



# National Scorecard Initiative

## 2022 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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**ISBN** 978-1-76136-424-2

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Energy,  
Environment  
and Climate Action

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## Abbreviations and common terms

### Abbreviations

AAOs – Assessor Accrediting Organizations

ACT – Australian Capital Territory

BBCA – Bushfire Building Council of Australia, Limited

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

ESUP – Energy Savvy Upgrade Program

JAG – Jurisdictional Advisory Group

IT – Information Technology

MVCC – Mooney Valley City Council

MoU – Memorandum of Understanding

N4 Framework – N4 Residential Efficiency Ratings National Framework

NAG – National Assessors Group

NCC – National Construction Code

NSQAP – National Scorecard Quality Assurance Panel

NSW – New South Wales

NFT – Scorecard Tool National Field Trial

PAG – Program Advisory Group

QLD – Queensland

RIS – Regulatory Impact Statement

RMIT – Royal Melbourne Institute of Technology

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

TAG – Technical Advisory Group

VIC – Victoria

WA – Western Australia

YESS – Your Energy Saving Solutions

## Common terms

This year – the 2021/2022 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 2022/23 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, quality assurance resulting in performance outputs and outcomes

Scorecard Team – Scorecard program staff

Scorecard Tool – Tool designed to measure energy efficiency developed in Victoria in May 2017, and now funded under the National Scorecard Initiative

Scorecard Funding Agreement – Scorecard ESA funding agreement 2021/22

## Preface

In August 2021 the National Scorecard Initiative was approved by the Energy Senior Officials Meeting (ESOM) and endorsed under the National Home Energy Rating Scheme (NatHERS) In Home.

This Annual Report for the 2021/2022 financial year (this year) is Scorecard's first, under the multi-year 2021-25 'Nationwide House Energy Rating Scheme Residential Efficiency Scorecard Agreement' (NatHERS Scorecard Agreement) and the 'Scorecard ESA funding agreement 2021/22', (Scorecard Funding Agreement).

The multi-year NatHERS Scorecard Agreement establishes a range of service standards that the program must report against annually. This annual report directly addresses Annual Reporting requirements outlined in the Scorecard Funding Agreement.

Data from the first year of the National Scorecard Initiative (Scorecard program) will be used to establish baseline performance, with any targets for subsequent years set in reference to the baseline and agreed for each service standard on an annual basis.

This document 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 increasing 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) on behalf of all Australian governments. DEECA was established in January 2023, replacing the former Department of Environment, Land, Water and Planning (DELWP).

Similarly to many other workplaces and programs in recent times, the Scorecard team and Accredited Assessors' capacity to undertake assessments in the 2020/22 period was challenged by COVID 19 related conditions. Results for the 2021/22 period should be considered in this context.



## Introduction

This year is the first of four years of significant transformation for Scorecard under the National Scorecard Initiative, as work continues with the Commonwealth towards accreditation of the Scorecard Tool under NatHERS, and transition of Scorecard specific training and accreditation provided by the program to In Home training and accreditation delivered by Registered Training Organisations (RTOs) and Assessor Accrediting Organisations (AAOs).

The National Scorecard Initiative Annual Report 2022 documents the milestones and achievements required to acquit performance of the program and, in addition, highlights the elements Scorecard seeks to embed to deliver a national reputable, robust, accurate and accredited energy efficiency tool for use in existing homes across Australia without the need for plans and specifications.

Households consume 10.5% of total energy in Australia. The necessity for increasing home energy performance is recognised in the National Construction Code, 2022 (NCC) Energy efficiency amendments designed to improve home performance. An increase in the minimum performance requirements from 6 to 7 stars will be mandatory under the NCC 2022 from 1 October 2023<sup>1</sup>. NCC amendments change outcomes in new buildings not existing homes (unless a significant renovation is occurring that triggers compliance with the updated code), whereas the Scorecard Tool supports improvement of energy performance within existing homes.

All jurisdictions in Australia now have aligned climate change plans, and the Commonwealth has also recently passed legislation to support the development of detailed national climate and energy plans, including an announcement in October 2022 to develop a new National Energy Performance Strategy.

By making homes more energy efficient, there is a significant opportunity to reduce household energy consumption, reducing household operating costs in the long term. Reduced household energy demand will also reduce pressure on the grid in transition to achieving net zero carbon by 2050.

As the grid decarbonises, existing households will need to choose their own transition pathway, and make informed choices on building shell retrofits, energy transition and energy appliance choices to better suit longer term conditions. For many householders this will be a complex and puzzling journey. Many households will require trusted support to transition and make appropriate choices which support household comfort in a changing climate, household energy continuity and energy affordability.

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<sup>1</sup> Department of Climate Change, Energy, the Environment and Water, [National construction code \(NCC\) updates mean energy efficiency ratings expansion for new residences | energy.gov.au](https://www.energy.gov.au/ncc) Australian Government, 2022



The Scorecard program provides an opportunity for energy efficiency professionals to transmit knowledge to householders within existing building stock in a consistent, comparable and trusted manner. Scorecard training supports energy efficiency specialists to gain accreditation in using the Scorecard Tool and work in homes with householders. The Scorecard Tool enables Accredited Assessors to provide consistent information adapted to the specific circumstances of each home's building shell, fixed energy appliances and climate zone. Scorecard's Quality Assurance processes ensure a robust approach to an accountable body of professionals.

## The National Scorecard Initiative

Under the first year of the four-year National Scorecard Initiative, the review and adjustment of multiple program elements has commenced, including ongoing work to align the Scorecard Tool with the requirements of NatHERS In Home, transitioning the website from its home on the DELWP website to a new national site, working with new training providers, and planning the transition of training and accreditation to RTOs and AAOs.

Throughout this period the Scorecard team has continued to:

- provide consumers across Australia with access to the Scorecard Tool and with information on how to reduce their energy bills, increase their summer and winter comfort, and reduce their impact on the environment via the Scorecard website and dedicated social media channels, and
- work with the NatHERS In Home team to advance an approach to the provision of In Home ratings for existing homes, consistent with that adopted for new homes under the NCC 2022 amendments.

### Program objectives

The National Scorecard Initiative objectives for the four years to 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.

### Program scope

During the year the NatHERS Scorecard Agreement was finalised and endorsed by the Commonwealth of Australia and State of Victoria.

The program scope includes:

- Working with the Department of Industry, Science, Energy and Resources (DISER) and subsequently 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
- Administering the Scorecard program: providing a website, email, call centre, communications, stakeholder bulletins and Assessor Updates, presentations, and responding to external requests, and

Detailed scope of the funded Scorecard program is included in Appendix 3.

## Program funding

An indicative funding approach for the four-year term of the Scorecard program was agreed by Energy Senior Officials in August 2021.

Schedule 3, of the NatHERS Scorecard Agreement, summarises the intent (Table 1):

- to fund a fixed amount of \$1,391,000 annually for four years
- for Commonwealth and Victorian components to reduce over time and the Energy Special accounts share increases over time from all jurisdictions.
- noting that the approach assumes no cost recovery.

The Scorecard Program received a total \$1,391,000 funding this year. In accordance with the funding schedule, the Energy Special Accounts (ESA) provided \$695,500 of this year's total program funding for the delivery of five activities:

- E0125: Develop and support the National Scorecard Tool to enable it to be used nationwide in all Australian climates;
- E0133: Undertake accreditation against the NatHERS benchmark tool for existing buildings;
- E0160: Tool technical updates, assessment quality checks, data analysis & reporting, technical explanatory products, and technical updates;
- E0171: Help desk and user support, training and accreditation of assessors for the National Scorecard, and
- E0173: Management and administration of the National Scorecard.

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.

**Table 1. Indicative funding schedule**

Financial Year	Total	Commonwealth direct funding	Victoria direct funding	Energy Special Accounts funding
2021-2022	\$1,391,000	\$347,750	\$347,750	\$695,500



<b>2022-2023</b>	\$1,391,000	\$245,500	\$245,500	\$900,000
<b>2023-2024</b>	\$1,391,000	\$45,500	\$45,500	\$1,300,000
<b>2024-2025</b>	\$1,391,000	\$0	\$0	\$1,391,000

This year funded projects included:

- Scorecard IT tool updates and technical support;
- Scorecard IT hosting;
- National Scorecard Quality Advisory Panel;
- Scorecard training;
- National website development;
- National branding and design review;
- Update of Scorecard videos and collateral for national release;
- Public version of National Field Trial report; and
- Legal drafting for data sharing

The NatHERS Scorecard Agreement establishes a range of service standards that the program must report against annually that have been included in this Annual Report. Where required, performance data from this year can be used to establish a baseline and inform service standards for subsequent years. Service standards will be agreed annually.

## Program governance

The governance arrangements for the ongoing development and management of the Scorecard program, delivered as part of NatHERS In Home, are described in Schedule 4 of the NatHERS Scorecard Agreement.

## Integrated delivery

During the current transition phase, DEECA continues to fulfill a number of roles as:

- Scorecard Tool provider,
- Scorecard Assessor Accreditation provider, and
- Scorecard Training provider.

## Jurisdictional reporting

Status updates have been provided to jurisdictional representatives in the form of quarterly reports distributed to the NatHERS In Home and National Scorecard Initiative Jurisdictional Advisory Group at the end of Q2 and Q3.

This annual report provides detailed insight into program operation for this year.



## Coordination with the NatHERS team

A regular fortnightly coordination meeting was held between the NatHERS In Home and Scorecard teams throughout the year. In addition, targeted meetings were also held focused on tool accreditation and technical issues, and training and accreditation.

## DEECA reporting

Throughout the year, monthly progress reports were prepared by the Project Manager: Manager Scorecard and lodged in the DEECA Cycle reporting system.

Bi-monthly program review meetings have been held with the Senior Responsible Officer: Executive Director Energy Demand, Efficiency and Safety, and the Project Director: Director Energy Smart Low Emissions Buildings Branch. These meetings routinely review overall project status and discuss strategic opportunities for program growth.

## Managing project risk

The Scorecard Program maintains a Risk Register in accordance with DEECA Risk Management Policy. A range of controls have been implemented to ensure identified program risks are actively managed.

The Risk Register is reviewed on a quarterly basis to determine the adequacy of existing controls, to identify any additional risk treatments required, as well as any areas of emerging risk.

## Managing data privacy and sharing by agreement between parties

In anticipation of increased demand from academic researchers and jurisdictions using the Scorecard Tool, two data sharing instruments have been developed:

- A Data License Agreement for sharing de-identified Scorecard data with reputable academic institutions to facilitate public interest research, and
- A Data Sharing Memorandum of Understanding (MoU) for sharing de-identified Scorecard data with jurisdictions delivering projects and programs, to support policy development.

Draft Data Sharing MoU's have been provided to the NSW and the ACT Governments to support data sharing on current projects. These are expected to be finalised and commence data sharing in the next year.

