

Nationwide House Energy Rating Scheme

Service Charter



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 2017-18 communication and engagement 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 10 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 10 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	Description	Timing	Audience
Steering Committee	Energy Efficiency Advisory Team (EEAT)-NatHERS is the Steering Committee for NatHERS and the COAG Committee responsible for government policy regarding NatHERS and appliances.	Bi-monthly.	Commonwealth, State and Territories Governments
Stakeholder Consultative Group (SCG)	This group provides a path for stakeholders and industry to provide feedback to inform the ongoing development of the Scheme. Meetings are held at least twice a year by teleconference. Members may be asked to give out of session consideration to specific matters from time to time.	Twice a year to align with planning and performance evaluation timeframes.	Building Industry, AAOs, Software Providers, and other key stakeholders
Technical Advisory Committee (TAC)	This group provides technical advice to the NatHERS Steering Committee and NatHERS Administrator. Meetings are held 4 times a year.	Four times a year to align with NatHERS Steering Committee meetings.	Technical experts, AAOs and Software Providers
Regular meetings with AAO's and software providers	Meetings are held by teleconference with the date set at least one month in advance. The agenda is circulated at least one week before the meeting and minutes provided to meeting participants within four weeks of the meeting for comment and endorsement.	Three times a year, September, February and May.	AAOs and Software Providers
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.	Held in May every year	Software Providers, Assessors, AAOs, Building Industry Associations, Peak Bodies, CSIRO, Australian Building Codes Board (ABCB)
NatHERS Star Newsletter	The regular NatHERS Star newsletter updates subscribers on developments and news relating to NatHERS. Subscribe here	Twice a year in June and December	All
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.	Regularly updated with new information	All
Annual Report	The NatHERS Annual report details the performance of the NatHERS Administrator and scheme for the previous financial year.	Released annually	All
AAO Protocol	This AAO Protocol outlines the requirements for new and existing NatHERS AAOs and formalises the NatHERS Administrator and AAO relationship.	In place	AAOs
Software Accreditation Protocol	The Software Accreditation Protocol outlines the requirements for new and existing NatHERS Software Providers and formalises the NatHERS Administrator and Software Provider relationship.	In place	Software Providers
Technical Notes	The NatHERS Technical Notes outline the requirements that must be followed when undertaking assessments.	In place	Assessors