# **Nationwide House Energy Rating Scheme (NatHERS) for existing homes assessment**

## **Client information and consent form**

### **About your NatHERS assessment**

NatHERS provides energy ratings for existing homes to help Australian households better understand their home’s energy performance. These ratings are based on a home’s construction and appliances.

A NatHERS assessment involves your assessor collecting information about your home’s internal and external construction, equipment, appliances and surroundings, and inputting these into NatHERS software tools to generate an energy rating and Home Energy Rating Certificate. (You can view a sample certificate on the [NatHERS website](https://www.nathers.gov.au/certificate-samples.)).

Your assessor has been accredited to conduct NatHERS assessments in existing homes by the NatHERS Administrator. The NatHERS Administrator is part of the Australian Government Department of Climate Change, Energy, the Environment and Water and administers NatHERS on behalf of state and territory governments, with the support of third-party delivery partners.

Climate Zone specific energy upgrade guidance, developed by the NatHERS Administrator, that provides general information about options you might consider to improve your home’s energy rating is provided with your Home Energy Rating Certificate as part of the assessment.

All other information your assessor provides on the costs, benefits, or prioritisation of upgrade options is an additional service offering provided by them under their business and based on their professional judgement and experience. This advice is given outside of the NatHERS assessment.

### **The accuracy of your assessment**

The accuracy of your NatHERS assessment relies on your assessor’s ability to collect accurate and complete data and correctly input this into NatHERS software tools, following NatHERS guidelines, to produce your Home Energy Rating Certificate. This means your assessor needs to collect data from each room inside the home and may need to collect data from the outside areas.

Simple steps you can take to assist your assessor to gather a complete and accurate set of data include:

* Remove any obstacles or clutter that might make it difficult or unsafe for your assessor to inspect a room, an area of the property, or appliances.
* Talk to your assessor about any supporting documentation you may need to provide, for example insulation installation invoices and documentation.

### **Respecting your privacy**

Evidence your assessor is required to collect as part of an assessment relates to a home’s features like light fittings, heating and cooling systems, window glazing, appliances, on-site energy generation and storage, and other relevant features. Your assessor will take all reasonable measures to avoid capturing unintended personal or sensitive information in photographs or other images collected. Your assessor will need to collect some personal information from you, including your name and your contact details such as your residential address, email address and telephone number.

Simple steps you can take to help protect your privacy in preparation for your assessment include:

* Read the Privacy and Data Notice below, which sets out how your personal information will be handled.
* Put personal documents and other personal or sensitive items (such as medications) out of sight.
* Remove any obstacles that might make it harder for your assessor to capture a close-up photo of fittings, equipment or appliances.
* Talk to your assessor about any specific concerns you have and how they will manage your privacy.

### **Respecting everyone’s safety:**

Simple steps you can take before your assessment to ensure that your assessment can be thoroughly and safely completed include:

* Ensure others that live in the home are aware an assessor will be attending to conduct an assessment.
* Remove any obstacles or clutter that might make it difficult or unsafe for your assessor to access a room or area of the property.
* Ensure children under 15 years of age who will be present during the assessment are supervised by an adult at all times.
* Ensure vulnerable people who will be present during the assessment have a support person with them during the assessment.
* Let your assessor know if you have pets on the property. During the assessment, ensure pets are well controlled. Consider restraining large, excitable, or aggressive pets while your assessor is onsite.
* Let your assessor know in advance if you are aware of any safety issues with the property, for example, chemicals or hazardous substances, exposed electrical wiring, the presence of asbestos, uneven or slippery ground/flooring, or loose handrails on stairs.

## Privacy and Data Notice

This notice form explains how your personal information will be collected, used, and disclosed as part of an assessment on your home under the Nationwide House Energy Rating Scheme **(NatHERS).**

### **Why are you receiving this notice?**

You are receiving this notice and consent form as the owner or tenant of the home undergoing a NatHERS assessment and because your accredited Assessor will be collecting and using your personal information for the primary purpose of conducting a NatHERS assessment.

