy workplace by encouraging appropriate occupational health and safety measures
- support best practice in Scorecard assessments
- celebrate assessor stories, achievements and media mentions
- share marketing and business development tips
- provide information on behalf of jurisdictions regarding Scorecard-related projects and events, such as the New South Wales Baseline Project
- connect assessors with government programs that contract Scorecard Assessors, and
- promote a sense of community through stories on Assessors and Assessor networking events.

Assessor Updates are well received and demonstrate a high level of Assessor engagement, both through open rates and email responses from Assessors.

Scorecard Updates

The stakeholder update is issued on a quarterly basis to our mailing list of 1,549 subscribers.

These Scorecard Updates share information that is relevant to the broad audience of households, governments, industry, and business.

These Scorecard Updates have included:

- Scorecard Assessor and assessment statistics,
- home energy efficiency educational resources,
- case studies of programs utilising Scorecard,
- information about becoming a Scorecard assessor,
- Scorecard resources for specific industries.



Past editions of these Scorecard Updates can be [found on our website](#)²¹

EDMs

In addition to Assessor and Scorecard Updates, the Scorecard team issues a series of special information bulletins in the form of Electronic Direct Messages (EDMs).

These have included:

- Information about webinars,
- Updates on implementation of the marketing strategy, including the launch of social media channels and new website,
- Information and training on Tool updates, and
- Scorecard Assessor training and professional development resources.

Webinars

Scorecard for local governments

A number of local governments have already run highly successful programs using Scorecard to achieve their community and carbon-reduction goals. As each local government and their community has different needs, they also have different approaches when designing these programs. To support local governments in understanding how these programs can be targeted to their community's needs, the Scorecard team presented a webinar.

The webinar provided information about the Scorecard assessment process and program, shared case studies of a range of existing LGA programs demonstrating best practice and how the Scorecard team can support the design of new programs.

Due to a coordinated engagement and social media approach, we received 133 registrations from across Australia without the use of paid advertising.

As a result of the webinar, several local governments including a number in Western Australia and Victoria have requested meetings to discuss the launch of their own programs using Scorecard. Additionally, there was an increase in followers across social media and subscribers to the mailing list.

Victorian Energy Upgrades: Home Energy Rating Assessment information for assessors

To support the uptake of the new VEU HERA activity, a webinar was held for Scorecard assessors to understand how the activity works, and how they can be involved. Forty-four attended, most from Victoria with a number of interstate assessors. It is worth noting that some interstate assessors travel across borders for a block of assessments, and therefore are planning to take part in the HERA activity, despite not being residents in Victoria.

²¹ <https://www.homescorecard.gov.au/about-scorecard/scorecard-updates>



Planning is underway for a subsequent information webinar for VEU Accredited Providers (APs) about the Scorecard program including the assessor accreditation process and how they can be involved in the HERA activity.

Otago Energy Research Centre, University of Otago, New Zealand

Monthly seminar series launch: *The key to improve the energy performance of homes*

The Scorecard team had the honour of being selected to present the opening seminar of the Otago Energy Research Centre's (OERC) monthly seminars in 2023. The OERC is part of the University of Otago, New Zealand. Their monthly seminar series features eminent speakers at the forefront of energy transition research²².

This seminar²³ included an introduction from Vicki White, Senior Research Analyst at BRANZ, New Zealand²⁴, and speaks to the relationship that has been built between the BRANZ and Scorecard teams. The seminar was well-received with a standing invitation for a follow-up seminar.

Conferences and events

National Energy Efficiency Conference, May 2023

Energy efficiency specialists from across Australia attended the National Energy Efficiency Conference, hosted in Sydney this year. Scorecard team members networked with stakeholders making connections and sharing up to date information about the Scorecard program. There was significant interest in the VEU HERA program launch, as well as the projects funded by jurisdictions such as NSW and ACT.

