



Nationwide House Energy Rating Scheme Strategic Plan 2018-2022

Context

This Strategic Plan was developed by the NatHERS Steering Committee in consultation with the NatHERS Stakeholder Consultative Group.

This Plan pursues four Strategic Goals to improve the Scheme, which were developed following an independent NatHERS Governance and Operational Review.

The Strategic Goals have been broken down into Priorities and annual Activities to form the basis of a forward work program for NatHERS. The numbering of the Priorities and Activities provide line-of-sight back to the relevant Strategic Goal and the Activities will be subject to annual resourcing and prioritisation decisions.

Vision

Australian homes have best practice energy performance.

Purpose

Provide building energy performance ratings and information to improve Australian homes.

Values

Impartial, Committed to service, Accountable, Respectful and Ethical.

Objectives

Accurate and useful energy ratings and information is provided, using appropriate tools	Reliable and consistent energy ratings and information is delivered, using skilled assessors	The community and building industry are engaged and supported to obtain and use ratings and information, through clear processes and communications	Government policy and regulation is informed and supported by the Scheme
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Strategic Goals

1. Simplify processes to reduce administration and compliance costs
2. Strengthen links with building energy policy and regulations
3. Use data to inform and support administration and building energy policy
4. Connect with industry and the community to improve energy performance

Strategic Performance Indicators

Measure 1	Increase in the percentage of homes using NatHERS ratings
Measure 2	Increase in the percentage of homes exceeding minimum requirements
Measure 3	Increase in positive feedback from stakeholders about NatHERS
Measure 4	No breaches of NatHERS Protocols and Processes

Priorities

	Accurate ratings	Consistent ratings	Engaged Communities	Support Policy & Regulation
1. Simplify processes to reduce administration and compliance costs				
1.1. Implement structural improvements to NatHERS	●	●	●	●
1.2. Deliver efficient and effective accreditation of software and assessors	●	●		
1.3. Deliver efficient and effective NatHERS processes			●	●
2. Strengthen links with building energy policy and regulations				
2.1. Support, and advocate for, policy changes that strengthen Scheme objectives				●
2.2. Improve the ability to implement and comply with building energy regulations			●	●
2.3. Align with, and support, other residential building policy initiatives as appropriate			●	●
3. Use data to inform and support administration and building energy policy				
3.1. Ensure NatHERS data and information is available and maintained	●			●
3.2. Measure and report on NatHERS and Australian building performance	●		●	●
4. Connect with industry and the community to improve energy performance				
4.1. Raise awareness and promote the use of NatHERS, and related policies			●	●
4.2. Deliver information about how to improve energy performance			●	●

Activities

S = NatHERS Steering Committee;
A = Assessor Accrediting Organisations;

N = NatHERS Administrator;
P = Software Providers

C = CSIRO;

	Responsibility	2018-2019	2019-2020	2020-2021	2021-2022
1.1. Implement structural improvements to NatHERS					
1.1.1. Improve clarity of delegations, roles, responsibilities and accountabilities of all stakeholders	S	●			
1.1.2. Develop and implement a sustainable administration funding model with maximum cost recovery	S	●	●		
1.1.3. Develop and implement a system-wide audit mechanism	N		●		
1.1.4. Investigate and implement upgrades to the Benchmark Tool to streamline administration processes	N/C	●	●	●	
1.2. Deliver efficient and effective accreditation of software and assessors					
1.2.1. Improve, strengthen and manage the Software Accreditation Process	N	●	●	●	●
1.2.2. Implement software updates along with other bug fixes and minor changes	N/C/P	●	●	●	●
1.2.3. Implement an education and compliance strategy to improve assessor capability	N/A/C			●	●
1.2.4. Implement improvements to Assessor Certificate IV and continuing professional development requirements	N/A	●	●		
1.3. Deliver efficient and effective NatHERS processes					
1.3.1. Establish, streamline and maintain administrative and operational processes	N	●	●	●	●
1.3.2. Clearly communicate processes and requirements	N/C/P	●	●	●	●
2.1. Support, and advocate for, policy changes that strengthen Scheme objectives					
2.1.1. Facilitate and contribute to building energy performance research to ensure reliability and rigour of the Scheme	N/C	●	●	●	●
2.1.2. Review the case for national assessor accreditation, or the use of a central national standard or system for assessors	N/S			●	
2.1.3. Advocate for consistency of outcomes between NatHERS and other National Construction Code compliance pathways	N/S		●		

	Responsibility	2018-2019	2019-2020	2020-2021	2021-2022
2.2. Improve the ability to implement and comply with building energy regulations					
2.2.1. Provide building energy performance data and information to the public and Australian Building Codes Board	N/C	●	●	●	●
2.2.2. Undertake research and software updates as required to support the National Construction Code	C	●	●	●	
2.2.3. Engage with building regulators and certifiers on how NatHERS can better support as-built compliance	S	●	●		
2.3. Align with, and support, other residential building policy initiatives as appropriate					
2.3.1. Engage with other policy processes and initiatives to identify opportunities	N	●	●	●	●
2.3.2. Provide information and data to jurisdictions and the community to inform research, policy development and decision-making	N	●	●		
2.3.3. Prepare, as appropriate, to implement changes to support other building policy initiatives, such as whole-of-house approaches	N/C	●		●	●
3.1. Ensure NatHERS data and information is available and maintained					
3.1.1. Establish agreements with key stakeholders for timely access to data and information	N/C	●			
3.1.2. Implement and maintain the NatHERS data dashboard	C	●	●	●	●
3.2. Measure and report on NatHERS and Australian building performance					
3.2.1. Undertake annual reporting of outcomes against key performance indicators (KPIs)	N	●	●	●	●
3.2.2. Undertake annual reporting of Australian building performance based on NatHERS data	N/C	●	●	●	●
4.1. Raise awareness and promote the use of NatHERS, and related policies					
4.1.1. Develop and implement a communication strategy for NatHERS	N			●	●
4.1.2. Develop and promote NatHERS communication resources	N	●	●	●	●
4.2. Deliver information about how to improve energy performance					
4.2.1. Engage with stakeholders to encourage higher energy performance	N/C	●	●	●	●