NatHERS assessments are conducted using third-party software tools that are based on technology developed by the Commonwealth Scientific and Industrial Research Organisation (CSIRO). This means that your personal information may also be collected by the CSIRO and providers of any third-party software tools used in your assessment, some of which may be located overseas. Your assessor can advise you of the software tools being used for your assessment.

If you do not consent to your personal information being collected, used, and disclosed (where required), it will not be possible for your Assessor to conduct a NatHERS Assessment.

Your consent will be recorded by the assessor on NatHERS software tools used in this assessment.

### **What personal information will be collected?**

Personal information means information or an opinion about an individual, or an individual who is reasonably identifiable, whether or not it is true or recorded in material form.

By signing this notice, you consent to your assessor and relevant third-party software/s provider collecting your name and your contact details such as your residential address, email address and telephone number.

Please note that in conducting the NatHERS assessment, your assessor may also need to collect evidence. This evidence may include scans and photographs of your home, appliances in your home, the home’s construction, and building plans. It may also include copies of documents such invoices relating to the home’s features (e.g. invoices for insulation insulation).

Your assessor has been trained and instructed to avoid capturing any sensitive information when collecting evidence. However, there is a possibility that personal or sensitive information may be inadvertently captured (such as in the background of a photo). When evidence is collected, your assessor will provide you with an opportunity to review and delete any evidence before any further action is taken.

Please also note that any payment information that you provide will not be collected for the purposes of the NatHERS assessment, and it will only be handled in accordance with your assessor’s privacy policy which will be provided upon request.

### **How will your personal information be used and disclosed?**

Your personal information will be handled in accordance with the *Privacy Act 1988* (Cth) and the [NatHERS Information Collection, Storage and Dissemination Policy](https://www.nathers.gov.au/sites/default/files/2024-05/NatHERS%20Information%20Policy_0.pdf).

Your assessor will use your personal information to conduct a NatHERS assessment to provide you with a star rating and a home energy rating. This will involve inputting your name and contact details into NatHERS software tools as part of the process of undertaking the assessment.

Your assessor may use your personal information to contact you for further information, or to clarify certain information obtained from the assessment.

Your assessor may also disclose your personal information where authorised or required by law.

Your personal information may be disclosed to the NatHERS Administrator or someone acting on its behalf (if required) and where an audit of your NatHERS assessment is being conducted.

The NatHERS Administrator is responsible for managing audits. Audits are undertaken on behalf of the NatHERS Administrator by independent auditors. When an audit is being conducted, your personal information that was collected and used for the NatHERS assessment may, on request, be disclosed by your assessor, or relevant third-party software provider/s to the NatHERS Administrator and auditors acting on its behalf for this audit and compliance purpose.

The NatHERS Administrator, or someone acting on its behalf, may contact you for a post assessment householder experience survey. You may opt out of having your personal information shared and being contacted for this purpose.

From time to time the NatHERS Administrator may conduct research or engage third parties to conduct research on its behalf. You may opt out of having your personal information shared or being contacted for this purpose.

The NatHERS Administrator or CSIRO may publish your address and the information on your home energy rating certificate. This will not include your name or other contact details. You may opt out from having your home energy rating certificate information published.

The NatHERS Administrator or CSIRO may disclose the information collected as part of your assessment to the owner of the assessed property, on request. This may be the current owner or any subsequent homeowner who can demonstrate their ownership. This will not include your name or other contact details.

Your address and NatHERS assessment information, including the ratings and information on your Home Energy Rating Certificate, may be shared with other Australian, state or territory government agencies for the purposes of policy development, planning or program delivery. This will not include your name or other contact details.

### **Queries**

Your assessor can answer any queries that you have in relation to this notice and consent form. If needed, however, your assessor may seek guidance from NatHERS delivery partners or the NatHERS Administrator.

### **Complaints**

If you have a complaint in relation to your assessment, you may contact the NatHERS Administrator via email at admin@nathers.gov.au or by telephone at 1800 920 528 (Department of Climate Change, Energy, the Environment, and Water General Enquiries). The NatHERS Administrator aims to register and acknowledge your complaint within 5 business days of the date it is received. You will be informed of the outcome of your complaint at the earliest possible opportunity. If you are not satisfied with the way your complaint is handled, you may request a review.