## Program engagement

### Jurisdictions

#### *Jurisdictional Advisory Group*

The NatHERS In Home team has carriage of the Jurisdictional Advisory Group (JAG) which is the formal mechanism for Scorecard engagement with jurisdictional representatives from across Australia.

During this year Scorecard reported quarterly progress to all jurisdictions, while Terms of Reference for the body were developed and agreed by all jurisdictions, and members





were nominated by all participating jurisdictions. JAG is scheduled to meet for the first time in August 2022.

Over this year Scorecard also worked informally with jurisdictional partners from around Australia. Scorecard and JAG members periodically shared information on emerging projects, programs and policy initiatives within their jurisdictions, and on a one-on-one basis explore specific opportunities with jurisdictions.

### *ACT – Supporting electrification and increasing Accredited Assessors*

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. Where deployed, the electric only Scorecard Tool option will recommend options for householders to reduce the use and reliance of gas as a source of fuel for heating, hot water and cooking and provide capacity to make upgrade recommendations that are electric only. These changes will be reflected in the Scorecard Certificate.

Scorecard has supported the ACT Government’s Climate Change and Energy Division trial of the Scorecard Tool in Home Energy Support Program<sup>2</sup> and the Sustainable Households Scheme<sup>3</sup>.

The ACT’s interest in the use of Scorecard as a tool has led to an increase in the number of assessors accredited in the jurisdiction to three, and an associated increase in the number of trainees moving through the accreditation pipeline.

### *NSW – Developing an energy performance baseline for existing homes*

Scorecard is working closely with NSW to support two key projects:

- Baseline project, and
- Use of Scorecard in conjunction with NABERS ratings

The Baseline project seeks to gather data on energy performance of existing residential stock across the state using the Scorecard Tool. Scorecard have provided feedback on initial project design based on Scorecard experience from the NFT.

The use of Scorecard and NABERS ratings is focused on improving the energy efficiency of apartment buildings.

Additionally, Scorecard has worked with NSW project leaders to identify and train a new tranche of Scorecard assessors to meet the emerging demand for assessments created by the project. Increased interest in the use of the Scorecard Tool in NSW has resulted in

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<sup>2</sup> <https://www.climatechoices.act.gov.au/policy-programs/home-energy-support-rebates-for-homeowners>

<sup>3</sup> <https://www.climatechoices.act.gov.au/policy-programs/sustainable-household-scheme>



an increase in accredited assessors in the jurisdiction from six to twelve as well as an equivalent increase in trainees moving through the accreditation pipeline.

## Advisory groups

### *Program Advisory Group*

Since February 2019 Scorecard has engaged with external stakeholders through the Scorecard Program Advisory Group (PAG).

The PAG provides a formal vehicle for engagement with a range of stakeholders on key issues such as ensuring Scorecard was well positioned and prepared for national rollout including:

- industry associations such as the Housing Industry Association
- Peak Bodies such as the Real Estate Institute of Australia, and
- Assessor Accrediting Organisations including the Australian Building Sustainability Association.

The PAG met six times over the course of its first term two-year term. The last meeting occurred in December 2021.

The overall approach to stakeholder engagement is currently being reviewed, with the next stakeholder engagement activity anticipated to occur in early 2023.

### *Technical Advisory Group*

Scorecard previously had a stand-alone Technical Advisory Group. Since endorsement by NatHERS In Home, and as Scorecard moves towards accreditation with the NatHERS In Home SAP, the Scorecard Technical Advisory Group has not been active.

Technical oversight of NatHERS In Home is undertaken by the NatHERS Technical Advisory Committee.

### *National Assessors Group*

The National Assessors Group NAG is a key stakeholder group for Scorecard Accredited Assessors. The NAG provides a forum for regular engagement with a nationally representative group of highly engaged assessors.

The NAG supports Scorecard to:

- increase the level of awareness of the Scorecard Program in the community
- increase the number of assessments nationally, and
- recruit new assessors in all jurisdictions.

The NAG was established in December 2021 following a call for Expressions of Interest within the Accredited Assessor community. Eighteen Accredited Assessors now contribute to bi-monthly meetings.

The NAG met four times during 2022.



NAG members designed an incentives program and participated in training opportunities designed to support members better engage with consumers on the benefits of Scorecard. On June 30, 2022, NAG members launched a national promotional program fronted by assessors, designed to increase National Scorecard visibility:

- on websites and by using Scorecard communication collateral and in social media channels
- by undertaking presentations to community groups, and
- by undertaking Promotional Assessments resulting from advertising, home show promotions and promotional assessment prize winner pools.

An evaluation will be undertaken to determine the efficacy of the model, and any changes that might be made to deploy Accredited Assessors more effectively in the promotion of Scorecard Tool.

## External forums

Scorecard contributed to a range of external forums over the course of this year. These include:

- participating as an observer member on two Task Groups of the Australian Sustainable Built Environment Council:
  - Net Zero Buildings – which champions policies that support Australia’s rapid transition towards net zero buildings
  - Sustainable Housing – which aims to engage government, industry and consumers in growing the market for better quality, environmentally sustainable, and liveable residential development and housing
- Presenting at industry professional development events, including for Design Matters and the Building Designers Association of Australia.

## Sector engagement for Scorecard uptake

### *Bushfire Building Council of Australia*

In May 2022 the Bushfire Building Council of Australia Limited [BBCA] sought in principle support for use of Scorecard for the energy efficiency component in their proposed Disaster Resilience and Energy Efficiency Ratings Assessment Program.

Scorecard has agreed to participate as a project partner in the development of the Program with the BBCA, the University of Wollongong Sustainable Buildings Research Centre, James Cook University Cyclone Testing Station, Insurance Council of Australia, NSW Office of Energy and Climate Change, Department of Environment, Shoalhaven City Council and JDA CO architects.

The Program aims to create a single professional assessment with integrated recommendations and rating certification capability for bushfire, storm, flood, cyclone, heatwave, thermal comfort and energy efficiency for Australian homes.



Funding for this multi-hazard, energy efficiency expert assessor and certification program was granted in June 2022 and announced in August 2022 under the joint Australian Government – NSW Government National Partnership Agreement on Disaster Risk Reduction.

The project aims to deliver a bushfire, flood, storm and cyclone resilience rating system in 2024.

### *Finance and insurance sectors*

Bank Australia and Gateway Bank are currently offering green products which utilise Scorecard Assessments as a criterion for assessing eligibility. These products offer consumers full or fractional basis point reductions on the home loan interest for home renovations, or the installation of household energy appliances that increase household energy performance.

Although products vary by bank, more recent interest by banks has included the potential conversion of whole loan books to greener trajectories. Scorecard has an important role to play in proving eligibility to access green loans, and as an increasing range of products come into the market, Scorecard can expect an increase in green loan related Scorecard Assessments across Australia.

Interestingly, some insurers are also considering how Scorecard could be applied to their offer and have been considering how the application of Scorecard might be incorporated into their broadening product range.

During this year, Scorecard met with the Clean Energy Finance Corporation to better understand the opportunity to integrate Scorecard into the market for green home loan finance.

Scorecard has also met with a number of institutions, including two of the 'big four' banks. It also met with smaller niche providers such as Gateway Bank who has subsequently developed a green home loan product that utilises Scorecard to satisfy the eligibility criteria for its green home loan products.

### *Australian local governments*

Local Governments are key partners in delivering energy efficiency housing and have been key to delivering significant projects to local community members impacted by significant energy costs, and to targeted consumer groups. Local government support is invaluable in lending its trusted brand to Scorecard and in increasing program visibility and uptake.

This year the Climate Emergency Australia network hosted a presentation to further promote Scorecard to local governments across Australia. Scorecard held follow up meetings with a number of individual local governments, including some which have resulted in further policy development, and or the introduction of a program offering support for residents seeking Scorecard assessments.

In this year Scorecard sought to expand partnerships and enhance the likelihood of success in working with local governments by developing targeted information to assist



Councils' decision-making processes. The Scorecard Communications and Marketing Pack for local governments has been downloaded by twenty interested Councils across Australia. Scorecard looks forward to working with an increasing number of Councils in delivery of locally targeted Scorecard Assessments, and related energy efficiency retrofit schemes.

There is potential for Scorecard's experience of delivering Energy Savvy Upgrades program (ESUP), and learnings gained through other programs offered by local government providers, to inform the shape of future programs.

## Scorecard Program delivery

Program funding received from the Energy Special Accounts 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

The Scorecard Tool is a web application hosted in the cloud. The production version of the Scorecard Tool currently consists of a single web server backed with a database server. All assessments are created and stored in the database. The Scorecard application can be deployed behind a load balancer, although this configuration is not currently enabled.

The Scorecard application provides an interface for assessors to collect information about a home on site and produce rating certificates for consumers. The system also provides administrative functions such as creating and modifying user profiles, logging of system events and reporting assessments data.

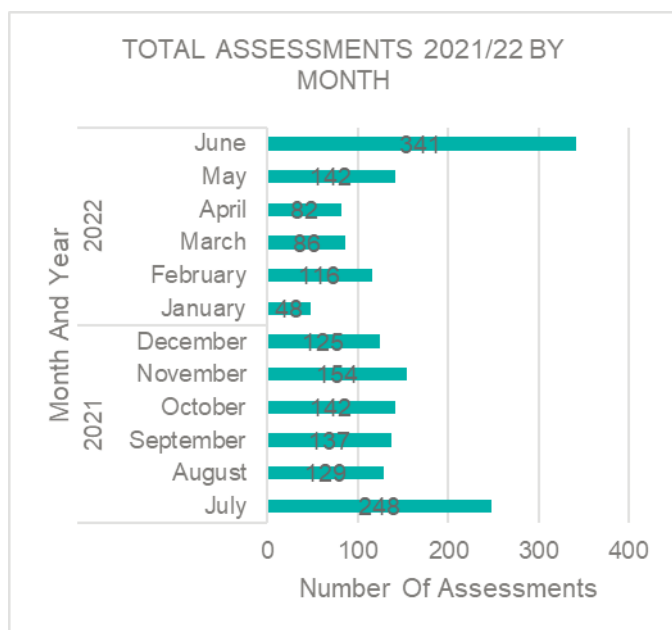
In addition to the production version of the Scorecard Tool, a separate version is deployed for training. Assessors are given access to the training tool during the accreditation process. Assessors are provided with access to the production version once they become accredited. In all other ways the training version is identical to the production version. Scorecard Assessments generated the training tool are clearly identified with a watermark to prevent them being misunderstood as certified assessments.

All tools and platforms are hosted in the cloud in a Victorian government cloud tenancy. Software development, maintenance and support for the Scorecard applications is outsourced.

