



# Nationwide House Energy Rating Scheme for Existing Homes

## Delivery Model

Version 1.0 March 2025

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### Acknowledgement of Country

We acknowledge the Traditional Owners of Country throughout Australia and recognise their continuing connection to land, waters and culture. We pay our respects to their Elders past and present.

**This document contains references to documents that have not yet been agreed by NatHERS governance committees or published by the NatHERS Administrator. Following agreement from NatHERS committees and the official launch of NatHERS for existing homes, this document will be updated to include hyperlinks to these documents.**

# Snapshot

The Nationwide House Energy Rating Scheme (NatHERS) for existing homes aims to:

- Improve the energy performance of existing homes and support informed household choices, by improving access to information on the energy performance of homes.
- Reduce greenhouse gas emissions from energy use over the lifetime of homes, contributing to the Australian Government's commitments to reduce emissions to 43% below 2005 levels by 2030 and reach net-zero emissions by 2050.
- Improve health, comfort and resilience of households.
- Reduce energy use, energy bills and the running costs of homes.
- Reduce pressures on the energy system.

## NatHERS for existing homes assessments and ratings

NatHERS ratings of existing homes require accredited assessors to enter homes to collect data to put into a NatHERS energy rating tool to produce a certificate and rating.

Households will be able to receive a Home Energy Rating Certificate including a NatHERS thermal performance 'Star Rating' out of 10 and a Whole of Home rating ('Home Energy Rating') out of 100 for their home by engaging an accredited assessor. The rating will be based on the home's energy performance, factoring in features like insulation, heating and cooling systems, window orientation, on-site energy generation and storage, and other relevant features. The assessment will include upgrade advice to empower households to take action to improve the energy performance of their home.

Market enablement and consumer participation will be supported through targeted information to encourage industry, delivery partners and households to engage in energy assessments and upgrades.

## Delivery model

The delivery model for NatHERS for existing homes uses a procurement and licensing approach. It has been informed by reviews of NatHERS as well as the need for a standardised approach to support energy performance disclosure, the delivery model for NatHERS assessments of new homes, feedback from stakeholders, learnings from the Residential Efficiency Scorecard (Scorecard) program, and the 30 years' experience of administering and expanding NatHERS for new homes. It provides strong compliance and streamlines software accreditation.

Broadly the delivery model includes:

1. **Assessor services:** The model ensures that assessor services are underpinned by strong risk management and controls through direct contractual arrangements between the NatHERS Administrator and third parties to deliver assessor training, accreditation services and audit processes.
2. **Software tools and processes:** Under the model there is a single energy rating calculation tool, CSIRO's cloud based online calculation engine (AccuRate Enterprise (existing homes mode)) that

calculates ratings and generates certificates. It allows for the integration of multiple third-party user interface tools for data collection to meet different user needs.

This model is designed to provide reliable, consistent and comparable ratings for existing homes while reducing administrative complexity and managing risk.

The model differs from the current NatHERS delivery model so that the expansion is supported through a more active role of the NatHERS Administrator. While NatHERS for new homes is essentially industry self-regulated and funded, the existing homes model proposes greater administrative controls, providing more certainty for delivering tools to the market and allowing for action to be taken on assessors to address issues as they arise. This is particularly important noting the move from desktop assessments to dealing directly with households, but may result in higher administrative costs, until there is a fully fledged disclosure market, possibly supported by cost recovery.

The NatHERS delivery model for existing homes, represents a critical step towards enhancing energy efficiency in Australia's housing stock. By empowering choice for households with better data, clearer pathways for improvement and integration with national climate goals, the scheme will make a tangible difference to reduce emissions, lower energy costs and improve health and comfort across the nation's housing stock.

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# Introduction

The Nationwide House Energy Rating Scheme (NatHERS) supports the efforts of all Australian governments to improve the energy performance of homes, lower greenhouse gas emissions, improve the health, comfort and resilience of households, reduce energy costs and lower pressures on the energy system. NatHERS is a framework that provides a standardised approach to rating the energy performance of a home based on its design, materials and construction, and also takes into account fixed appliances and on-site energy generation and storage.

For expansion to existing homes, NatHERS ratings require assessors to enter homes, collect on-site data, input it into an energy rating tool and generate a Home Energy Rating Certificate. This is a shift from the current desktop-based assessment model for new homes, necessitating a new delivery model for existing homes.

## 1.1 About this document

This document outlines the delivery model for energy performance ratings and assessments for existing homes under NatHERS.

The delivery model includes details on how key elements of NatHERS for existing homes are delivered, including:

- NatHERS for existing homes governance and administration
- Communication including the Home Energy Rating Certificate and upgrade advice
- Assessor services and assessor training, accreditation and quality assurance
- Energy rating tools.