David Craven, Scorecard manager, presented and took part in a panel discussion in the *Building the business model for retrofitting* session. The presentation was well received, with an engaged discussion with both audience and panel members.

The department's stall was well-equipped with Scorecard collateral and a TV displayed some of our high-ranking videos, helping to engage attendees and start conversations.

Solar Victoria events

Solar Victoria is a state government program which helps Victorians make to the switch to solar, save on power bills and build a cleaner, renewable future through rebates and subsidies.

The Solar Victoria team hosted stalls at seven events across the year, including mainstream opportunities such as The Home Show, The Melbourne Show and the Melbourne International Flower and Garden Show. They share a range of Scorecard information through printed collateral and have printed Scorecard signage at their stalls. This supports awareness raising of the Scorecard program and helps householders to

²² <https://www.youtube.com/@oercotagouniversity494>

²³ https://youtu.be/s79lhf_cvF8?si=CeLVOJaHPo5EJWz5

²⁴ <https://www.branz.co.nz/about/>



understand how Scorecard can be their partner in achieving their energy efficiency goals, including the transition to an all-electric home.

Scorecard in the media

9News Adelaide

As part of the City of Adelaide's Sustainability Incentives Scheme, Scorecard assessor Paul Bana from [Your Energy Saving Solutions](#) was featured on [9 News Adelaide](#). Paul was filmed undertaking a Scorecard assessment and discussing the outcome and recommendations with the householder. The news story can be viewed on Scorecard's [Facebook page](#).

Get it right with the Undercover Architect podcast

The Residential Efficiency Scorecard was featured in episode #262²⁵ of the podcast: *Get it Right with the Undercover Architect*. This podcast is a major Australian building and renovation podcast. The audience is 75% Australian, with more than 1.5 million downloads leading to it ranking in the top five Australian design podcasts.

It has a particular focus on educating listeners in home energy efficient design and approaches. Amelia Lee, the Undercover Architect, is known for being independent and doesn't accept content (paid or otherwise). Mel Lupis, a Sydney-based Scorecard assessor was interviewed on this episode with questions covering the Scorecard assessment and advice process, and how it can help householders in a range of scenarios. The content in the episode was both accurate and positive, with Amelia Lee recommending householders consider a Scorecard assessment.

The Undercover Architect team shared that, despite the episode being released during the busy holiday period (December 27), it had download figures in line with other podcast episodes, with downloads continuing several weeks later. They noted this demonstrates the level of interest in the Scorecard program across Australia.

Quotes from the podcasts:

Amelia Lee, Undercover Architect:

"I get really excited by what opportunity this [Scorecard] presents for homeowners to learn about and understand their homes."

Mel Lupis, Assessor:

'As an assessor, I'm constantly being asked by homeowners

²⁵ <https://undercoverarchitect.com/podcast-residential-efficiency-scorecard-melanie-lupis-sustainability-certified/>



‘what can I do’. I can give advice, but prior to the [Scorecard] software tool being created, it wasn’t quantifiable.

Luckily, the Victorian Government came up with the Residential Efficiency Scorecard. [...] I like to describe it as NatHERS and Whole of Home put together, but simplified NatHERS.’

Demographics

Here is a sample of the digital communications channel’s demographics:

Facebook

- Women: 56.6%
- Men: 43.4%
- Age ranges: the two highest groups are those aged 35–44 and 45–54.

These values are based on total followers of the Scorecard Facebook page.

Website

- Women aged 25–34 years make up the group with the highest number of sessions.
- The three most active age groups in descending order are:
 - 25–34 years
 - 35–44 years
 - 45–54 years
- When viewing the age groups collectively, there is a fairly even split between male (53.5%) and female (46.5%) audiences.

These values are based on session numbers across the Scorecard website pages: www.homescorecard.gov.au across the 2022–23 financial year. ‘Sessions’ refers to a single user’s interaction on a site within a given time.