### Assessments

1750 Scorecard Assessments were undertaken in Australia throughout this year. The majority of these were undertaken in winter months, June 2022, July and August 2021 (41.02%) (Figure 1). In line with building and construction industry shutdown over the Christmas period, the number of assessments fell overall in January 2022. The increase in assessments in June 2022 was due to finalisation of the ESUP.



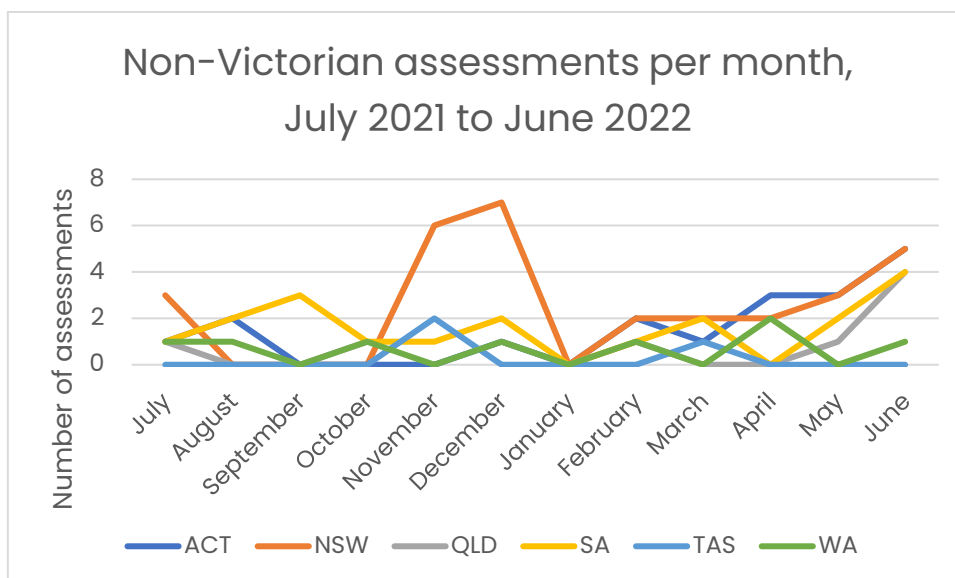


**Figure 1. Total national assessments by month, 2021/22**

The majority of assessments over this year occurred in Victoria. This is perhaps not surprising given:

- the development and long-term establishment of the Scorecard Tool in Victoria
- the proportion of active Scorecard Assessors based in and working throughout Victoria within the period [61.22%]
- the number of Victorian Councils' promoting use of the Scorecard Tool for improving energy efficiency in local communities, and
- use of the Scorecard Tool in the ESUP.

However, importantly over this year a number of jurisdictions engaged with the Scorecard team to begin to progress policy and programs that would embed Scorecard assessments into the design, and that work will deliver assessments in their jurisdictions in the coming years. Figure 2 provides a breakdown of total assessments in states other than Victoria by month.



**Figure 2. Total non-Victorian assessments by month, 2021/22**

## Assessors

The number of accredited assessors grew from a baseline of 76 accredited assessors (54 from Victoria and 22 from other states as of 30 June 2021) to 93 by June 2022.

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 number of people in the accreditation pipeline increased over the period while in the last four months training uptake has been most pronounced. Since March 18, 2022, eight trainees have completed their oral and written exam and were certified as Accredited Assessors. Five of these trainees were based in NSW, three in Victoria, and one in the ACT.

The increase in some states parallels jurisdictional advice into 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.

Table 2 illustrates the trajectory of Accredited Assessor uptake to June 30, 2022.



**Table 2. Increase in assessor numbers 2021/22**

Financial Year	ACT	NSW	NT	QLD	SA	Tas	Vic	WA	Total
<b>Total on 30 June 2021</b>	0	5	1	3	7	2	54	4	76
<b>Total on 30 June 2022</b>	3	12	1	4	7	2	60	4	93

## Assessors and assessments

This year forty-nine active Accredited Assessors undertook a total of 1750 assessments. With four accredited assessors undertaking 58.8 percent of all assessments, funded through large projects including the co-funded DEECA ESUP, delivered for low-income households in Victoria, as well as other Council funded schemes for local residents in municipalities including Banyule and Moonee Valley in Victoria, amongst others.

### 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 is now underway.

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. Areas of anticipated change include climate data, assumed occupancy, appliance efficiency, solar PV generation and use, overshadowing obstructions and in metrics and outputs.

Throughout the year the Scorecard team has engaged with the Commonwealth NatHERS team on a range of tool accreditation activities meetings and workshops designed to develop suitable NatHERS processes for existing homes, including development of a Technical Note and the SAP. Technical notes were drafted for use with extant NatHERS Tools and require an update to better fit on site assessments undertaken without a pre-existing house plan or other construction documentation.

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



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

The technical underpinnings of Scorecard have remained reasonably constant over the past twelve months. However, as noted above, it is anticipated that the Scorecard Tool will undergo significant technical changes over the next year arising from the NatHERS In Home accreditation process.

One significant change made this year was an expansion of the range of allowable photovoltaic (solar) systems calculated within the Scorecard Tool. Before expansion, the Tool had a practical limit of 5kW. A revised solar calculation was determined which provides a conservative model of the impact of PV systems larger than 5kW. A more comprehensive revision of the PV system calculation will be undertaken within the NatHERS Whole of Home accreditation process.

#### Future proofing operations

The Scorecard has also been modified to enable use of a load balancer. A load balancer is a service, invisible to an end user, which diverts use of a website to one of a series of web servers, so that multiple servers can be used to handle larger loads. Many commercial websites use load balancers. Scorecard's current deployed configuration does not use load balancing, however this additional feature is an important aspect of future proofing the Tool to ensure it is capable of higher levels of future use.

#### Data calculation

The Scorecard Team maintains a calculation tool. This tool is used for Scorecard development and allows assessments to be run against the Scorecard calculation engine in batches and with various configurable options. This allows the team to check how calculation revisions impact across various building types or climate locations as well as being used to undertake the correlation and star band setting processes used to create the Scorecard Tool.

#### A data resource to support home energy performance ratings

The Scorecard team maintains a cloud database of all assessments completed. Data for a total 6828 Scorecard Assessments was stored as of 30 June 2022.

Household data is collected in the context of privacy provisions outlined in the Scorecard Privacy Statement and agreed with each household before the commencement of an Assessment.

A significant amount of household data is collected during a Scorecard assessment. This data is used to generate a range of metrics about the home, and these are produced on a certificate for the householder. The certificate is deliberately a high-level document, aiming to convey aspects of the home's energy performance through simple metrics and limited text. The data collected by assessors and used by the Scorecard calculation back end is not reproduced in full on the certificate.



Assessors have access to a more detailed report on the assessments that they have undertaken. This is a data export of the metrics that are on the certificate in addition to other summary data derived from the full assessment data such as total window area and average ceiling insulation level. Access to the detailed dataset for all assessments can be provided to jurisdictions for projects and programs that are using Scorecard to collect data. This data set is rich with details on the performance of house building shells, the prevalence of insulation by R rating, energy appliance age type and performance, window composition, existing air gaps etc.

Data sharing occurs under the context of legal agreements which limit access to and use of data through data sharing Memorandums of Understandings (MoU's) between Scorecard and other parties. Data sharing agreements are currently being finalised with NSW and the ACT governments.

The full Scorecard dataset incorporates all the input data of each assessment. This data is not directly accessible and is not available as a downloadable report, however bespoke analysis can be undertaken on this larger dataset.

## Quality Assurance

This year two distinct but interrelated quality assurance processes were undertaken:

- Desktop audits of Scorecard assessments by SQAP targeting newly accredited assessors, or assessors that have been identified through mechanisms including consumer satisfaction surveys, or assessment errors, and
- Development and initial testing of a bulk audit process for consolidated assessment data.

### *National Scorecard Quality Advisory Panel*

The National Scorecard Quality Advisory Panel (NSQAP) plays a central role in supervising Quality Assurance processes of Scorecard Assessors and Assessments.

NSQAP members are appointed based on skill and training. Applicants are required to be an accredited assessor and have extensive experience in undertaking Scorecard Assessments.

An Expression of Interest for NSQAP membership was advertised amongst of the Accredited Assessor community. Two new members were added to the panel to ensure NSQAP membership better reflects other jurisdictions, with Victorian and New South Wales members now on the panel.

NSQAP members have been advised about jurisdiction-specific issues to support members to successfully examine, audit and analyse applicant documents for assessors Australia-wide. All NSQAP members adhere to and audit against to the six Scorecard Quality Principles when undertaking audit activity.

### *Quarterly audit process*

The NSQAP panel audits 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 NSQAP audits were undertaken in December 2021, as well as January, February, and June in 2022. 38 assessments from thirteen assessors were audited in this year. This represents 2.17 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
- 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 NSQAP members, after conflicts of interest are declared, to undertake the audit.

Following a desktop audit, NSQAP 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 thirteen desktop audits carried out in this year, the findings were:

- Eight assessors passed
- Three assessors failed due to one assessment needing to be re-rated. This was due to a significant star rating change when an incorrect input was found.
- One assessor failed due to two assessments needing to be re-rated. This was due to a significant star rating change when an incorrect input was found.





- One assessor failed due to a significant number of small errors and evidence photos missing.

All assessors carried out follow up instructions required, including re-rating and re-issuing of the certificate. Two assessors that failed have since notified the Scorecard team that they will be discontinuing as Scorecard assessors due to other work commitments. Their contact details have subsequently been removed from the Scorecard website and access to the Tool has been withdrawn.

### *Bulk assessment data audit development*

Bulk Assessment data audits are intended to better understand outlier information that might point to an error in assessment input.

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

- establish a consistent approach to auditing data from the total pool of assessments from a given period
- better understand outlier information that may point to an error that an assessor is consistently making, or a spread of too many different errors.

A draft bulk data audit process was initially trialled on all assessments carried out in the months of April and May 2022, representing approximately 12.8 percent of all assessments in this year. This audit helped to refine which tool inputs may indicate consistent assessor error or deliberate input anomalies. It detected a number of assessment duplicates that had not been deleted by assessors (incorrect assessments must be deleted as they lead to misleading data analysis) as well as too many errors by an assessor. This assessor's name was then put forward for a desktop audit.

It is intended that data from the first quarter of 2022/23 will be analysed to further test, refine, and finalise the audit process. Following that process the bulk data audit will be finalised and embedded as a routine quality assurance procedure for Scorecard.

## **Activity 4, E017I: Help desk and user support, training and accreditation of assessors for the National Scorecard**

### **Training assessors**

The NatHERS Scorecard Agreement requires the provision of a robust In Home Assessment approach through the development and delivery of assessor competencies and administrative systems, to ensure accuracy, value for money and a positive experience for consumers across Australia.

The Scorecard Tool is supported by training, accreditation, and documented quality processes. Accreditation requires successful completion of 13 online training modules, two practice assessments, both written and oral exams, as well as proof of currency of insurances, before finally signing an Assessor agreement.