For information on how NatHERS is delivered for new and existing homes visit the NatHERS website.

## 1.2 Background

NatHERS was established in 1993 by the Australian and New Zealand Minerals and Energy Council (later the Ministerial Council on Energy) to provide a standardised approach to rating the thermal performance of Australian homes. Since then, NatHERS has been overseen by different ministerial groups.

In November 2019, Energy Ministers agreed the [Addendum to the Trajectory for Low Energy Buildings – Existing Buildings](#). The Trajectory Addendum is the second stage of the national plan for a trajectory towards zero energy (and carbon) ready buildings for Australia. It provides a suite of initiatives to improve the energy efficiency of existing buildings in Australia.

In the 2023-24 Budget, the Australian Government committed \$36.7 million over 4 years for a range of enabling work in energy efficiency. This funding supports the expansion of NatHERS to provide energy ratings for existing homes.

The establishment of NatHERS for existing homes provides the opportunity for simple and comparable ratings for all homes in Australia and assists in providing the key foundations for state and territory home energy rating disclosure schemes.

The 2021 draft [National Framework for Disclosure of Residential Energy Efficiency Information](#) committed to use NatHERS as the underpinning rating and assessment method for the disclosure of energy ratings for single dwellings. This approach was subsequently agreed in Version 1 of the [Home Energy Rating Disclosure Framework](#) (the Disclosure Framework), published in July 2024 by the Energy and Climate Change Ministerial Council (ECMC).

For apartment buildings, the [Disclosure Framework Version 2](#) (released in December 2024) states that NatHERS would be the rating and assessment method used for the disclosure of energy ratings for individual apartments. The NatHERS ratings would be complemented with the National Australian Built Environment Rating System (NABERS) ratings to account for the energy performance of apartment base building common areas.

[Public consultation](#) on the delivery model for NatHERS for existing homes was undertaken throughout August 2024. The feedback received has informed the final design of the delivery model.

## Opportunity

There is a significant opportunity to upgrade the performance of Australia's housing stock. Most Australian homes were built without consideration of local climate, and before the introduction of minimum energy performance requirements.

Residential buildings are responsible for approximately a quarter of electricity use and more than 10% of greenhouse gas emissions in Australia. Homes with poor thermal performance and inefficient appliances need excessive heating and cooling, leading to higher energy use and increased costs to maintain a comfortable, healthy temperature.

The average existing home in Australia has an estimated NatHERS thermal performance rating of less than 3 out of 10 stars (P Rajagopalan, et al, 2023). Improving a home from a 3-star to a 5-star rating could reduce the amount of energy needed for heating and cooling by around 40%. (Australian Government Department of Climate Change, Energy, the Environment and Water's [NatHERS 2022 Starbands](#)).

Research by Climateworks Centre ([Climate-ready homes: Building the case for a renovation wave in Australia, 2023](#)) found that thermal upgrades combined with appliance electrification and solar PV, could save households \$1,690 to \$2,002 annually. This represents a 43–51% reduction in energy bills and cuts carbon emissions by up to 2.3 tonnes per home annually.

NatHERS ratings for existing homes will help Australian households better understand their home's energy performance, identify cost-effective upgrades to improve the comfort of their home and reduce their energy bills, while making a meaningful contribution to Australia's national emissions reduction target.



NatHERS ratings also enable and support:

- Disclosure, both voluntary and mandatory, of home energy ratings and key property information, at critical decision-making moments.
- Households to find savings opportunities and understand the benefits of energy performance upgrades.
- Financial products to accelerate investment in upgrades for homes, incentivising banks to lend more capital to Australians to make their homes more energy efficient and helping these loans to be verified as green investments.
- Targeted grant programs to support households without the means to upgrade their homes.
- The provision of high-quality end-user data for consumers, industry and government to inform the targeted improvement energy performance of homes, and measurement of property upgrades over time.
- Other building standards, such as minimum rental standards, by providing a verified single source of information on the construction, appliances and other features of the property.

## 1.3 Design principles

NatHERS for existing homes has been informed by a set of design principles that aim to address the unique challenges of rating existing homes. These principles have been established through targeted and public consultation. The design principles are intended to provide consistent guidance for decision-making for NatHERS for existing homes.

### NatHERS for existing homes design principles

- **Support program objectives**
- **Fit for purpose** – assessments and ratings will be used for a range of purposes and programs, including (but not limited to):
  - incentivising energy performance upgrades through mandatory home energy rating disclosure schemes
  - helping Australian households better understand their home’s energy performance
  - providing high-quality aggregated data for industry and governments
  - enabling financial products, incentives, subsidies and grants for energy performance upgrades
  - supporting other standards such as minimum rental standards.