If you need to make a complaint you can:

* remain anonymous, although this may limit how your complaint can be addressed
* ask questions about the complaint process, including how your privacy will be protected
* be supported by a friend or family member, an advocate, an interpreter, or a community Elder
* request how you prefer to be contacted e.g. phone, email

When making a complaint, include the main facts such as:

* your contact information (unless you want to remain anonymous)
* relevant dates and times
* a description of the problem and what outcome you want
* any relevant supporting information.

**Definitions**

|  |  |
| --- | --- |
| **Term** | **Definition** |
| **Assessor** | A person accredited to perform NatHERS for existing homes assessments. |
| **Conflict of Interest** | A circumstance where an assessor holds a personal or business interest that may influence, or be perceived by a reasonable person to influence, any part of a NatHERS assessment. |
| **Home Energy Rating Certificate**  | The certificate generated by NatHERS energy rating tools for an existing home Assessment. A Home Energy Rating Certificate includes a Home Energy Rating, a Star Rating, as well as other key information including details on a home’s emissions. |
| **NatHERS Administrator** | NatHERS is administered by the Australian Government on behalf of all states and territories. The role of NatHERS Administrator is a function of the Australian Government Department of Climate Change, Energy, the Environment and Water (DCCEEW), or any subsequent Australian Government department that assumes responsibility for residential energy efficiency. |
| **NatHERS** | Nationwide House Energy Rating Scheme. |
| **Personal information** | Information or an opinion about an identified individual, or an individual who is reasonably identifiable, whether the information or opinion is true or not; and whether the information or opinion is recorded in a material form or not. For example, personal information may include an individual’s name, signature, address, phone number or date of birth. |
| **Tool** | Tool is defined as any tool used by an assessor to complete a rating; this includes data collection tools and energy rating tools. |

**NatHERS for existing homes assessment client consent**

for completion by the client (and tenant if applicable)

|  |  |
| --- | --- |
| Home address: |  |
|  |  |
| Client Name: |  |
| Assessment date: |  |
| Software tools used: |  |

Complete tenant / authorised agent details where applicable

|  |  |
| --- | --- |
| Tenant Name: |  |
| Authorised agent Name: |  |

**Declaration Client or Tenant**

By signing this form, you acknowledge and declare that: **Agent**

|  |  |  |
| --- | --- | --- |
| * You are the property owner, tenant, or authorised agent / representative named above, are over the age of 15, and are authorised to consent to this NatHERS Assessment.
 | [ ]  Yes | [ ]  Yes |
| * You have read and understand this *NatHERS for existing homes Client Information and Consent Form*.
 | [ ]  Yes | [ ]  Yes |
| * You consent to your personal information being collected, used, and disclosed in accordance with this *NatHERS for existing homes Client Information and Consent Form*.
 | [ ]  Yes | [ ]  Yes |
| * Any questions you have in relation to this *NatHERS for existing homes Client Information and Consent Form* or NatHERS in general have been answered.
 | [ ]  Yes | [ ]  Yes |
| * You consent to your Assessor entering the house to conduct a NatHERS Assessment.
 | [ ]  Yes | [ ]  Yes |
| * If present during the assessment, your Assessor showed you their NatHERS Accreditation Card and matched the photo on the card.
 | [ ]  Yes | [ ]  Yes |
| * Your Assessor has declared the following conflicts of interest in relation to this assessment and explained the impact and the steps taken to manage the conflict of interest.
 | [ ]  Yes |  |
| * You wish to opt out of having your address and the information on your home energy rating certificate published.
 | [ ]  Yes |  |

**Client / Agent signature**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

Contact details only required if consenting to participate in a post-assessment householder experience survey or research

|  |  |  |  |
| --- | --- | --- | --- |
| Email: |  | Tel: |  |

**Tenant signature if applicable**

|  |  |  |  |
| --- | --- | --- | --- |
| Signature: |  | Date: |  |

Contact details only required if consenting to participate in a post-assessment householder experience survey

|  |  |  |  |
| --- | --- | --- | --- |
| Email: |  | Tel: |  |

**For office use only**

|  |  |  |  |
| --- | --- | --- | --- |
| Assessor Name: |  | Assessor Accreditation No: |  |