The Assessor Agreement covers the interrelated roles and responsibilities of DEECA and an Accredited Assessor, use of the Scorecard Tool, the role and impact of audits, outlines the



consumer complaints process, and provides guidance on confidentiality and conflicts of interest among other things.

With a focus on ensuring accuracy, value for money and a positive experience for consumers, several changes were made to the way Scorecard offers training, as well as the resources available to trainees. These changes have focussed on ensuring:

- High quality information is available to support assessors in the field
- A robust system of home assessments is delivered to consumers
- Assessments that are delivered are accurate, and that
- The assessment process provides both value for money and positive experience for consumers.

This year training gaps, identified in the NFT, have been addressed. Changes have resulted in positive feedback from trainees and consumers alike.

### Enhanced training offer

During the transition phase of Scorecard becoming accredited under NatHERS In Home, responsibility for the delivery of training and accreditation of assessors remains the responsibility of DEECA.

Historically, dedicated Scorecard training had been delivered as a single day in house training. In 2020 the format of training was revised to adapt to COVID 19 conditions, and better suit an online environment to ensure all resources were seamlessly accessible to trainees across Australia.

Training is currently being delivered on behalf of DEECA by a team from Your Energy Saving Solutions (YESS). YESS is a leading agency for training and quality assurance in South Australia's Retailer Energy Productivity Scheme (REPS), as well as an advisory service provider to households in energy hardship in NSW, SA, and Victoria. YESS provides customised training and quality assurance services in residential energy efficiency. YESS trainers are qualified in Certificate IV in Training and Assessment and are Accredited Scorecard Assessors. In February 2022 YESS revised and updated the online training package.

To supplement training in the online environment, an in-house training day was developed by DEECA. The aim of this day is to address identified gaps in on-line training including managing the assessment process and using better data measurement approaches. The in-house training has added advantages of facilitating assessor networking and providing support. In June 2022 in-house training was trialled in Melbourne and also delivered in Sydney.

### Improved training interface

The administration portal was improved to support a better flow of assessors through the accreditation process.



Features of the improved administrative portal enable a higher volume of assessors to be at any stage in the process of training at the same time. Additional features enable better oversight of the stages that assessors are at in the accreditation process.

## Closing training gaps

A number of specific training gaps were identified during the National Field Trial. These included how an assessor treats chimneys within an assessment, as well as assessor understanding of how star ratings operate, and how cold and hot weather comfort ratings are calculated.

A new learning module was developed that illustrates how the tool calculates the ratings and recommendations that appear on the certificate. This module has been rolled out to all current assessors. The module is included as a required module in Assessor training.

Assessor Instruction and Software manuals are routinely updated as changes occur in the Tool and issues become evident. An update on the treatment of chimneys within the Tool will be included in the next major update to the Scorecard Manual<sup>4</sup>, scheduled for late 2022.

## New Resource Hub

The Resource Hub provides 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
- 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
  - Potential upgrades and improvements, and
  - How Scorecard compares to other energy rating certifications.

All resources have been reviewed for national context and branding over this year

Transitioning the Resource Hub from Scorecard's website within DEECA to an external password protected Administration Portal commenced this year. The Resource Hub will be

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<sup>4</sup> Residential Efficiency Scorecard Software Manual for Scorecard Assessors and Residential Efficiency Scorecard Assessor Manual for Scorecard Assessors



locked down from public access and only available to Accredited Assessors. The Resource Hub will be launched seamlessly with the launch of [www.homeenergyscorecard.gov.au](http://www.homeenergyscorecard.gov.au).

### Trainee assessor satisfaction

Trainee satisfaction is measured through a short phone-based survey undertaken upon successful completion of training and accreditation. All seventeen trainees that have been accredited since 1 July 2021 were contacted about their training and accreditation experience. Sixteen responded.

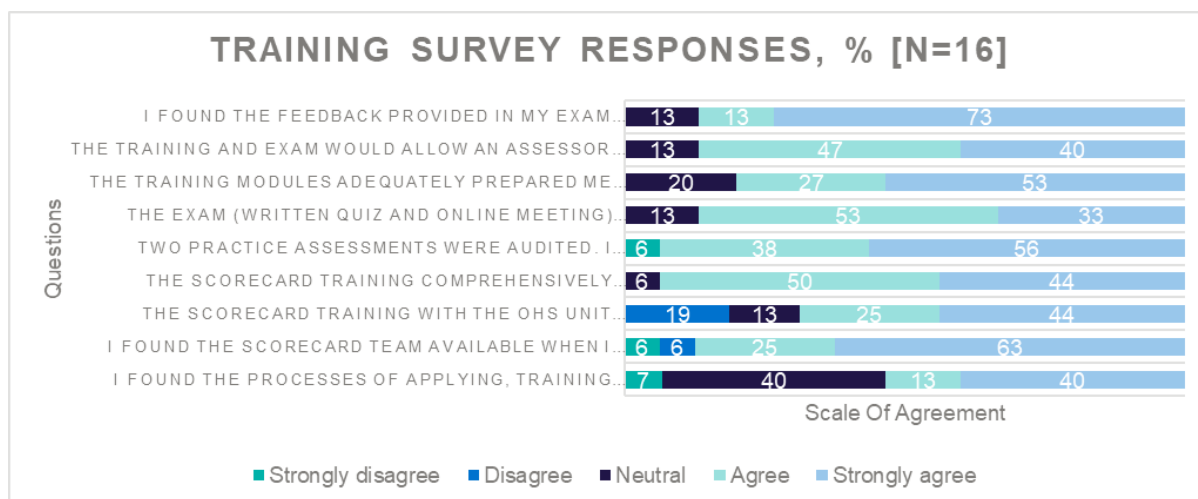
- Of the 16 respondents, five had completed the new online modules and 11 had completed the full day training offered prior to February 2022
- Training survey respondents were from Victoria [4], NSW [6], ACT [3], Tasmania [2], Queensland [1].

There was an overwhelmingly positive response to the training provided, including the learning modules developed as part of the new format training program. Data from the trainee assessor survey is illustrated in Figure 3.

- 94% agreed or strongly agreed that the training taught them the tool
- 94% found the practice assessment audits useful
- 87% agreed or strongly agreed that the training and accreditation allows assessors to carry out an assessment accurately and confidently
- 86% agreed or strongly agreed that the exam tests the knowledge required
- 80% agreed or strongly agreed that the training prepared them for the exam
- 69% agreed or strongly agreed that the safety training is adequate.

Of the assessors that disagreed or strongly disagreed with questions in the survey:

- 19% thought the safety training was inadequate. One commented that they wanted a step-by-step guide of what they may encounter in a home. One thought the OHS module was too construction focussed.
- One assessor didn't find the practice assessments as useful and commented that the feedback didn't assist in better understanding the tool.



**Figure 3. Trainee survey results 2021/22**

Trainee assessors were asked to identify which training modules or videos they found most useful. Twenty percent nominated all videos from all modules as useful. The remaining trainees nominated the most useful videos to them. All videos and modules were nominated by at least one trainee, indicating the variety of backgrounds and prior knowledge assessors may have, and the need to cater for a diverse pool of trainees.

### In-house Training Day assessor satisfaction

Ten trainees attended an in-house training day in June 2022. Feedback on the content of the day and how it was run was positive. Comments by participants included:

- I thought it complemented the online training well.
- Personal support which we have been starved of for the last 2 years (COVID)
- Definitely having a guided experience of collecting data into the software was really positive.
- The analysis of the alteration data also was very positive because we understood some principles behind the software and performance of homes.
- Communication skills is something that requires practical experience.
- Time... I would have loved another day, this would have given everyone the opportunity to simulate this home in its entirety, then picking it apart like we did after just a few rooms

### Engaging with AAOs

In anticipation of In Home assessor accreditation transitioning from Scorecard 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 discreet 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.

## Supporting training and accreditation through the Helpdesk

Help.Scorecard@DELWP is a specialist inquiry helpdesk supporting applicants as they undertake the Scorecard Accreditation process, as well as accredited assessors as they conduct assessments in the field.

The Help.Scorecard@DELWP helpdesk aims to resolve general inquiries within the shortest possible timeframe, with a target of 100 percent within 5 days.

Of a total 472 unique inquiries through both helpdesks 150 sought information on training and accreditation. Training and Accreditation forms the largest category of inquiries to Scorecard. Unique inquiries to support assessors results in detailed and often multiple responses sourcing and clarifying information or status updates on training and accreditation.

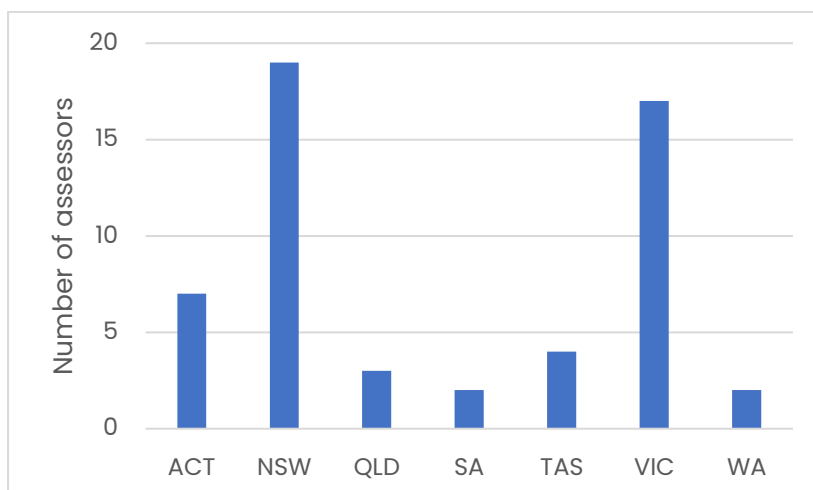
Training and accreditation inquiries ranged from questions from potential assessors about the process for training and accreditation, getting feedback on practice assessments completed as part of the process to inquiries about receipt of certificates following completion of the training. These inquiries comprised 32 percent of all unique inquiries to Scorecard.

## 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 2022:

- Three assessors were agreement ready, that is have provided all necessary paperwork to sign the Accredited Assessor Agreement: two from Tasmania and one from the ACT.
- A further 51 applicants were at some point in the accreditation process.
- Of the 51 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.
- In May 2022, accreditation incentives which provided some financial support assessors to complete their accreditation were offered to all applicants. By June 30, 2022, four applicants had claimed the incentive with a number of others expressing interest in claiming once they became accredited. This incentive will continue to be offered until late 2022, unless the allocation for a state or territory is fully taken up before then. The incentive scheme will then be evaluated to determine if it was successful in driving an increase in assessor accreditation.