*Where there is a conflict between these uses, designing for mandatory disclosure programs takes precedence.*

- **Assessments, certificates and ratings are:**
  - consistent and comparable – between new and existing homes
  - accurate – assumptions underpinning assessments and ratings are based on the best available science and represent average occupant behaviour

- reliable – carried out by trained and accredited assessors, repeatable between assessors, supported by robust assurance and accreditation processes
- tested – across climate zones and house types
- clear and actionable – should provide understandable and useful information.
- **Assessments and tools are simple to use and cost effective:**
  - limiting tool data inputs – the number of required data inputs should be limited to the minimum possible to ensure a reliable rating, and useful upgrade advice and streamlined re-rating following upgrades.
  - simplifying on-site data collection – minimise on-site time and requirements for assessors, with consideration of whether steps can be supported by evidence for audit purposes.
- **Avoid unintended outcomes** – avoid settings that would allow for manipulation or conflict with the program objectives, e.g. avoiding overly generous defaults or incentivising inefficient upgrades.
- **Support equity, accessibility and scalability** – options must demonstrate the potential to be deployed at scale, including delivery to regional and remote areas and accessibility to diverse communities (including culturally and linguistically diverse (CALD) people, people with disabilities and other groups).
- **Risk-informed** – options should be informed by risk assessment and risks mitigated where possible.
- **Timely** – assessments will be tested and available in the market by mid-2025, at least as a minimum viable product, with additional features appropriately scheduled for future updates.
- **Efficient and sustainable administration** – design decisions must enable cost-effective resourcing, a sustainable funding model and robust and effective governance and administration for governments and delivery partners.

# Delivery model

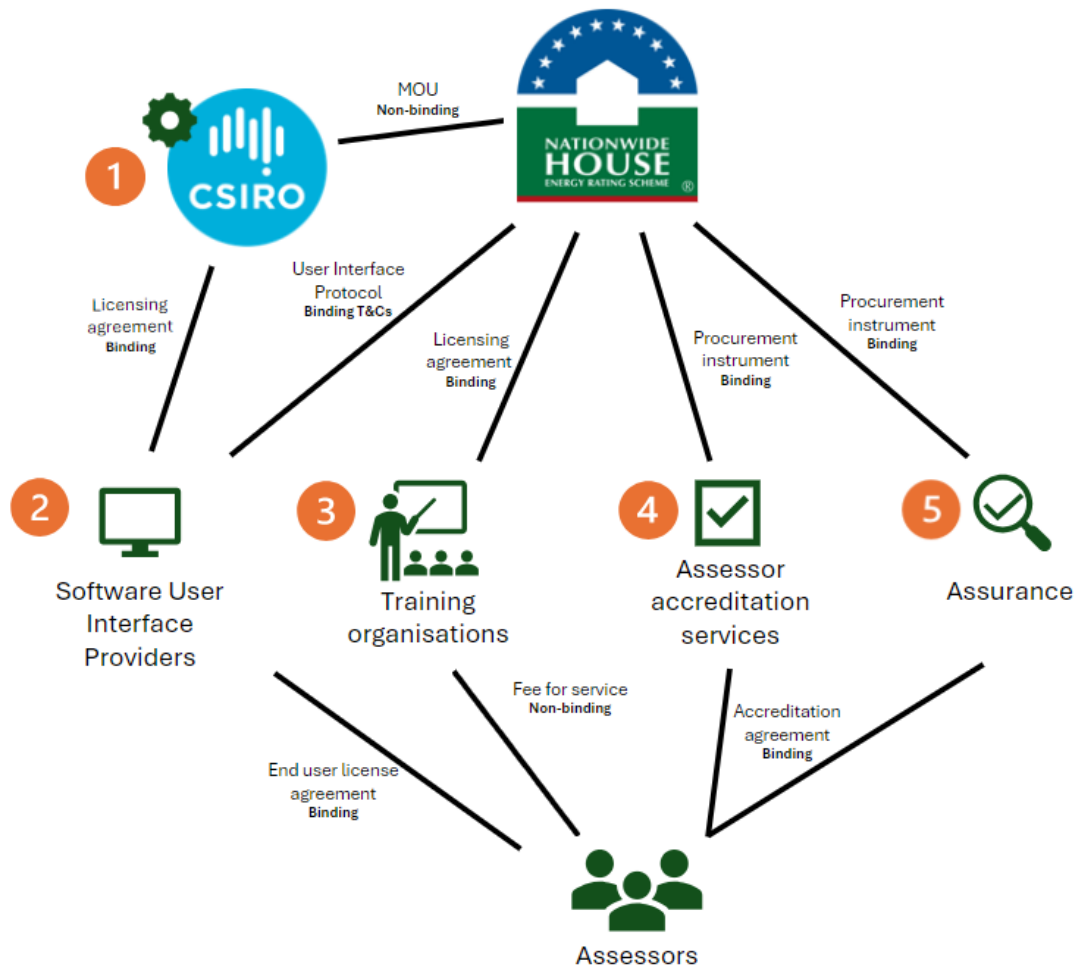
The delivery model for NatHERS for existing homes uses a procurement and licensing approach. It has been informed by the need for a standardised approach to support energy performance disclosure, feedback from stakeholders and the experience of implementing updates to NatHERS for new homes. The delivery model provides the administrative and governance arrangements to ensure NatHERS can continue to deliver reliable, consistent and comparable ratings for existing homes while reducing administrative complexity and managing risk.

