

Nationwide House Energy Rating Scheme

Service Charter



2016-2017

1. Introduction

This Nationwide House Energy Rating Scheme (NatHERS) Service Charter is a statement of what the NatHERS Administrator does, the standards of service you can expect from the NatHERS Administrator, as well as a calendar of the 2016-17 communication activities.

2. Role of the NatHERS Administrator

The NatHERS Administrator administers the NatHERS on behalf of all Australian states and territories. Through the administration of NatHERS, the Administrator aims to support efforts of Australian Governments to reduce the energy and greenhouse gas impact of residential buildings. Core functions of the NatHERS Administrator are:

- **Scheme Management:**
The NatHERS Administrator manages the ongoing development and operation of NatHERS. This includes: developing and maintaining NatHERS Protocols and procedures; maintaining the NatHERS website; communication with industry, government and consumer stakeholders; and policy development on NatHERS and related issues.
- **Maintaining the benchmark software tool:**
The NatHERS Administrator ensures the NatHERS benchmark software tool is maintained and upgrades are managed in line with agreed policy decisions.
- **Software Accreditation:**
The NatHERS Administrator accredits and makes available scientifically valid, consistent, reliable and cost effective software tools that assess the thermal performance of a residential building based on its design.
- **Assessor Accreditation:**
The NatHERS Administrator accredits Assessor Accrediting Organisations (AAOs) and provides guidance to ensure consistent, reliable and cost effective assessments are being provided using NatHERS Software Tools.

The NatHERS Administrator does not have responsibility for regulation. The use of NatHERS for regulatory purposes, through the National Construction Code (NCC), is the responsibility of state and territory governments. The NCC is the responsibility of the Australian Building Codes Board.

3. Service Standards

The NatHERS Administrator aims to:

- provide our stakeholders with the most accurate, up to date information available
- answer stakeholder questions as clearly as possible in a respectful way
- answer phone calls promptly during normal office hours
- reply to email correspondence within 5 working days of receipt, or if we cannot answer within that time, we will send you an acknowledgment and let you know when to expect a reply .
- refer any enquiries that are the responsibility of other organisations (e.g. regulation) to those other organisations within 5 business days and notify the person who enquired.
- consult widely when developing policy to make sure the views of all stakeholders are considered, and
- provide reasonable time for receiving comments on proposals.

4. Contact us

The NatHERS Administrator can be contacted at admin@nathers.gov.au for any questions or concerns.

5. Commitments

The NatHERS Administrator has committed to a number of agreements and meetings, and will make every reasonable effort to meet these obligations.

Commitment	Details	Timing	Audience
Quarterly meetings with AAO's and software providers	Meetings held by teleconference, date to be set at least one month in advance, agenda circulated at least one week before meeting, minutes to be provided to meeting participants within two weeks for comment and endorsement	Quarterly in June, October, January and April	AAOs and Software Providers
AAO Protocol	This protocol outlines the requirements for new and existing NatHERS AAOs and formalises the NatHERS Administrator and AAO relationship.	Ongoing	AAOs
Software Protocol	This protocol outlines the requirements for new and existing NatHERS Software Providers and formalises the NatHERS Administrator and Software Provider relationship.	Updated protocol under development	Software Providers

6. NatHERS calendar of events and communications activities for 2016/17

Date	Activity	Description	Audience
18 and 20 July 2016	AAO and Software Providers Quarterly meetings	Quarterly meetings with AAO's and Software Providers ensure a regular open dialogue and provide a space to raise emerging issues.	AAOs and Software Providers
August 2016	NatHERS Certificate Video	Video available on NatHERS.gov.au and youtube explaining the NatHERS certificate in detail.	Broad
September 2016	Technical Advisory Committee (TAC) – quarterly	The NatHERS TAC is an advisory body made up of technical experts from relevant industry and research institutions. It provides expert guidance on technical issues concerning the maintenance and development of NatHERS Accredited Software tools.	Energy Efficiency Advisory Team, CSIRO, Software Developers, Academic researchers, AAOs, Peak Bodies
September 2016	Energy Efficiency Advisory Team (EEAT) – Teleconference	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS
September 2016	Content for Departmental website to be updated	Current information on the Departmental website is correct but lacks detail about NatHERS. New content will be developed and made available.	All
October 2016	AAO and Software Providers Quarterly meetings	Quarterly meetings with AAO's and Software Providers ensure a regular open dialogue and provide a space to raise emerging issues.	AAOs and Software Providers
October 2016	Energy Efficiency Advisory Team (EEAT)	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS
October 2016	Factsheet – Certifiers guide to the NatHERS Universal Certificate	Currently under development – this fact sheet will explain in detail how the NatHERS Universal Certificate can be helpful to building certifiers and surveyors.	Building Certifiers and surveyors
November 2016	Factsheet - NatHERS overview – design principles	New fact sheet to explain in simple terms the basic design principles that can be used to improve star ratings.	All