**Figure 4. Assessor pipeline on June 30, 2022**

### An administration portal

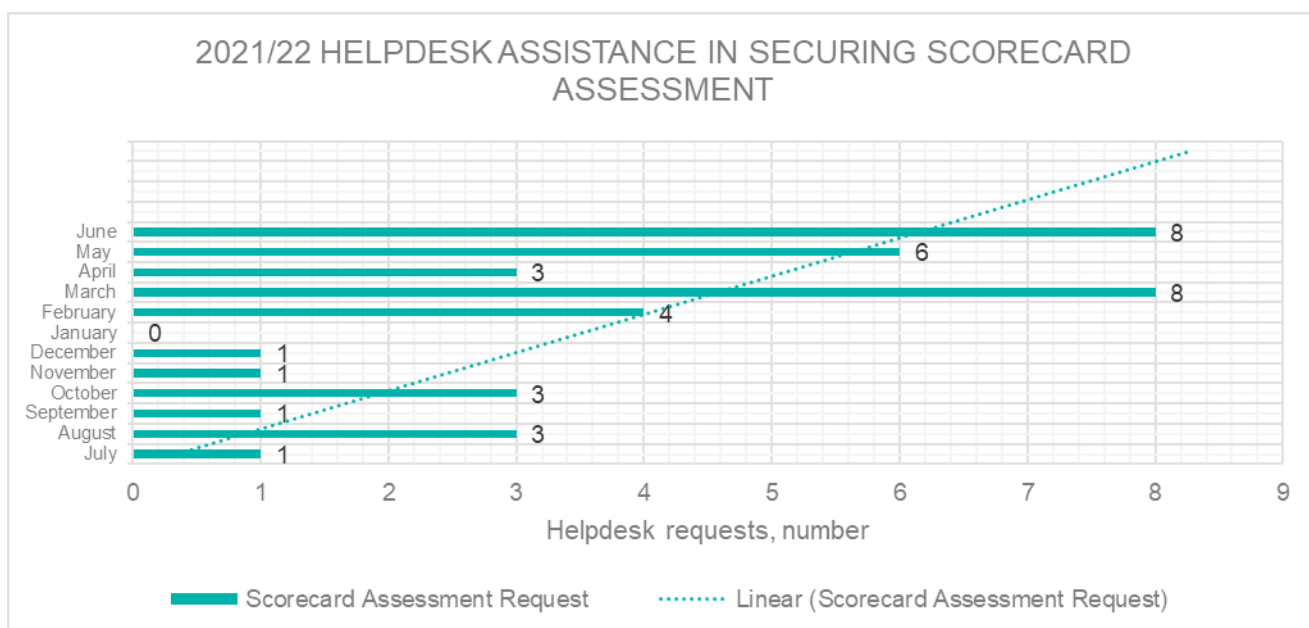
A training and accreditation portal has been developed to assist with administration of the Scorecard training and accreditation program. Prospective assessors create a profile and log-in to the portal, the main interface for the accreditation process. Through the portal, the Scorecard Team can determine 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 has recently been upgraded to improve the management of accreditation workflows and manage the assessor audit process. A new 'resource hub' feature has been added to allow the Scorecard team to restrict access to program resources to verified users.

The portal is also deployed to track Accredited Assessor performance and maintains logs of quality assurance events such as audits that have been undertaken for Assessors.

### An active Helpdesk

The Scorecard team administers two central helpdesks accessed via email, responds to DEECA Customer Contact Centre inquiries, and operates an Assessor Hotline for urgent inquiries. General public inquiries are fielded by [scorecard@delwp.vic.gov.au](mailto:scorecard@delwp.vic.gov.au), the general inquiry helpdesk supporting Scorecard's business



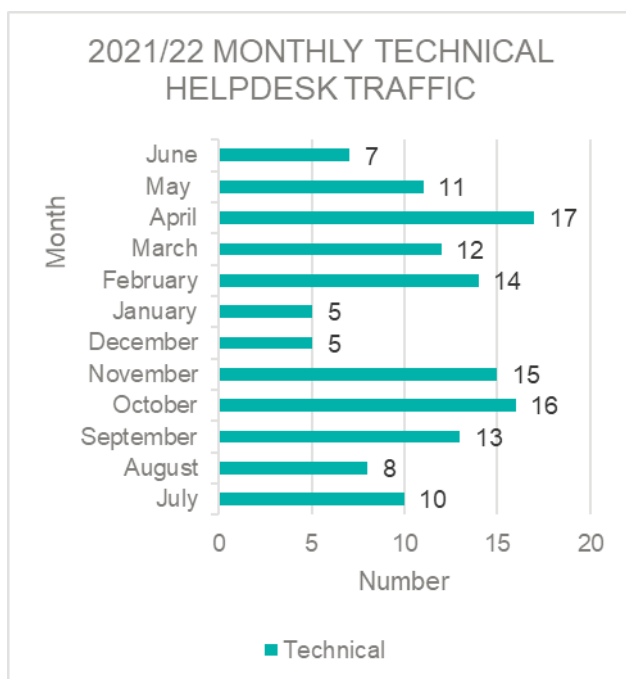
**Figure 5. Helpdesk enquiries for Scorecard assessments**

Of a total 472 unique inquiries 39 inquirers sought information on securing a Scorecard Assessment (Figure 5). Inquiries ranged from questions about the nearest accredited assessor to information about whether the program has national coverage. These inquiries comprised 8 percent of all unique inquiries to Scorecard information on the components or the process of an assessment.

Based on inquiry data for this year, projections are for an increase in helpdesk requests. The redevelopment of Scorecard's website is designed to ensure easier access to information to consumers from all states, and to moderate any potential impact on helpdesk of the projected increased uptake.

The Scorecard team administers a technical helpdesk accessed via email at [Help.scorecard@DELWP](mailto:Help.scorecard@DELWP) as well as an Assessor Hotline for urgent inquiries. In combination, the technical helpdesk assists Accredited Assessors resolve technical issues in using the Scorecard Tool, clarifying technical notes and issues, and resolving issues with access to the tool and portal. Inquiries range from a lost password or forgotten login to assistance in assessing situations encountered within assessment contexts, for instance how to measure air flow leakage from a downlight or how to identify a particular appliance.

The [help.scorecard@delwp.vic.gov.au](mailto:help.scorecard@delwp.vic.gov.au) helpdesk aims to resolve technical issues within the shortest possible timeframe, with a target of 80% within three business days.



**Figure 6. Monthly technical helpdesk enquiries**

Of a total 472 unique inquiries through both helpdesks, 133 sought technical assistance (Figure 6). These comprised 28.17 percent of all unique inquiries to Scorecard. Unique inquiries to seek technical assistance result in detailed and often multiple responses sourcing and clarifying technical information.

## 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 better understand consumer motivations for obtaining a Scorecard assessment and their experience in having the Assessment completed.

A proportion of total Scorecard consumers [n.32, 1.82%] completed the survey after having Scorecard Assessments completed during this year (Table 3).

**Table 3. 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



<b>2022</b>		2	1	2	11	1	17
<b>Total</b>	2	2	1	2	24	1	32

Although survey results represent Scorecard Assessments undertaken across Australia, responses from Assessments undertaken in Victoria comprise 75 percent of the total.

On household motivations for commissioning a Scorecard Assessment:

- 83% sought an assessment to improve the comfort level of their home
- 74% sought to reduce energy consumption and greenhouse gas emissions of their home, and
- 50% sought to decrease their energy bills.

On consumer satisfaction, consumers rated Scorecard Assessors highly:

- 100% agreed the assessment was undertaken in a professional and friendly manner
- 97% agreed the assessor was on time
- 97% agreed the assessment met their expectation
- 94% percent agreed that the assessor gave them useful ideas to upgrade their home.

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

- 100% thought the certificate was easy to understand
- 81% percent found handout information provided useful

On likely household improvements after the assessment:

- 48% listed improvements to heating as the most likely improvement
- 23% percent listed improvements to both heating or draught sealing and air leakage as the most likely improvement

### *Managing consumer complaints*

Any consumer complaints are routinely registered and actioned. On analysis, most complaints received by Scorecard this year were as a result of consumers finding a link on the DEWLP website and complaining to the closest approximate program. In these cases the help desk team connected them with the appropriate contact.

There were two complaints received that specifically related to Scorecard this year. Neither complaint related to assessors or assessments.

One complainant was followed up by phone and asked to provide their complaint in writing and then subsequently withdrew the complaint in writing. The other complaint related to delays in call back times from enquiries lodged with the DEECA Customer Contact Centre. Both issues were resolved within 24 hours of the complaint being lodged.



## Communications and marketing

Two key documents guide Scorecard's awareness raising activities:

- National Scorecard 2021/22 Market Development Strategy, and
- Household Uptake Strategy.

### *Market Development Strategy*

The 'National Scorecard 2021/22 Market Development Strategy' outlines the context for market development to commence national awareness building. The Strategy identifies key groups to be targeted and establishes priority activities to be undertaken with each group.

The target groups identified in the Strategy are:

- householders
- existing and new assessors
- enabling sectors such as finance and local government
- jurisdictions actively using Scorecard, and
- key stakeholders

A series of actions were identified to address each of the five target groups identified in the Strategy.

### *Household Uptake Strategy*

A dedicated Household Uptake Strategy was prepared to focus on key activities to increase the number of Scorecard assessments nationally.

The Household Uptake Strategy focuses on the customer journey. It segments the householder market into five macro segments of home adaptors, home sellers, home refinancers, property investors and tenants as the basis for proposing a range of initiatives, including the establishment of dedicated Scorecard social media channels.

### *Website redevelopment*

This year Scorecard has executed a transition to a national website to represent Scorecard more appropriately in a national context. The website has been designed around a series of user journeys. The website is intended to be more accessible and easier to locate than the current Scorecard website embedded within DEECA Victoria.

Scorecard's new web address is [homescorecard.gov.au](https://homescorecard.gov.au).

The landing page for the new site was launched in early July, with the remainder of the site going live in August 2022.



### *New digital channels*

Scorecard created and launched two social media channels on LinkedIn and Facebook. Regular weekly posts designed around an annual Content Calendar commenced in June 2022.

Social media data is being monitored to better understand the reach and effectiveness of these channels for different target markets, energy efficiency professionals and the general public. Data will influence future campaign design.