Under the model there is a single energy rating calculation tool, CSIRO's cloud based online calculation engine (AccuRate Enterprise (existing homes mode)) that calculates ratings and generates certificates. It allows for the integration of multiple third-party user interface tools for data collection to meet different user needs.

Figure 1 shows the key elements of the delivery model and the governance arrangements between the key delivery partners for NatHERS for existing homes.

- **Element 1** shows the NatHERS Administrator works closely with the CSIRO to manage the NatHERS for existing homes benchmark tool (AccuRate Enterprise (existing homes mode)).
- **Element 2** shows the streamlined software accreditation process – only user interface tools drawing on CSIRO's cloud based online calculation engine are accredited. User interface tool providers need to meet the requirements of a User Interface Protocol with the NatHERS Administrator, which includes entering into binding terms and conditions. They also have a binding licensing agreement with CSIRO and a binding end-user license agreement with assessors.
- **Element 3** shows that assessor training is provided through a direct contractual arrangement with registered training organisations. Training organisations will have a binding licensing agreement with the NatHERS Administrator along with a non-binding fee-for-service arrangement with assessors.
- **Element 4** shows that assessor accreditation is provided through strengthened contractual arrangements. Assessor accreditation service providers enter into a binding contract with the NatHERS Administrator and a binding accreditation agreement with assessors.
- **Element 5** shows that quality assurance of assessments is provided by experts with no conflict of interest through strong contractual arrangements. Assurance providers have a binding contract with the NatHERS Administrator.

Figure 1: Delivery model arrangements for NatHERS for existing homes



In addition to the key components outlined in Figure 1, the delivery model includes the following requirements.

- A requirement that all assessors conducting NatHERS for existing homes assessments and producing Home Energy Rating Certificates are accredited.
- A requirement for an accredited user interface tool to have functionality to collect photographic evidence to support an assessment.

## 2.1 Governance and Administration

### Objectives

The objectives of NatHERS for existing homes are to:

- Improve the energy performance of homes and support informed household choices, by improving access to information on the energy performance of homes.
- Reduce greenhouse gas emissions from energy use over the lifetime of homes, contributing to the Australian Government’s commitments to reduce emissions to 43% below 2005 levels by 2030 and reach net-zero emissions by 2050.
- Improve health, comfort and resilience of households.

- Reduce energy use and energy bills running costs of homes.
- Reduce pressures on the energy system.