Date	Activity	Description	Audience
November 2016	NatHERS Star newsletter	Third edition of the NatHERS Star. Subscribe here	All
December 2016	Technical Advisory Committee (TAC) – quarterly	The NatHERS TAC is an advisory body made up of technical experts from relevant industry and research institutions. It provides expert guidance on technical issues concerning the maintenance and development of NatHERS Accredited Software tools.	Energy Efficiency Advisory Team, CSIRO, Software Developers, Academic researchers, AAOs, Peak Bodies
December 2016	Energy Efficiency Advisory Team (EEAT) - Teleconference	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS
December 2016	Annual Report	An annual report will be produced each year to provide a brief overview of what NatHERS has achieved in the past year against pre-agreed key performance indicators.	All
January 2017	AAO and Software Providers Quarterly meetings	Quarterly meetings with AAO's and Software Providers ensure a regular open dialogue and provide a space to raise emerging issues.	AAOs and Software Providers
January 2017	Factsheet - How ratings are calculated	New fact sheet detailing the factors involved in calculating star ratings.	All
February 2017	Energy Efficiency Advisory Team (EEAT)	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS.
March 2017	Technical Advisory Committee (TAC) – quarterly	The NatHERS TAC is an advisory body made up of technical experts from relevant industry and research institutions. It provides expert guidance on technical issues concerning the maintenance and development of NatHERS Accredited Software tools.	Energy Efficiency Advisory Team, CSIRO, Software Developers, Academic researchers, AAOs, Peak Bodies
March 2017	Factsheet - What is an area correction factor?	New fact sheet explaining the area correction factor that impacts ratings for houses of different sizes.	Assessors
April 2017	AAO and Software Providers Quarterly meetings	Quarterly meetings with AAO's and Software Providers ensure a regular open dialogue and provide a space to raise emerging issues.	AAOs and Software Providers
April 2017	Energy Efficiency Advisory Team (EEAT) – Face to Face	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS.
May 2017	Stakeholder workshop	The annual NatHERS stakeholder workshop, or update, is a regular chance for the NatHERS Administrator to provide updates on the previous year, and provide an opportunity for stakeholders to raise concerns and feed into future NatHERS planning.	TAC members, Software Providers, Assessors, AAOs, Building Industry Associations, Peak Bodies, CSIRO, ABCB
May 2017	Factsheet - How do star bands work?	New fact sheet explaining how star bands work	All

Date	Activity	Description	Audience
May 2017	NatHERS Star newsletter	Fourth edition of the NatHERS Star. Subscribe here	All
June 2017	Technical Advisory Committee (TAC) – quarterly	The NatHERS TAC is an advisory body made up of technical experts from relevant industry and research institutions. It provides expert guidance on technical issues concerning the maintenance and development of NatHERS Accredited Software tools.	Energy Efficiency Advisory Team, CSIRO, Software Developers, Academic researchers, AAOs, Peak Bodies
June 2017	Energy Efficiency Advisory Team (EEAT) - teleconference	EEAT is the COAG Committee responsible for government policy regarding NATHERS and appliances. EEAT-NatHERS is the Steering Committee for NatHERS.	State jurisdictions with responsibility for NatHERS.
TBA	Policy Advisory Committee (PAC) – quarterly	The NatHERS PAC has not yet been formed, however the intention is for the PAC to provide a mechanism for stakeholders to discuss the NatHERS policy issues, as distinct from technical issues considered by TAC.	TBA
TBA	Assessor Roadshow	An opportunity to directly engage with interested assessors, provide an opportunity for assessors to raise their concerns and provide master classes in assessments.	Assessors
TBA	User guide	The NatHERS user guide is currently under development. It is designed to be a resource for assessors when undertaking assessments in any software.	Assessors
TBA	Factsheet - Process explanation for product manufacturers	Potential new fact sheet explaining the process of having new product information added to the NatHERS software	Product manufacturers/ importers
TBA	Factsheet - Overview factsheet for builders	Potential new fact sheet detailing the details NatHERS that impact buildings for builders	Builders
Ongoing	NatHERS Website	The NatHERS website currently attracts about 100 to 150 sessions a day and provides a wide variety of content about the Scheme for a variety of stakeholders.	All
Ongoing	Departmental Website	The Departmental website includes content about many programs undertaken by the department, including NatHERS, and attracts a large number of visitors.	All
Ongoing	Technical Notes	The technical notes provide advice on the undertaking of assessments.	Assessors

Please note all dates are indicative only and are subject to change