

KPI #	Outcome	Goal	Draft Target/Objective	Measurement options
FOR EXTERNAL REPORTING				
1.1	NatHERS ratings are well understood, regarded, implemented and integrated into real activity in the built environment.	NatHERS Software Tools are used to improve the thermal performance of Australian residential dwellings.	THIS TARGET NEEDS TO BE SET EXAMPLE: 80% of NatHERS assessments have used NatHERS Software Tools as a design aid to improve the thermal performance of a planned building.	THIS MEASUREMENT OPTION NEEDS TO BE SET EXAMPLE Conduct an annual NatHERS Survey of assessors and other stakeholders regarding their use of NatHERS Software Tools.
1.2			80% of new buildings use NatHERS Software Tools to assess their thermal performance in accordance with the performance requirements in the NCC.	Compare UC data to ABS stats on total figures for residential building approvals (ABS 8731.0).
1.3			More than 50% of assessments were performed by accredited assessors.	AAOs include numbers of accredited assessors in their annual reports. Compare to UC data, to test if any notable change to number of assessments.
1.4		NatHERS energy ratings are being integrated across the building design, compliance, construction and renovation cycle.	THIS TARGET NEEDS TO BE SET	THIS MEASUREMENT OPTION NEEDS TO BE SET
1.5		NatHERS ratings are visible and well regarded by consumers.	THIS TARGET NEEDS TO BE SET	THIS MEASUREMENT OPTION NEEDS TO BE SET
1.6		The overall energy efficiency of new housing stock in Australia is improving.	The average NatHERS star rating is improving by 5% annually.	Examine data on UC star ratings.
FOR EXTERNAL REPORTING				
2.1	NatHERS has a credible, accessible and clear assessor accreditation process that encourages accurate energy ratings and assessor professionalism.	The NatHERS protocol for Assessor Accrediting Organisations sets a strong, achievable standard for assessor training and certification.	There are no major breaches by AAOs of the administrator's protocol requirements.	AAOs to record and annually report the number and nature of major protocol breaches.

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2.2		a) Accredited NatHERS assessors provide clear and accurate energy ratings. b) AND Offer valid and appropriate advice on improving dwelling thermal performance.	a) More than 80% of accredited assessors meet set standards in their QA review. b) THIS TARGET NEEDS TO BE SET	a) Data from AAOs on the progress of their QA program should cover this question. b) THIS MEASUREMENT OPTION NEEDS TO BE SET
FOR EXTERNAL REPORTING				
3.1	NatHERS has a credible, accessible and clear software accreditation process that encourages high standards of quality and reliability amongst software developers.	The NatHERS protocol for Software Accreditation sets a strong, achievable standard for software development and release.	No major breaches by software developers of the software protocol, excluding those reported through item 3.2.6 ('Process for upgrading software').	Annual reports from NatHERS administrator, and accredited software developers.
3.2			All changes to software tools (upgrades or bugfixes) documented and reported to NatHERS administrator in accordance with Software Accreditation Protocol ('3.2.6 Process for upgrading software').	Annual reports from NatHERS administrator, and accredited software developers.
3.3		Accredited NatHERS software developers provide a high standard of technical support to users, including sufficiently detailed and current training material.	THIS TARGET NEEDS TO BE SET	Data from Software Providers on the enquiries handled by them and resolved.
FOR INTERNAL REPORTING				
4.1	The NatHERS Administrator provides effective service to its stakeholders.	All stakeholders are kept effectively informed about and engaged with NatHERS processes, news and updates.	THIS TARGET NEEDS TO BE SET EXAMPLE 5% increase in activity on education tools on the NatHERS website.	Monitor the number of downloads of website fact sheets and views of the explanatory videos.

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4.2			THIS TARGET NEEDS TO BE SET EXAMPLE 5% increase in activity on assessor tools on NatHERS website.	Google Analytics can track hits for assessor targeted web stuff - fact sheets, user guides, helpdesk, technical info, etc. The NatHERS administrator could also investigate implementing a direct page-by-page response tool on the website (a 'Did this answer your question?' button).
4.3			More than 50% open rate for NatHERS Star email newsletter.	Track open rate for NatHERS Star email, and click through for the various articles.
4.4			The NatHERS Administrator provides relevant and timely responses to all stakeholder enquiries.	All enquiries to the NatHERS administrator are responded to within 5 working days.