Government information sessions

In February and March 2023, information sessions were presented, tailored to the need of government employees: federal, state and local. The 2.5-hour sessions were delivered by the Scorecard training provider YESS and covered:

- the Scorecard program
- a run through of the tool
- the certificate and improvement options
- Assessor accreditation



- data analysis
- assessment process.

55 people attended these sessions, with positive feedback provided and requests for further sessions. Many were attending the session as they are factoring the Scorecard program into planning of future programs and projects.

Appendix 1. 2022/23 assessment data insights

In addition to individual household outcomes, an analysis of the consolidated data from Scorecard Assessments over this year provides an interesting picture of the existing building stock for which assessments have been undertaken.

Of the 1068 assessments undertaken in this year, 553 of these were undertaken in Victoria. Therefore, the data below substantially reflects outcomes in Victorian households.

Table 3. Assessments undertaken in 2022/23 financial year by jurisdiction

Total	Victoria	NSW	SA	ACT	QLD	WA	TAS	NT
1068	553	253	43	183	7	19	10	0

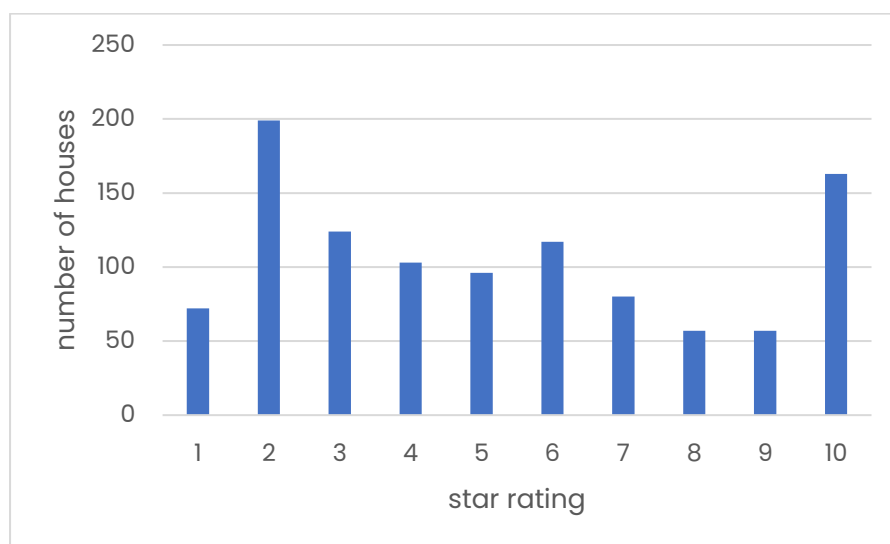


Figure 5. Star rating of houses assessed.

- Nearly 20% of homes received a rating of 2 out of 10 Scorecard stars. This is followed by 15% receiving 10 stars, and then a general spread of the rest of the star ratings. Note that the Scorecard modelling is designed for 3 stars to be the average across Australia.
- Just over 50% of homes had a Solar PV system installed. PV is present on homes across the entire star rating range and almost exclusively on homes rated at 8 stars and above.