### *Supporting delivery by existing and new assessors*

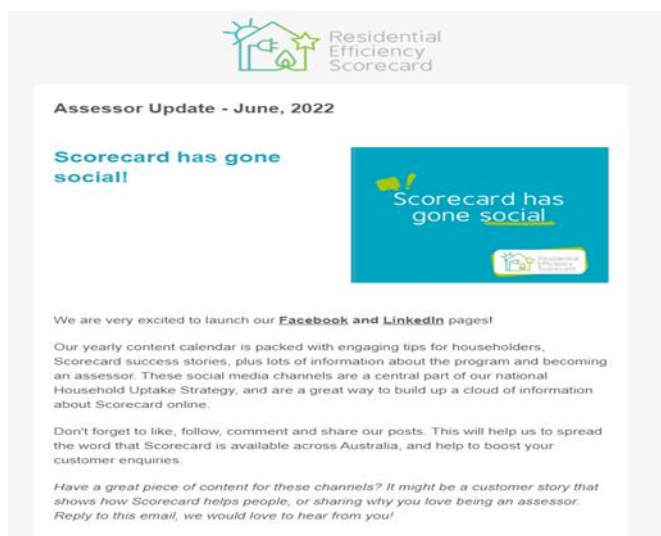
#### Communicating with assessors and other stakeholders

Assessor Updates are a newsletter format communication sent to Scorecard assessors and trainees on at least a monthly basis (Figure 7). They are designed to maintain contact with the Assessor community and keep Accredited Assessors up to date with changes to Scorecard and the industry.

Across this year fourteen Assessor Updates were issued to a mailing list of 158 persons as of June 30, 2022, including all accredited assessors. Distribution of Assessor Updates commenced in October 2021 and routinely include information, designed to:

- promote a healthy workplace by encouraging appropriate occupational health and safety measures
- celebrate assessor stories and achievements
- share marketing and business development tips
- connect assessors with government programs that contract Scorecard assessors, and
- promote a sense of community through stories on assessors, and assessment practice.

Assessor Updates are generally well received and demonstrate a high level of Assessor engagement. The latest May 2022 Assessor Update had an opening rate of 68.6% percent.



**Figure 7. Scorecard Assessor Update artifact**

Additional to Assessor Updates, Scorecard issues a series of special information bulletins in the form of Electronic Direct Messages. In this year these included:

- A four-part series entitled 'Renovate or Rebuild' across October – November of 2021 in line with the TV program of the same name
- Special bulletins on COVID and safe work in home settings
- Updates on implementation of the marketing strategy, including the launch of social media channels and new website
- Information on Tool updates and training on Tool Updates, and
- Scorecard Assessor applicant incentives.

A Stakeholder update is now being issued on a quarterly basis to our mailing list of 1,235 subscribers. Two Stakeholder updates were issued in this year.

Additionally, some jurisdictions promoted specific state-based content through Scorecard communication channels including:

- Launching the NSW energy assessor survey
- Introducing the Victorian Home show competition to Home Show mailing list signups, and
- Supporting engagement in the VEU consultation.

### Redeveloped Resources for Training

To support the transition of Scorecard from a state based to a national program, the Scorecard team commenced updating and importing communications resources into new high quality national design collateral. These included updating:

- 18 videos



- 13 factsheets
- Information about Scorecard on other websites, such as the DEECA Energy site
- Scorecard presentation packs and templates
- Templates for Assessor, Stakeholder, Quarterly and other report templates
- Scorecard's local government information pack
- General email templates
- Scorecard's Image library, and
- Document and email templates and email signatures.

### *Supporting public events*

With the re-emergence of physical events in 2022, Scorecard took the opportunity to meet consumers face to face. The Scorecard Team shared a Victorian government stall, along with staff from Solar Victoria and the Victorian Energy Upgrades teams in the first live Home Show exhibition in Victoria in two years. The inclusion of Scorecard provided an opportunity to demonstrate the many useful linkages possible when consumers information precedes choice of other activities and rebates available, similarly to the ACT model.

The Home Show experience highlighted that there is a far wider market and interest in energy efficiency products than a narrow boutique energy efficiency cohort. Scorecard is currently developing a calendar of events and information package to support the work of other jurisdictions in similar settings.

### National Energy Efficiency Conference

Energy efficiency specialists and Scorecard Assessors from across Australia attended the National Energy Efficiency Conference. Scorecard team members and Assessors networked with stakeholders making many connections particularly with energy efficiency groups from other jurisdictions and supported the Victorian Government stall promoting Scorecard more broadly.



## A sustainable future for Scorecard

The Scorecard Program is now at the end of the first year of a four-year initiative within a rapidly transitioning energy market. In the near future, planned and envisaged changes in market conditions will likely influence the uptake trajectories and modelling that underpin this report. In the coming year Scorecard will continue to work closely with the NatHERS Administrator towards achieving accreditation of the tool and transition of assessor training and accreditation during 2023.

To support an increasing number of assessors within the training process, Scorecard increased the capacity of the training and accreditation portal to manage an increasing number of assessors passing through the accreditation scheme. The Scorecard team is also working with NatHERS In Home and the Commonwealth Government to transition assessor training to RTOs, and accreditation to AAOs.

Over the next year the extent of development required to ensure consistency of the Scorecard Tool with NatHERS In Home Software Accreditation Protocol (SAP) will become known and be implemented. Scaling up will require the deployment of information technology (IT) solutions, such as load balancing to increase Scorecard Tool stability at scale.

Scorecard will meet the challenges of scaling-up by anticipating and addressing market pressures as they arise, and by working collaboratively with Commonwealth to ensure that assessors are equipped to deliver to a growing market and that the tool is available for use across Australia. This will place the Scorecard Program and the Accredited Assessor community in the best position to deliver at scale into an expanding national market under NatHERS In Home.

From July 2022, our communications channels fully identify Scorecard as a national program, and foreshadow the transition to accreditation under NatHERS In Home. Over the next year Scorecard will better understand the capacity of the new national Scorecard website and social media channels to drive consumer uptake from across Australia into the Scorecard program and into relevant jurisdictional energy programs.

The inclusion of Scorecard Assessments within the Victorian Energy Upgrades (VEU) program is being considered. This will benefit consumers by enabling them to better understand potential energy efficiency opportunities before committing to one or more of any energy upgrade options on offer. There is interest in inclusion of Scorecard in similar programs in other jurisdictions. Potential also exists for similar integration with state and other market operators incentivising solar energy programs. Integration would provide consumers trusted and independent advice to ensure they maximise benefits of any solar system, while minimising other factors contributing to energy inefficiency.

Increasingly, banks and other financiers are interested in the potential for Scorecard to assist in greening and climate proofing loan books. A number of green home loan products, with reduced loan rates, have been launched in the last two years. Two banks



now accept a Scorecard Assessment as proof of household energy efficiency. As the green loan market matures, and competition for customers seeking green loans increases, stronger voluntary uptake by households seeking to both climate proof and reduce housing costs is envisioned.

Insurers have an interest in promoting climate risk appropriate accommodation and de-risking household policies. This year Scorecard has commenced exploring Scorecard's potential use with insurers. Scorecard has also commenced a collaboration with the Bushfire Building Council of Australia, Limited (BBCA) for the inclusion of Scorecard as the energy efficiency rating tool underpinning a broader assessment approach to the whole of climate risk. The proposed BBCA approach will ensure a consistency of recommendations to households facing particular risks, rather than potential contradictory advice to households, in circumstances where different risks are considered in isolation to each other.

Work is underway to establish a National Framework for Minimum Energy Efficiency Requirements for Rental Properties, with the Victorian and ACT governments already establishing some minimum energy efficiency requirements. A Scorecard Assessment prior to rental would provide renters the opportunity to better understand the relative energy efficiency of properties, and the relative hot and cold weather comfort of prospective rental accommodation. There is also a National Framework for Disclosure of Residential Energy Efficiency Information currently being developed, and if jurisdictions decided to adopt mandatory disclosure of energy efficiency information this will help to drive efficiency reform in the housing market.

Scorecard Assessments are delivered by energy assessors visiting houses and discussing improvement options with householders. Research indicates the opportunity for households to better understand energy efficiency in their home and their own energy consumption patterns could drive a nine percent energy efficiency saving without any other measure<sup>5</sup>. An increase in uptake in Scorecard Assessments will have a downward pressure on household energy demand and improve the chance of jurisdictions and the Commonwealth reaching their respective emissions reduction targets.

Before conclusion of the four-year National Scorecard Initiative funding period, Scorecard expects a mature national and public interest discussion to have concluded on the implementation of mandatory energy efficiency disclosure at the point of sale or lease. Both voluntary and mandatory disclosure schemes have the potential to significantly increase the number of Scorecard Assessments undertaken in any year, and therefore competition between accredited assessors impacting price, spread and responsiveness of assessors in the market.

Domain recently reported an average ten percent price differential between three and seven star rated homes, based on research by the Sustainable Buildings Research Centre

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<sup>5</sup> Central Victoria Solar City Final Report 2012–2013, [cvsc\\_final\\_report\\_web.pdf](https://www.cvsga.org.au/cvsc_final_report_web.pdf) ([cvsga.org.au](https://www.cvsga.org.au))



at the University of Wollongong<sup>6</sup>. A ten percent price differential represents more than \$100,000 based on capital city medians in Sydney, Melbourne and Canberra markets for April to June quarter in 2022. There is little doubt that such a premium has the potential to drive change in housing energy efficiency outcomes over time.

To become a self-sustaining program a number of elements need to be in place. These include increasing the number of accredited assessors in the workforce, their diversity and spread across Australia so that every household can easily access consistent and trusted energy efficiency advice. Over 2021/22 Scorecard has been positioning to scale up to meet changing market conditions. Optimistic growth scenarios indicate potential for Scorecard to recover some or all its costs by the end of the funded period, although the exact timeframe in which Scorecard could reach cost-recovery depends on market variables that remain outside Scorecard's control.

### Modelled futures

To inform planning to accommodate possible future program growth once the tool is accredited under NatHERS In Home and training and accreditation have been transitioned to RTOs and AAOs, in 2021 Scorecard undertook modelling to better understand the potential number of annual Scorecard assessments across a number of uptake scenarios over a six-year period to 2026/27, using 2020/21 as a base year. Uptake scenarios were based on potential projects and programs identified at the time of modelling projected against an increasing level of optimism about likely uptake:

This initial modelling has informed the Scorecard team's approach to a number of projects in the Scorecard workplan, such as:

- delivery of Energy Savvy upgrades in collaboration with project partners and co-funders
- collaboration with banks and insurers to translate green product promise into measurable impacts on greenhouse gas emissions through Scorecard Assessments, and
- load testing of the Scorecard servers to determine their capacity to accommodate varying levels of increased demand.

Modelling projections will be reviewed and revised over the funding period to further refine our understanding of Scorecard's possible growth trajectory.

There are a range of factors that have the potential to influence projections for program growth that are outside of ability of the program to control, including the impact of COVID 19 on:

- assessor training take-up

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<sup>6</sup> [Energy-efficient homes can sell for as much as 10 per cent more, research shows \(domain.com.au\)](https://www.domain.com.au)



- capacity of Accredited Assessors to work inside households in various jurisdictions at different times
- the acceptability of households having strangers in households at various times, and
- the difficulty in managing a solvent business 'in home' model business model throughout this period.