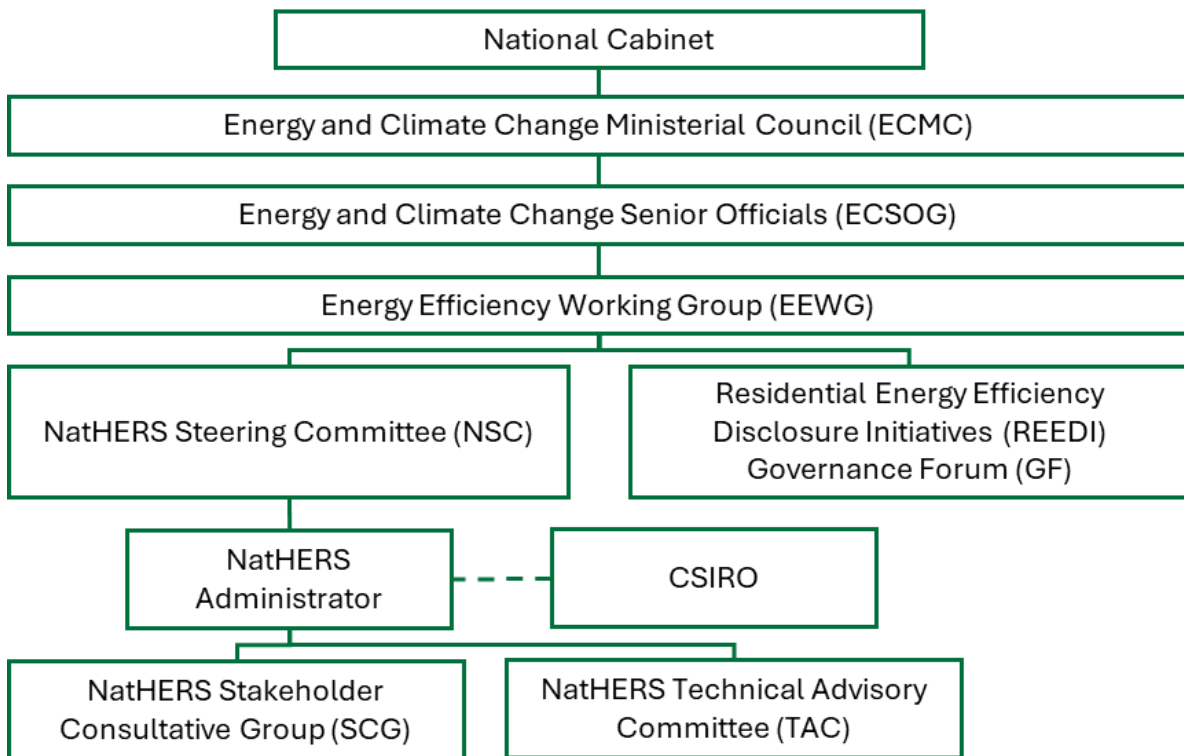
The overarching objectives of the NatHERS for both new and existing homes are outlined in the NatHERS Strategic Plan 2025-28.

### Governance arrangements

NatHERS is administered by the Australian Government on behalf of state and territory governments. It is overseen by the Energy Efficiency Working Group (EEWG) which reports through to the ECMC.

The current governance arrangements for NatHERS for existing homes are outlined in Figure 2. A review of these governance arrangements will take place following the launch of NatHERS for existing homes, to ensure that they are appropriate for the differing stakeholders and complexities of assessments of existing homes.

**Figure 2: NatHERS governance structure**



### Administration

The NatHERS Administrator, acting on behalf of all states and territories, is responsible for the day-to-day operations of NatHERS. The primary functions of the NatHERS Administrator for existing homes are:

- administering NatHERS for existing homes, including management of AccuRate Enterprise (existing homes mode)
- overseeing assessor services, including assessor training, accreditation and quality assurance
- accrediting third-party user interfaces tools
- delivering communications.

## 2.2 Communication

NatHERS for existing homes represents an opportunity for Australian households to engage directly with the energy performance of their home as well as an opportunity for the private sector to participate in new and emerging markets. Market enablement and consumer participation is supported through targeted information to encourage industry, delivery partners and households to engage in energy assessments and upgrades.

In addition, the NatHERS Administrator regularly communicates with delivery partners and a diverse range of industry stakeholders. Communication channels include the NatHERS website, biannual e-newsletters and news updates throughout the year. Information about NatHERS is also communicated through social media, fact sheets, the NatHERS handbooks, targeted email correspondence to delivery partners and industry, email responses to public requests, research papers, conferences, presentations and journal articles.

Time sensitive information is communicated via the NatHERS website ([nathers.gov.au](http://nathers.gov.au)), which hosts an array of resources for industry and government stakeholders, builders, assessors and homeowners.

Ongoing engagement with key stakeholders is ensured through regular meetings of both the Technical Advisory Committee (TAC) and the Stakeholder Consultative Group (SCG).

### **Home energy rating certificate and upgrade advice**

NatHERS assessments for existing homes produce a Home Energy Rating Certificate (the Certificate). The Certificate is different to the NatHERS Certificate for new homes which supports compliance with the National Construction Code (NCC) energy efficiency requirements. The Certificate for existing homes supports household choices by improving access to information on the energy performance of homes.

The Certificate provides two ratings: a NatHERS Whole of Home rating ('Home Energy Rating') and a NatHERS thermal performance 'Star Rating'. These ratings use the same metrics and calculations as the ratings for NatHERS new home assessments, however, the Whole of Home rating has been rebranded as a 'Home Energy Rating' to better meet consumer communication needs and to underpin Disclosure. Consistent ratings across new and existing homes ensures reduced confusion in the market and enables homeowners, buyers and tenants to better compare, value and act on improving the energy performance of homes.

Upgrade advice is provided as a second page to the Certificate, to empower households to take actions that will reduce their home's energy use, bills and emissions, improve their home's comfort and health, and increase their home's resiliency to temperature extremes.