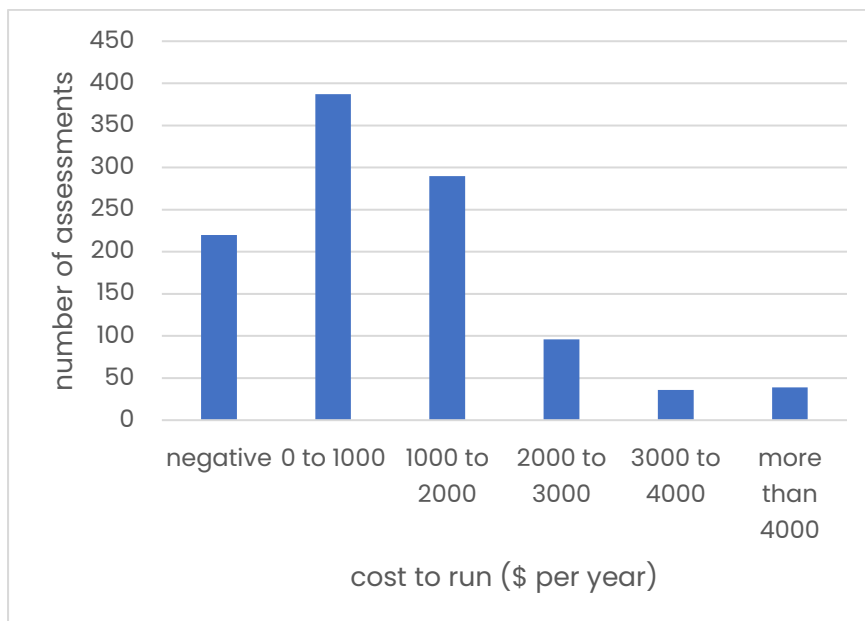


Figure 6. Estimated cost to run fixed appliances

- Average running cost of fixed appliances per year is \$1032. This accounts for the cost impact of the solar PV panels where they are present.
- The largest number of homes cost between \$0 and \$1000 to run per annum, followed closely by \$1000 to \$2000, with 4% of homes estimated to cost more than \$4000 to run per year.
- A negative cost is calculated when the cost savings from the installed solar PV system are taken from the cost of running the fixed appliances.

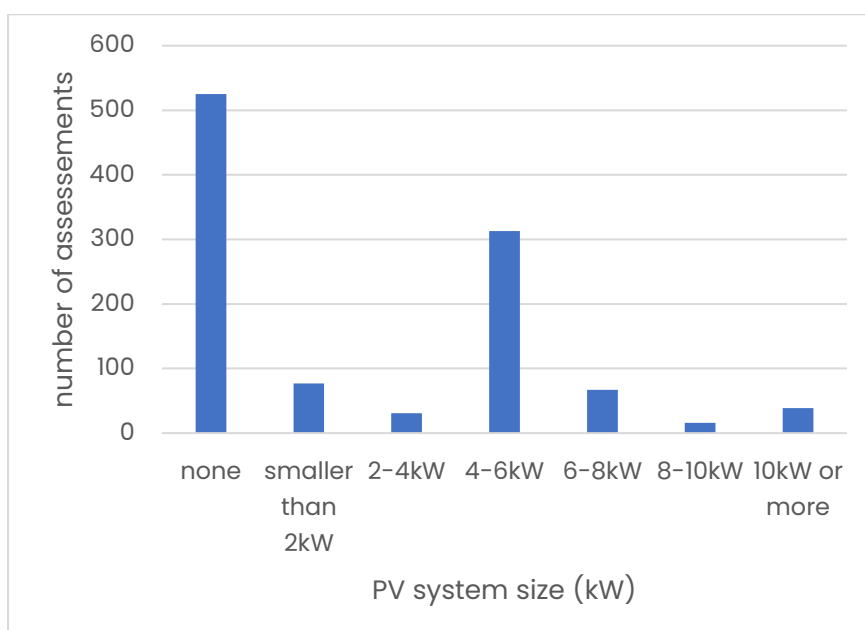


Figure 7. The size of installed PV systems.



- 50% of homes have solar PV.
- The majority of installed solar PV systems are quite large at 4 to 6kW. 4% of houses have a very large solar PV system (larger than 10kW).