Another significant factor influencing outcomes include the number of assessors that are dual trained in thermal performance assessments of new homes and Scorecard Assessments. Just as COVID 19 encouraged NatHERS accredited assessors to concentrate their business in models of delivery that could be done without contact, pressure in the new homes residential housing market for skilled assessors has created a significant pipeline of work.

To address these challenges, and to increase Accredited Assessor coverage and availability nationally, the Scorecard program commenced trialling a variety of incentives this year. These provide potential assessors with access to modest financial support to rapidly move through the process to full accreditation without compromising accreditation quality standards.

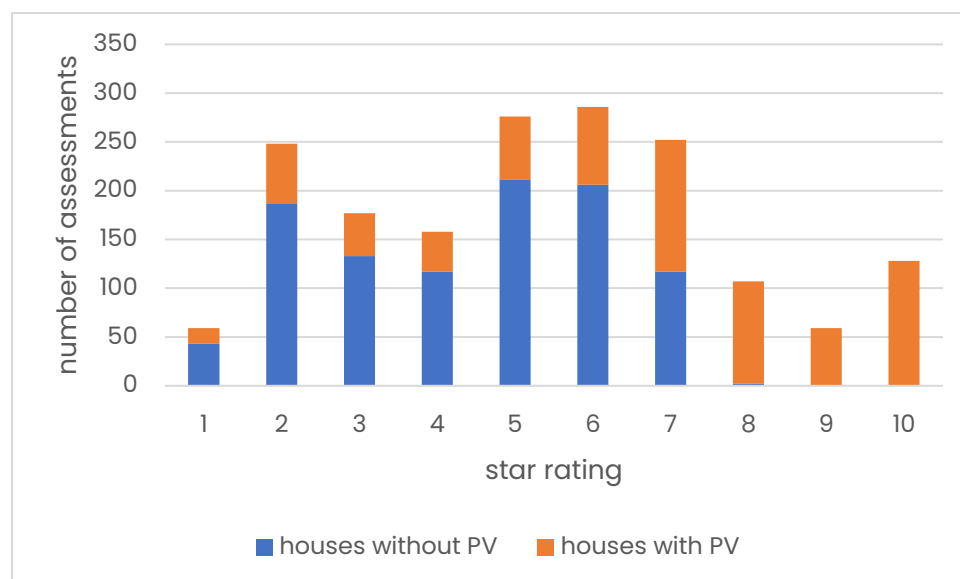
## Appendix 1. 2021/22 assessment data insights

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 1750 assessments undertaken in this year, 1663 of these were undertaken in Victoria. Thus, the data below substantially reflects outcomes in Victorian households where most Scorecard Assessments were undertaken.

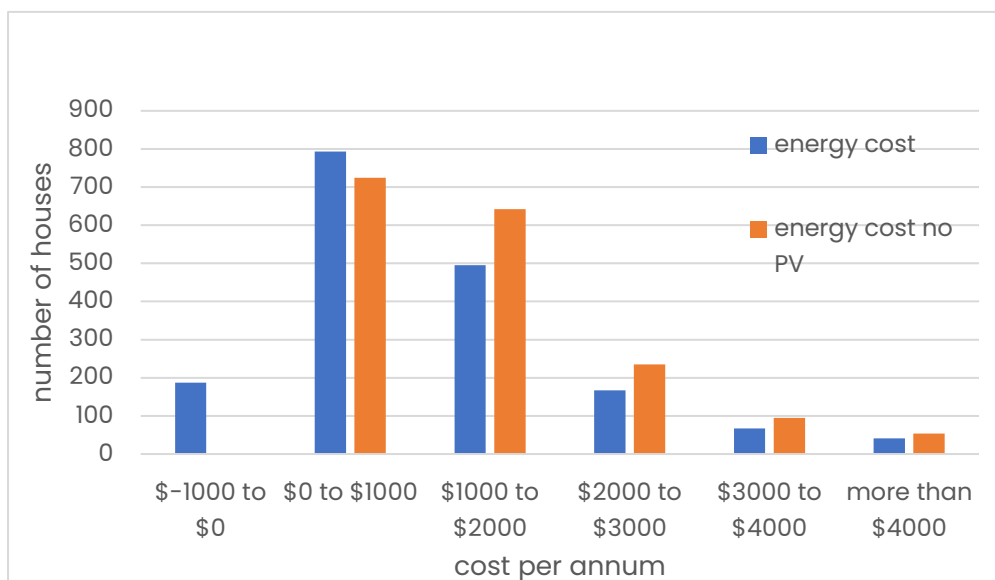
**Table 4. Assessments undertaken in 2021/22 financial year by jurisdiction**

Total	Victoria	NSW	SA	ACT	QLD	WA	TAS	NT
1750	1663	29	19	19	9	8	3	0



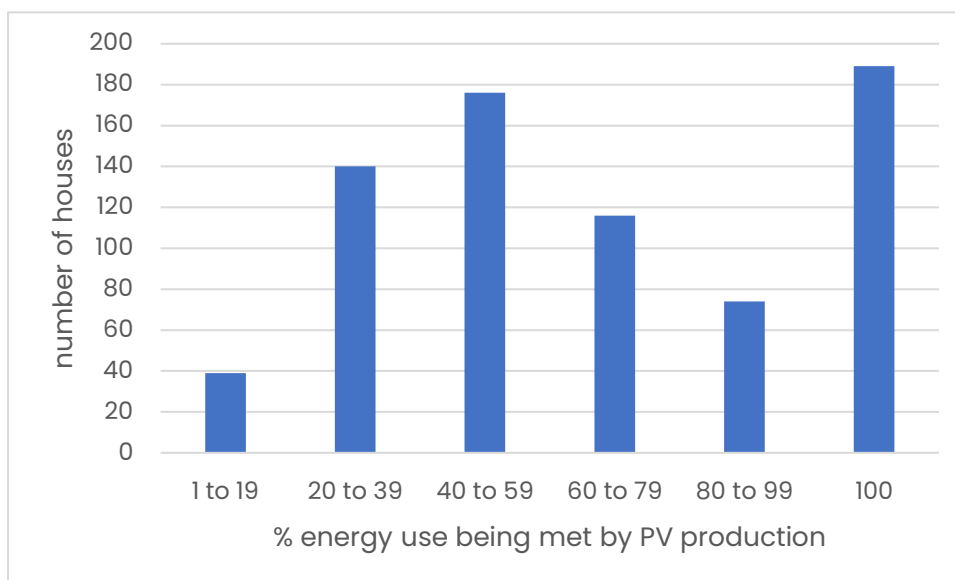
**Figure 8. Houses with and without solar PV by star rating**

- Most homes are in the 5-to-7-star range, with 2 stars also having a large number of homes.
- PV is present on homes across the entire star rating range and almost exclusively on homes rated at 8 stars and above



**Figure 9. Estimated cost to run fixed appliances**

- Average running cost of fixed appliances per year is \$1111 with PV and \$1471 without
- The largest number of homes cost between \$0 and \$1000 to run per annum, followed closely by \$1000 to \$2000, with 2% of homes estimated to cost more than \$4000 to run per year.



**Figure 10. Percent of fixed appliance energy produced by PV**

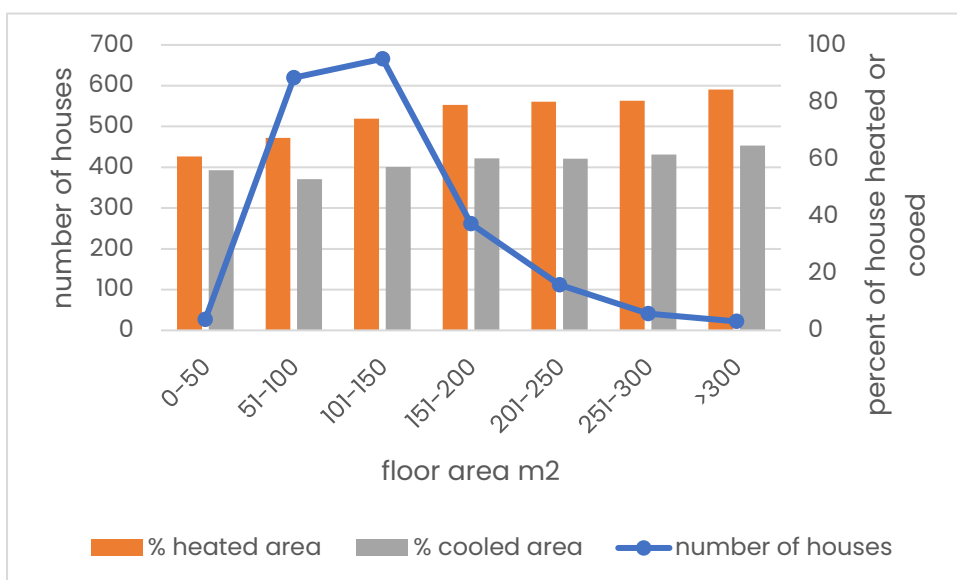
- 42% of homes have solar PV.
- 189 of homes are generating more electricity than they are using for the fixed appliances – and hence receive a 9 or 10 star rating.



**Table 5. Major appliance running cost breakdown**

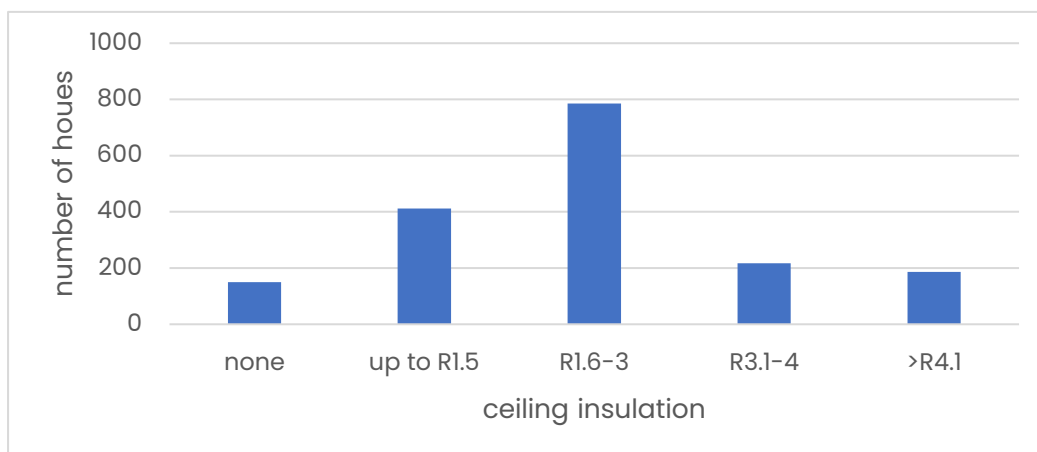
Appliance	Annual cost
Total house	1111
Heating	644
Cooling	44
Lighting	89
Hot water heating	300

- For the national average cost to run the 1750 homes of \$1111 with solar PV, over half is spent on heating (\$644 per year), followed by hot water heating (\$300).
- Cooling and lighting account for less than \$100 per year each.