The Certificate and upgrade advice are designed to underpin residential energy performance programs, including the Disclosure Framework, and to provide a single source of verified information to support the Australian sustainable finance taxonomy.

In addition to the Certificate, online guidance information is available on the NatHERS website to support household understanding of the ratings and advice, and to help compare ratings between homes.

## Data

Active management of data for NatHERS for existing homes is critical for effective administration of the Scheme, to support disclosure of home energy ratings, and to underpin finance initiatives.

The [Australian Housing Data \(AHD\)](#) portal, managed by the CSIRO, captures and publishes data from NatHERS assessments, with data on NatHERS new home ratings collected since 2016. It contains several dashboards summarising the data to help with understanding of how Australia's housing stock is moving towards higher energy efficiency and lower emissions. Collecting and publishing NatHERS for existing homes data on the portal will help grow this resource.

## 2.3 Assessor services

### Assessor skills and training

To extend NatHERS to existing homes, NatHERS assessment requirements have been tailored for different markets and conditions. These differing modes of assessment entail customised training, accreditation and quality assurance standards.

NatHERS assessors for existing homes are required to have the skills and knowledge needed to undertake existing home assessments to a high standard. To be accredited, assessors must provide evidence to demonstrate they have completed the minimum training requirements for NatHERS for existing homes. The requirement has been set as successful completion of:

- The relevant 7 units of competency from the Certificate IV in Home Energy Efficiency and Sustainability.
- An 8th unit specific to NatHERS for existing homes.
- Training in at least one NatHERS software tool accredited for assessments of existing homes.

The 8 units, listed below, target a broad audience and were agreed by all Australian governments in 2022, following consultation with an expert advisory group comprising Registered Training Organisations (RTO), Assessor Accrediting Organisations (AAO), Scorecard administrators, Scorecard tool trainers, NatHERS assessors, Scorecard assessors and Australian and state and territory governments.

The 8 units are:

- CPPCOM4001 – Manages own work, professional development and ethical behaviour
- CPPHES4001 – Research and assess impact of building elements on thermal performance of residential buildings
- CPPCOM4002 – Implement safe work practices in the property industry
- CPPHES4002 – Advise clients on thermal performance of residential buildings
- CPPHES4005 – Assess household energy use and efficiency improvements
- CPPHES4007 – Assess thermal performance of existing buildings
- CPPHES4009 – Promote adoption of home sustainability practices
- Conduct NatHERS assessments for existing homes.

### **Training Service Providers**

Training for the 8 units required for NatHERS for existing homes assessors is delivered by Registered Training Organisations, who operate under contract with the NatHERS Administrator. They are responsible for delivering the NatHERS for existing homes training package to ensure that assessors have the required skills and knowledge to effectively undertake energy performance assessments of existing homes.

### **Technical and Guidance Note**

The Technical Note sets out the requirements that must be followed when conducting a NatHERS for Existing Homes assessment. Adherence to the Technical Note ensures that assessments are consistent and can be audited for assurance purposes.

The NatHERS Assessor Guidance Notes, developed by the NatHERS Administrator with industry experts, support assessors to navigate the assessment process. They outline mandatory and recommended steps, offering general guidance regardless of which assessment tool is used. The Guidance Notes support the Technical Note.

### **Assessor accreditation**

Energy performance assessments of existing homes can be complicated and include workplace health and safety considerations. It is essential those involved in conducting an assessment have demonstrated their ability to complete an assessment accurately, safely and ethically.

All assessors for existing homes must be accredited, regardless of whether they are collecting data on-site, completing off-site modelling or both. This means no unaccredited person can undertake any part of the assessment process.

To become accredited, assessors must complete minimum training requirements, have appropriate risk management controls in place, and demonstrate they are a fit and proper person. Accredited assessors are provided a NatHERS Assessor Identity Card to assist them to verify their identity to householders and clients.

To remain accredited, assessors must comply with the NatHERS for Existing Homes Assessor Code of Practice, including quality assurance processes, and not have an unacceptable record of poor performance or conduct.

The NatHERS for Existing Homes Assessor Accreditation Requirements outline the minimum requirements that must be met by assessors prior to gaining accreditation and to maintain accreditation.

### **Assessor Accreditation Service Providers**

Accreditation of assessors is managed by third-party accreditation service providers who operate under contract with the NatHERS Administrator. They are accountable to the NatHERS Administrator through annual reporting and audit processes.

Assessor accreditation service providers must maintain high standards of service. In addition to ensuring assessors meet all requirements for accreditation, assessor accreditation service providers support assessor learning and development through delivery of Continuing Professional



Development activities and helpdesk support, and have responsibilities for communication with assessors, managing complaints and customer feedback.