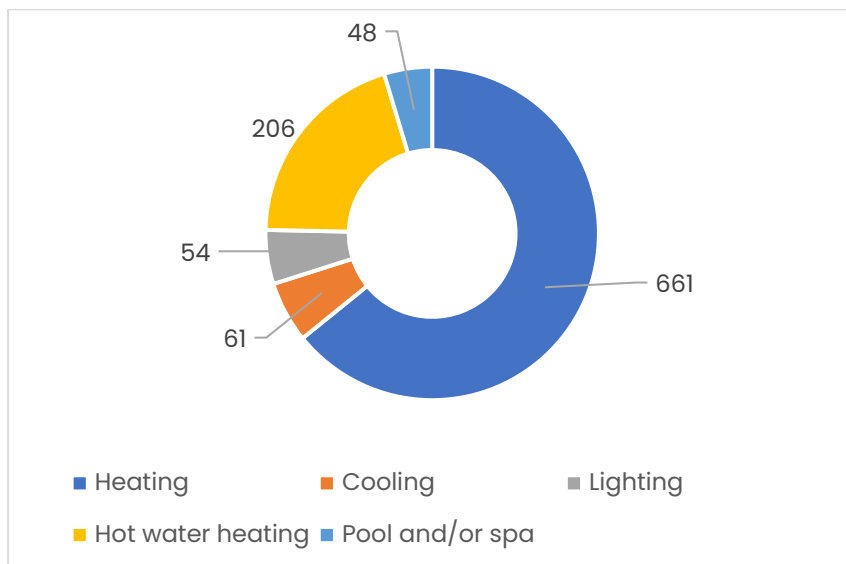


Figure 8. Breakdown of costs for fixed appliances.

- When considering the national average cost of \$1032 to run the homes assessed this year with solar PV, 65% is spent on heating (\$661 per year), followed by 20% for hot water heating (\$206 per year).
- Cooling and lighting account for around 5% of the cost per year each.
- 10% of houses assessed had a pool and/or a spa.

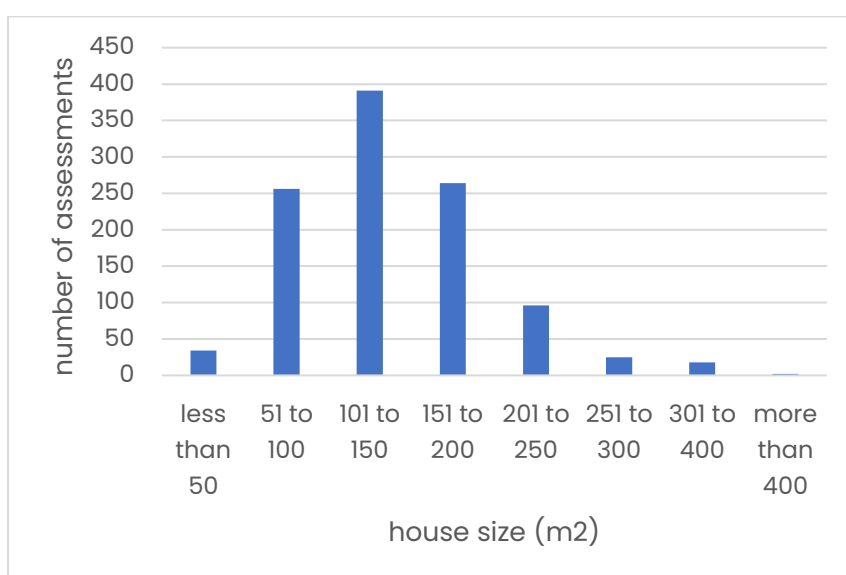


Figure 9. House size for assessed houses.



- 37% of houses fall in the range of between 100 to 150m² for the floor area.
- The average floor area is 141m².