**Figure 11. Percent of floor area heated/cooled**

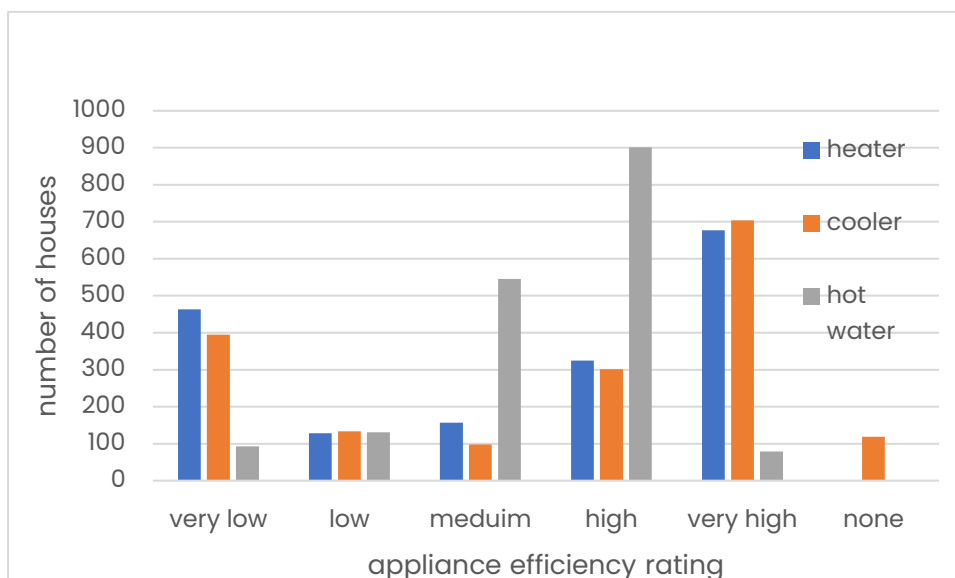
- Most homes assessed fall into the range of between 100 and 150m² for the floor area.
- As homes increase in size the percentage of floor area that is heated also rises, with small homes (less than 50m²) having 60% heated compared to large homes (greater than 300m²) having nearly 80% of the floor area heated.
- The same trend can be seen for cooling, but on a smaller scale as there are more houses without coolers in this cohort (168).



**Figure 12. Level of ceiling insulation**

- Assessors are required to estimate the level of ceiling insulation in a home, or to use the rules based on insulation standards in the manuals.
- 150 homes are reported as having no ceiling insulation, with most homes having from R1.6 to R3.
- Only 186 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).
- Most assessed homes [91.94%] had no visible subfloor insulation installed.
- 52.57 percent of all homes assessed had no wall insulation. Only 29.31 percent of homes assessed had wall insulation rated more than R1.5.





**Figure 13. Efficiency of major appliances**

- The appliance efficiency ratings are determined by a combination of the star rating of the appliance (if available), the age of the appliance and the base efficiency of that appliance.
- It is a cost efficiency rating where higher rated appliances cost less to run than lower rated appliances.
- Only the primary appliance for heating, cooling and hot water are included in this graph.
- Heaters and coolers with very high ratings were predominant, whereas for hot water most appliances were highly rated.
- There are a large number of very low rated heaters and coolers, which is due in part to the difficulty in determining the star ratings of older appliances.
- 8% of all hot water systems assessed were solar.

**Table 6. Fuel type of assessed homes**

Fuel type	Number of homes
Electricity peak	1750
Electricity off peak	213
Natural gas	1296
LPG	44
Wood	100
*all electric	372

- Most homes use at least one fuel type, particularly given that most homes in this dataset are based in Victoria which has high gas use.



- 75% of houses have natural gas appliances (either heaters or hot water systems).
- Just over 20% of houses are all electric (have no gas or wood usage).
- Most off-peak electricity use is for hot water systems.

## Appendix 2. Program data

**Table 7. Total assessments by jurisdiction (calendar year)**

	2017	2018	2019	2020	2021	2022	Total
<b>ACT</b>			7		24	14	45
<b>NSW</b>			33		39	14	86
<b>NT</b>			10		15		25
<b>QLD</b>			44	2	51	6	103
<b>SA</b>			28	11	46	9	94
<b>TAS</b>			17		17	1	35
<b>VIC</b>	434	1140	1325	1174	1547	767	6387
<b>WA</b>			28		21	4	53
<b>Total</b>	<b>434</b>	<b>1140</b>	<b>1492</b>	<b>1187</b>	<b>1760</b>	<b>815</b>	<b>6828</b>

**Table 8. Total accredited assessors by jurisdiction (calendar year)**

	2017	2018	2019	2020	2021	2022	Total
<b>ACT</b>						3	3
<b>NSW</b>			3		4	5	12
<b>NT</b>					1		1
<b>QLD</b>			2		1	1	4
<b>SA</b>			5		2		7
<b>TAS</b>			2				2
<b>VIC</b>	8	30	8	5	6	3	60
<b>WA</b>			2		2		4
<b>Total</b>	<b>8</b>	<b>30</b>	<b>22</b>	<b>5</b>	<b>18</b>	<b>10</b>	<b>93</b>

## Appendix 3. Program scope

**Table 9. Project scope as outlined in the National Scorecard Initiative Project Plan**

	<b>Inclusions</b>
1	Delivering and further developing the National Scorecard Initiative across Australia from July 2021, providing the National Scorecard Tool, and related training, accreditation and communications.
2	Working with jurisdictional and other partners on the National Scorecard Initiative to support uptake, jurisdictional priorities, policies and projects, and maximize community benefits of the Initiative.
3	Administering the National Scorecard Initiative on a day-to-day basis, providing a supporting website, email, call centre, communications, stakeholder bulletins and updates, presentations, and responding in a timely fashion to external requests.
4	Working with DISER (now DCEEW) to support development of the NatHERS In Home framework.
5	Working with DISER (now DCEEW) to gain accreditation of the National Scorecard Tool under NatHERS In Home requirements.
6	Working with DISER (now DCEEW), AAOs and other partners to support effective future delivery of accreditation and training requirements and to ensure quality controls are clear and maintained.
7	Consulting with external and internal stakeholders to understand their views, needs and requirements to maximise community benefits of the National Scorecard Initiative.
8	Negotiating governance and funding arrangements for the National Scorecard Initiative under NatHERS.
9	Developing cost recovery and other program features agreed and supported in the national transition including requesting approval from the Minister and Assistant Treasurer (Victoria) when required.
10	Reporting of key metrics to jurisdictions and stakeholders.
11	Sharing and analysing National Scorecard data and reporting publicly on delivery and promoting the benefits of the National Scorecard Initiative.
12	Continuously improving and formally capturing lessons learned at a program level on an ongoing basis to evaluate against the desired benefits and outcomes of the program and to inform continuous improvement of deliverables.

## Appendix 4. Reporting requirements

**Table 10. National Scorecard Initiative reporting requirements as outlined in the NatHERS Scorecard Agreement**

Requirements	Performance	Date of Delivery
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	October 2022
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	August 2022 October 2022
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 of this report	October 2022
iii. the number of assessments by Assessors;	See Scorecard Program Delivery and Appendix 2 of this report	October 2022
iv. the number of assessments by each Australian jurisdiction;	See Scorecard Program Delivery and Appendix 2 of this report	October 2022
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 Training Assessors and Appendix 2	October 2022



vii. Quality Control activities undertaken and the results of this activity;	See Scorecard Program Delivery	October 2022
viii. a description of any changes that have been made to the scope and technical underpinnings of Scorecard program;	See Scorecard Program Delivery	October 2022
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	October 2022
x. an Annual report for public release; and	This report	October 2022
xi. any other information as agreed by the Parties in writing.	Addendum to this report	On Request
(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.	Addendum to this report	On Request

**Table 11. Explanatory notes on reporting requirements**

Requirements	Data included in this report	Explanatory notes and qualifications
(ii) the total number of assessments completed by users of the National Scorecard Tool	This data is reported in Scorecard Program Delivery and in Appendix 2	1750 assessments in total for the period 1 July 2021 to 30 June 2022 has been used consistently throughout this report.
(iii) a breakdown of the number of assessments by Assessors	49 Accredited Assessors undertook Scorecard Assessments in the period 1 July 2021 to 30 June 2022.  This data is reported in Scorecard Program Delivery and in Appendix 2	A number of large projects resulted in multiple assessments being undertaken by single contracted Accredited Assessors for highly competitive prices.  Although other Assessors assisted in delivery, Assessments were signed off by the contracted Accredited Assessor.



		These projects delivered 58.8% of total assessments.
(iv) a breakdown of the number of assessments by each Australian jurisdiction	Victorian assessments still dominate national totals [95.02 %].  This data is reported Scorecard Program Delivery and in Appendix 2	The percentage growth in Accredited Assessors in jurisdictions other than Victoria now outstrips Victorian based growth
(v) a breakdown of the number of assessments of detached or semi-detached homes and apartments (Class 1 or Class 2 Dwelling)	This data is not reported	The Scorecard Tool currently doesn't include the functionality to easily distinguish between building typologies or classes. It is proposed that this capability will be added in the 2022/23 financial year

## Appendix 5. National Scorecard Workplan

The National Scorecard Workplan for July 2021 to June 2025 delivers the National Scorecard Initiative, ensuring that assessors across Australia can be trained and accredited to use the National Scorecard Tool, which is supported by DEECA, and that the necessary communications, marketing and information products are available to assessors and the public to support understanding and use of 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, accreditation of assessors and quality checks across Australia, with the support of all jurisdictions.

In parallel the NatHERS In Home framework will be developed by DISER and endorsed by jurisdictions.

Phase two is the period where training and accreditation of assessors can transition to RTOs and AAOs respectively, and where other In Home energy rating tools can seek NatHERS accreditation.

### Workplan

This work-plan provides an overview of all the activities DEECA provides under the National Scorecard Initiative.

#### 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 (listed below, and as updated from time to time)
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 a National Scorecard Tool as continuously available across Australia
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 6. 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 outlining how Scorecard is continuing to meet the criteria.

**Table 12. NatHERS In Home endorsement criteria update**

Endorsement Criteria	Scorecard update
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	No update required



account above energy uses as well as plug/cooking loads.	
Be willing to transition to the NatHERS Software Accreditation Protocol once it is agreed, expected March 2022.	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 are yet to be formalised.
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 first 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



Need more information?

Contact us via our website: [www.homescorecard.gov.au](http://www.homescorecard.gov.au)

Or [scorecard@deeca.vic.gov.au](mailto:scorecard@deeca.vic.gov.au)



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