### **Quality assurance and audit services**

Impartial and thorough quality assurance ensures householders can be confident in their NatHERS rating, that assessors are appropriately supported to improve knowledge and skill gaps, and that non-compliance can be identified and addressed.

The Assurance Strategy outlines the NatHERS Administrator's approach to managing the risk of error, non-compliance, fraud, and other misconduct in the delivery of NatHERS energy ratings for existing homes. Software Providers, Assessor Accreditation Service Providers, and Independent Auditors are required to deliver services in accordance with agreed performance and service standards and are accountable to the NatHERS Administrator through reporting and audit processes.

Audits of existing homes assessments are undertaken by independent experts procured by the NatHERS Administrator. This ensures direct control over the quality, volume and consistency of audit processes, and allows the effective management of potential conflicts of interest.

To ensure assessments are accurate and energy performance ratings are verifiable, assessors are required to collect evidence of assessment inputs, particularly where the input has a significant impact on the energy performance rating. The Assessor Code of Practice requires assessors to comply with stringent requirements in relation to the collection, use and sharing of personal or sensitive information. Assessors are also required to obtain householder privacy consent for every assessment, including to enable the sharing of information for quality assurance purposes. An evidence collection and storage policy will establish how evidence will be safely and securely collected and stored.

The Assessor Accreditation Service Provider is responsible for ensuring assessors complete recommended performance improvement actions identified from audit and quality assurance, and for taking risk-based action (which may include suspending or terminating accreditation) if assessors fail to complete them.

NatHERS assessments for existing homes are not supported by Commonwealth legislation, which means the NatHERS Administrator does not have formal compliance powers such as investigations, penalties or injunctions.

## **2.4 Software tools**

### **Existing homes Benchmark Tool**

The Benchmark Tool is AccuRate Enterprise (existing homes mode). The tool was developed by CSIRO in consultation with NatHERS stakeholders and funded by Australian governments. It is a cloud-based tool, managed by the CSIRO, to generate ratings and uses the Chenath calculation engine to calculate energy loads in residential buildings. It allows third-part tool developers to perform calculations on a central server via the internet. CSIRO owns the intellectual property to both the Chenath engine and the AccuRate interface.

AccuRate Enterprise (existing homes mode) has been built using the same core software as the cloud-based AccuRate Enterprise (new homes mode). It uses the same science-backed thermal and

appliance energy modelling calculations as the new homes' mode. The existing homes mode includes some adjustments to assumptions and data fields to capture the differences with existing homes – recognising the differences in historical building practices and the challenges inherent with data collection in existing homes.

The NatHERS Administrator is responsible for overseeing updates to AccuRate Enterprise (existing homes mode) and working with the TAC to identify possible areas for improvement.

### **Software accreditation for existing homes**

Third-party tool developers can seek accreditation of user interface tools that connect to AccuRate Enterprise (existing homes mode). Under this model, all rating calculations, certificate and upgrade advice generation are undertaken by CSIRO managed cloud-based systems.

The User Interface Protocol (UI Protocol) is available for tool developers. It outlines the:

- mandatory inputs and outputs required to meet accreditation standards
- accuracy requirements and testing methods and materials
- terms and conditions including data and cyber security needing to be met.

The terms and conditions contained in the UI Protocol and related processes will help ensure the integrity of NatHERS and protect consumers. It includes items, such as the appropriate use of Home Energy Rating certificates, evidence collection rules, conditions on use of trademarks and logos, user access management controls and quality assurance and monitoring conditions.

User interfaces delivered via third parties support a range of benefits for NatHERS stakeholders including:

- supporting disclosure by creating a centralised platform for home ratings across Australia
- ensuring the latest science or policy settings can be incorporated into the tool efficiently
- enhancing data provision to end users such as financial institutions or government grant programs
- facilitating market innovation to develop new data collection methods and offer enhanced client services for modelling.