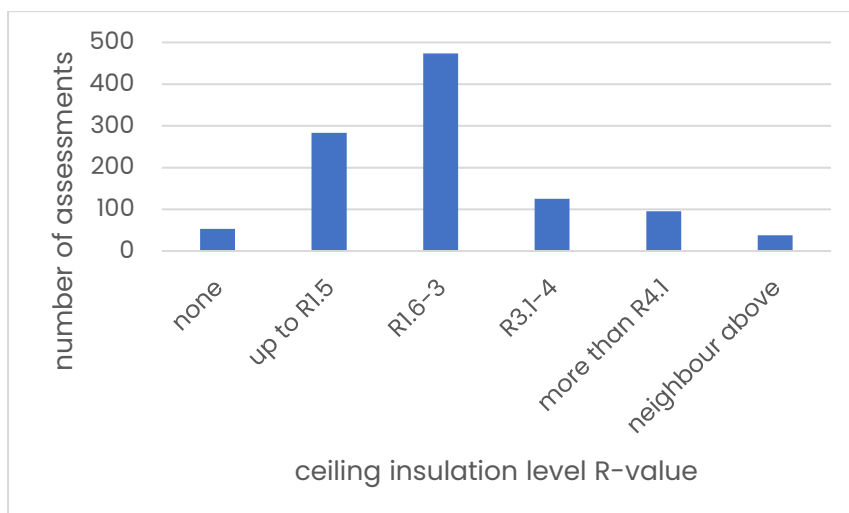


Figure 10. Ceiling insulation R value.

- Assessors are required to estimate the level of ceiling insulation in a home, or to use the rules based on insulation standards in the Scorecard manuals.
- 53 homes are reported as having no ceiling insulation, with most homes having from R1.6 to R3.
- Only 95 homes have insulation levels higher than R4, which is considered necessary in most of the climates that these assessments were undertaken (cooler or cool temperate climates).
- When entering data in the Scorecard Tool for an apartment or unit, assessors enter 'neighbour above'. This prompts the Tool to make assumptions for insulation levels. This was seen in 38 assessments.
- 87% of assessed homes had no visible subfloor insulation installed.
- 50% of all homes assessed had no wall insulation.

Appendix 2. Program data

Table 4. Total assessments by jurisdiction

	2017	2018	2019	2020	2021	2022	2023-30 June	Total
ACT			7		24	108	95	234
NSW			33		39	53	238	363
NT			10		15			25
QLD			44	2	51	9	4	110
SA			28	11	46	29	24	138
TAS			17		17	2	8	44
VIC	434	1140	1325	1174	1547	1188	240	7048
WA			28		21	12	11	72
Total	434	1140	1492	1187	1760	1401	620	8034

Table 5. Total accredited assessors by jurisdiction

	2017	2018	2019	2020	2021	2022	2023-30 June	Total
ACT					1	5	1	7
NSW			3		4	13	3	23
NT					1			1
QLD			2		1	1	1	5
SA		5			2	2	2	12
TAS			2			1	1	4
VIC	8	27	7	5	6	6	3	62
WA			2		2		1	5
Total	8	32	16	5	17	28	12	119

Appendix 3. Reporting requirements

Table 6. National Scorecard Initiative reporting requirements as outlined in the NatHERS Scorecard Agreement

Requirements	Performance
1.5.IDEECA must provide the following reports to DISER on the specified dates:	
(a) an annual report, within 90 days of the end of each financial year, that includes the following details in respect of the relevant reporting period (Annual Report):	This report
i. how the National Scorecard Tool, National Scorecard Training and National Scorecard Accreditation has delivered against the Service Levels set out in paragraph 2 of this Schedule 2 and how funding has been expended;	This report and a separately filed acquittal Statement
ii. the total number of assessments completed by users of the National Scorecard Tool, with a break-down of:	See Scorecard Program Delivery and Appendix 2
iii. the number of assessments by Assessors;	See Scorecard Program Delivery and Appendix 2
iv. the number of assessments by each Australian jurisdiction;	See Scorecard Program Delivery and Appendix 2
v. the number of assessments of detached or semi-detached homes and apartments (Class 1 or Class 2 Dwelling);	Not currently reported. Functionality to be added to tool
vi. the total number of Assessors trained, and number accredited to use the National Scorecard Tool;	See Scorecard Program Delivery and Appendix 2
vii. Quality Control activities undertaken and the results of this activity;	See Scorecard Program Delivery
viii. a description of any changes that have been made to the scope and technical underpinnings of Scorecard program;	See Scorecard Program Delivery
ix. a description of Scorecard program resources (e.g. enhanced user software, diagnostic and support tools, educational material, accreditation) that have been developed;	See Scorecard Program Delivery
x. an Annual report for public release; and	This report