# Glossary

Term	Definition
Assessor Accrediting Organisation (AAO)	AAOs are the organisations, accredited by the NatHERS Administrator, that accredit NatHERS assessors for assessments of new homes.
Benchmark Tool	The NatHERS Benchmark Tool is the term given to the tool against which other NatHERS tools are assessed for accreditation, as defined in the Software Accreditation Protocol. The Benchmark Tool for new home assessments and ratings is AccuRate Home. The Benchmark Tool for existing homes assessments and ratings is AccuRate Enterprise (existing homes mode).
Data collection tools	A data collection tool is used by assessors on site to collect data for an assessment, this may include apps, or tools like laser measures and rulers.
Disclosure Framework	The Home Energy Ratings Disclosure Framework. The Disclosure Framework is a collaborative project of the Australian, state and territory governments. It delivers on the 2019 commitment by Australian Energy Ministers to establish a national framework for home energy ratings disclosure.
Energy and Climate Change Ministerial Council (ECMC)	The ECMC is a forum for the Australia, state and territory, and New Zealand governments to work together on priority issues of national significance and key reforms in the energy and climate change sectors. ECMC is chaired by the Australian Government Minister for Climate Change and Energy. The ECMC replaced the former Energy National Cabinet Reform Committee, which was preceded by the COAG Energy Council.
Energy Efficiency Working Group (EEWG)	EEWG reports through to the ECMC. The ECMC has delegated decision-making powers on NatHERS administrative matters and operational documents to the EEWG. The EEWG replaced the former Energy Efficiency Advisory Team (EEAT).
Energy rating tools	Energy rating tools are software tools used to interpret design or dwelling data to produce energy ratings and certificates. This includes both desktop and cloud-based tools and third-party accredited tools.
Energy performance	Energy performance includes: <ul style="list-style-type: none"> <li>energy efficiency – using less energy to do the same thing</li> <li>demand flexibility – varying when and how energy is used</li> <li>electrification or fuel switching – swapping to electricity-powered technologies or other cleaner sources of energy.</li> </ul>
Home Energy Rating Certificate	The Certificate that will be generated by NatHERS energy rating tools for an <b>existing home</b> assessment and rating.
NatHERS	Nationwide House Energy Rating Scheme
NatHERS Administrator	NatHERS is administered by the Australian Government on behalf of all states and territories. The role of NatHERS Administrator sits with the Australian Government DCCEE. The NatHERS Administrator reports to the NatHERS Steering Committee.
NatHERS Certificate	The certificate that is generated by NatHERS energy rating tools for a <b>new home</b> assessment and rating and primarily used to show compliance with the NCC.
NatHERS Steering Committee (NSC)	The NatHERS Steering Committee oversees NatHERS. The NatHERS Steering Committee provides strategic advice about NatHERS activities and makes

<b>Term</b>	<b>Definition</b>
	decisions in relation to NatHERS operational activities. The NatHERS Steering Committee consists of representatives from the Australian Government and all state and territory governments.
National Construction Code (NCC)	The National Construction Code is Australia’s primary set of technical design and construction provisions for buildings.
Residential Efficiency Scorecard	The Residential Efficiency Scorecard is funded by all Australian governments and delivered on their behalf by the Victorian Government. The program provides energy star ratings for existing homes based on the average energy cost to run a home over a year.
Software Accreditation Protocol (SAP)	All energy rating software tools used to produce NatHERS ratings for new home assessments must be accredited in accordance with the NatHERS SAP. The SAP outlines the requirements and processes for the accreditation of new software tools and for updates to new versions of previously accredited tools. This ensures that software tools meet standard requirements and produce consistent results when assessing and rating dwellings
Technical Advisory Committee (TAC)	The TAC provides expert advice to the NatHERS Steering Committee via the NatHERS Administrator about NatHERS software and modelling issues.
Tool	For this document, tool is defined as any tool used by an assessor to complete a rating, this includes data collection tools and energy rating tools.
Thermal performance rating	A thermal performance rating refers to the NatHERS star rating. The NatHERS star rating provides information about the thermal performance (heating and cooling needs) of a home. A star rating is out of 10 and considers a home’s design, orientation, construction materials, as well as the local climate.
Third-party tool developers	A party which is developing a tool or in the process of applying for accreditation under NatHERS.
User interface tools	<p>The user interface (UI) is the point of human-computer interaction and communication in a device.</p> <p>For this document, a user interface tool is a ‘front-end’ tool used to input data into the AccuRate Enterprise ‘back-end’ (existing homes mode) and will facilitate the way a person can collect and enter the data. Calculations to generate the ratings and certificates will be completed by AccuRate Enterprise (existing homes mode) and sent back to the UI.</p>
User Interface Protocol (UI)	All user interface tools used to produce NatHERS ratings will need to be accredited in accordance with the UI Protocol. The UI Protocol outlines the requirements and processes to ensure all user interface tools are consistent and trustworthy when assessing and rating dwellings.
Whole of Home rating	<p>The NatHERS Whole of Home rating assesses the energy requirements of a home, including:</p> <ul style="list-style-type: none"> <li>• hot water, heating and cooling systems</li> <li>• pool and spa equipment</li> <li>• lighting and plug in appliances</li> <li>• solar energy generated onsite and battery storage.</li> </ul> <p>The Whole of Home rating is out of 100. The Whole of Home rating has been rebranded as a Home Energy Rating under NatHERS for existing homes.</p>

## References

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