xi. any other information as agreed by the Parties in writing.	Addenda to this report as required
(b) DEECA must promptly comply with any reasonable ad hoc requests from DISER for additional reporting or information relevant to the National Scorecard or delivery of Services and proposed deliverables under this Agreement. For clarity, these may include urgent responses to Parliamentary, Ministerial or other governmental requests for provision of information.	Addenda to this report as required

Appendix 4. National Scorecard Workplan

The National Scorecard Workplan for July 2021 to June 2025 delivers the National Scorecard Initiative. The workplan ensures that assessors across Australia can be trained and accredited to use the National Scorecard Tool, and that communications, marketing and information products are available to assessors and the public to support understanding and use of the National Scorecard Initiative. The workplan provides an overview of all the activities DEECA provides under the National Scorecard Initiative.

National delivery is phased: phase one focuses on delivering the National Scorecard Initiative as endorsed under NatHERS including the National Scorecard Tool, training, marketing, communications, assessor accreditation and quality checks across Australia, with the support of all jurisdictions. The NatHERS In Home framework will be developed by DISER and endorsed by jurisdictions in parallel. Phase two is the period where training and accreditation of assessors can transition to RTOs and AAOs respectively, and where the Scorecard Tool and other In Home energy rating tools can seek NatHERS accreditation.

Stream 1 – Overall policy, development, coordination, communication

This stream ensures that National Scorecard is developed to support and comply with NatHERS requirements, stakeholder engagement is supported, and communications materials for the National Scorecard are provided.

1. Manage activities under the Agreement with the DISER
2. Report to jurisdictions regularly on key uptake metrics
3. Coordinate with DISER in development of NatHERS In Home scheme
4. Coordinate with new buildings standards/ whole of house tool development/ metrics, as needed to support National Scorecard development
5. Provide and support National Scorecard website, fact sheets, videos, bulletins and other supporting products
6. Establish National Scorecard awareness building strategy.

Stream 2 – Awareness raising and uptake

This stream supports awareness raising for the National Scorecard Tool, working with partners and collaborators.

1. Support DISER on raising awareness of In Home tools under NatHERS
2. Support jurisdictions in understanding and utilising National Scorecard
3. Work with partners and collaborators to support use and uptake of National Scorecard
4. Support National Scorecard awareness building, assessor supports, events, stakeholder feedback and outreach.



Stream 3 – National Scorecard administration

This stream delivers the day-to-day activities DEECA provides to support the National Scorecard accreditation, training, quality controls, branding, public and assessor help email and risk management across Australia.

1. Ensure that National Scorecard training and accreditation is available across Australia
2. Ensure the process is efficient and services are provided in a timely way, suited to user needs
3. Ensure processes are documented, consistent and follows due process
4. Ensure that the National Scorecard Quality Advisory Panel is established and used to support quality
5. Provide input to NatHERS In Home accreditation and training frameworks
6. Work with Assessor Accrediting Organisations and DISER on appropriate transition of accreditation functions at agreed stage
7. Provide National Scorecard assessor exams
8. Provide regular audits and quality controls of assessments, ensure audits are followed up appropriately to resolve any issues
9. Support public and assessors through email/ call centre provision
10. Manage National Scorecard branding use approvals, protect Intellectual property (NatHERS and Scorecard)
11. Undertake regular National Scorecard risk assessments.

Stream 4 – National Scorecard Tool and technical supports

This stream delivers the day-to-day activities DEECA engages in to support the National Scorecard Tool across Australia to ensure it is available, stable, up to date and appropriately accredited

1. Provide the National Scorecard Tool: maintenance, data hosting, IT security, disaster recovery and bug fixing as required to operate the tool across
2. Develop tool infrastructure to manage high volume use, resilience and scalability
3. Undertake tool correlations and updates for NatHERS accreditation
4. Undertake tool user-focused updates to improve accessibility and value
5. Annual tool data reporting and analysis
6. Ensure Scorecard data privacy management is robust
7. Provide technical assistance and support to National Scorecard assessors, including user instructions, help email and phone
8. Provide input to NatHERS In Home tool accreditation frameworks

Appendix 5. NatHERS In Home endorsement

The Scorecard program has been previously assessed against the NatHERS In Home endorsement criteria. The criteria are reproduced below and, where appropriate, information is provided documenting how Scorecard is continuing to meet the criteria.

Table 7. NatHERS In Home endorsement criteria update

Endorsement Criteria	Scorecard update
Be an energy efficiency assessment tool for existing homes applied via an in-home assessment, with documented evidence that demonstrates it is market-tested and effective.	No update required
Correlate with modelled NatHERS Thermal and Whole of Home results, with sufficient documented analysis that demonstrates this.	No update required
Issue a certificate for the home that communicates the energy efficiency of the home, with documented evidence that demonstrates it is market-tested and effective, and agree to include NatHERS In Home endorsed text on the certificate.	NatHERS endorsement text now added to the certificate
Demonstrate, at a minimum, the following inputs are incorporated in the calculations for the final assessment for the home:	
Thermal shell including floors, ceilings, windows and wall types and thermal properties of the materials/assemblies;	No update required
Internal occupancy, thermostat settings, window operability and adjustable shade settings and associated cooling and heating loads taking into account some level of zoning and the NatHERS climate zone and weather data;	No update required
Heating and cooling systems efficiency;	No update required
Infiltration calculations;	No update required
Lighting systems efficiency;	No update required
Hot water system efficiency;	No update required
Pool and spa heating and pumping systems efficiency; and	No update required



On-site energy production systems and exports from this system to the energy grid, taking into account above energy uses as well as plug/cooking loads.	No update required
Be willing to transition to the NatHERS Software Accreditation Protocol once it is agreed.	Software Accreditation Protocol to be finalised
NatHERS In Home Endorsed training must:	
Provide training for assessors that provides them with the skills to be able to conduct an in home assessment and to operate a NatHERS Endorsed software tool, with documented evidence demonstrating that training has been market tested and is effective.	No update required
Has an exam process that tests the assessors sufficiently to ensure they are quality assessors, with documented evidence that demonstrates its effectiveness.	No update required
NatHERS In Home Endorsed Assessor Accrediting Organisation (AAO) must:	
Have a robust Quality Assurance (QA) system in place and undertake regular QA processes, to ensure Assessors conduct Assessments in an accurate, consistent and repeatable manner, with documented evidence that demonstrates its effectiveness.	No update required
Have a system for managing complaints about Assessors and a Disciplinary Action policy.	No update required
Have an Assessor Code of Practice in place.	No update required
Provide ongoing support and Continuing Professional Development (CPD) activities for Assessors they have accredited, including via the distribution of regular electronic newsletters at appropriate intervals.	An electronic newsletter is distributed to Scorecard Assessors at the end of every month. Other CPD activities including new training modules and assessor information webinars are delivered as required.
Have policies and procedures for taking Remedial Action to ensure underperforming Assessors meet the required standards and for taking Disciplinary Action against underperforming Assessors or Assessors whose behaviour is otherwise unsatisfactory.	No update required
Have processes for declaring and managing conflict of interest.	No update required



Have an Information Handling Policy (covering data and personal information).	No update required
Will provide annual reporting and reporting of non-compliance immediately to the NatHERS Administrator.	This report forms the second annual report under the National Scorecard Initiative
Be willing to transition to the NatHERS In Home AAO Protocol when it is agreed.	AAO Protocol to be finalised



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

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



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