



Nationwide House Energy Rating Scheme®

Trade Mark Guidelines – Version 4

These guidelines are subject to change from time to time. Please ensure you are using the latest version which can be found at:

[NatHERS Trade Mark Guidelines | Nationwide House Energy Rating Scheme \(NatHERS\)](#)

Version	Date	Amendment	Supersedes
1.0	June 2017	'Guidelines for using the NatHERS logo' revised	Previous version
2.0	May 2022	Revised and updated Trade Mark Guidelines	Version 1.0
2.1	July 2022	Department name amended	Version 2.0
3.0	Oct 2023	Whole of Home trade mark guidelines added and 6.5 star logo replaced with 7 star logo.	Version 2.1
4.0	July 2025	Addition of NatHERS for existing homes to the Trade Mark Guidelines	Version 3.0

Introduction

- 1.1 There are six trade marks associated with the **Nationwide House Energy Rating Scheme** (Scheme) that are registered under the *Trade Marks Act 1995*. These trade marks are owned by the Department of Climate Change, Energy, the Environment and Water (Department) on behalf of the Australian Government.
 - (a) trade mark 1486221: Logo image (see Appendix)
 - (b) trade mark 1646672: Scheme name “Nationwide House Energy Rating Scheme”
 - (c) trade mark 1646673: Scheme acronym “NatHERS”
 - (d) trade mark 1646674: Thermal rating image (see Appendix).
 - (e) trade mark 2335780: Rating name “Whole of Home”
 - (f) trade mark 2335781: Whole of Home rating image (see Appendix)
- 1.2 The purpose of registration of these trade marks is, among other things, to protect the credibility of the Scheme. The NatHERS Trade Mark Guidelines (Guidelines) outline the permitted uses of the trade marks.
- 1.3 The Guidelines support the Scheme’s governance. Other documents relating to the Scheme’s governance include:
 - 1.3.1 relating to NatHERS for new homes:
 - 1.3.1.1 the Software Accreditation Protocol and its Terms and Conditions
 - 1.3.1.2 the Protocol for Assessor Accrediting Organisations
 - 1.3.1.3 the NatHERS for New Homes Technical Note.
 - 1.3.2 relating to NatHERS for existing homes:
 - 1.3.2.1 the User Interface Protocol and its Terms and Conditions
 - 1.3.2.2 the NatHERS for Existing Homes Assessor Code of Practice
 - 1.3.2.3 the NatHERS for Existing Homes Technical Note.
- 1.4 The Australian Trade Mark Register provides detail on classes of goods and services of the trade marks registered to the Scheme at www.ipaustralia.gov.au/trade-marks.

Eligibility to use trade marks

- 2.1 **Assessor Accrediting Organisations** approved by the NatHERS Administrator to accredit NatHERS for new homes assessors under the Protocol for Assessor Accrediting Organisations are permitted to use NatHERS trade marks. Use of the trade marks is limited to inclusion in promotional materials and websites, in accordance with the conditions set out in these Guidelines.
- 2.2 **Assessor Accreditation Service Providers** who are contracted by the NatHERS Administrator to accredit NatHERS for existing homes assessors are permitted to use NatHERS trade marks. Use of the trade marks is limited to inclusion in promotional materials and websites, in accordance with the conditions set out in these Guidelines.

- 2.3 **Software tool providers** accredited with the NatHERS Administrator under the Software Accreditation Protocol (NatHERS for new homes) or the User Interface Protocol (NatHERS for existing homes), as well as the Commonwealth Scientific and Industrial Research Organisation (CSIRO), are permitted to use NatHERS trade marks in relation to their accredited NatHERS software (or in the case of CSIRO, in relation to their AccuRate Enterprise software) in accordance with the conditions set out in these Guidelines. This extends to the following use of trade marks on NatHERS Certificates and Home Energy Rating Certificates:
- 2.3.1 NatHERS Certificates and Home Energy Rating Certificates produced by accredited assessors may include all NatHERS trade marks.
 - 2.3.2 Certificates produced by NatHERS for new homes non-accredited assessors (raters) may include only the Scheme names (TM 1646672 and TM 2335780) and acronym (TM 1646673).
- 2.4 **Registered training organisations** that deliver qualifications or training required to become, and continue to be, an accredited assessor for NatHERS for new homes or NatHERS for existing homes are permitted to use NatHERS trade marks. Use of the trade marks is limited to inclusion in promotional materials and websites, in accordance with the conditions set out in these Guidelines.
- 2.4.1 The NatHERS logo (TM 1486221) must not be used on student or trainer qualification documents.
 - 2.4.2 All trade marks must be immediately removed from all materials if the organisation ceases to deliver qualifications or training required to become a NatHERS accredited assessor.
- 2.5 **Accredited assessors** can use the NatHERS trade marks in accordance with these Guidelines if:
- 2.5.1 they hold current accreditation with an Assessor Accrediting Organisation (for new homes) or Assessor Accreditation Service Provider (for existing homes);
 - 2.5.2 permission has been granted from an **approving body** (as described in clause 3.1); and
 - 2.5.3 NatHERS trade marks are only included in promotional materials, including website, advertisements, business cards or letterhead.
 - 2.5.4 If the assessor's accreditation ceases, trade marks must be immediately removed from all material irrespective of the format in which the trade marks are embodied (including all promotional material i.e., website, advertisements, business cards).
- 2.6 **Non-accredited assessors (raters):**
- 2.6.1 may seek permission to use the names (TM 1646672 and TM 2335780) and acronym (TM 1646673) trade marks as described in clause 3.2.
 - 2.6.2 are not permitted to use the logo (TM 1486221) or rating images (TM 1646674 or TM 2335781) for any purpose.

- 2.7 Use of the trade mark/s by any individual or entity not identified in these Guidelines must be authorised by the NatHERS Administrator (clause 3.2).

Seeking authorisation for trade mark use

- 3.1 **Accredited assessors** must obtain prior written authorisation for use of the logo (TM 1486221) and the rating images (TM 1646674 and TM 2335781) from an approving body or the NatHERS Administrator.
- 3.1.1 An **approving body** is an organisation given authority by the NatHERS Administrator to authorise the use of the trade mark/s.
- 3.1.2 The following organisations have been granted authority by the NatHERS Administrator as **approving bodies**:
- (a) Association of Building Sustainability Assessors, www.absa.net.au
 - (b) Design Matters National, www.designmatters.org.au
 - (c) House Energy Raters Association, hera.asn.au
- 3.2 All other individuals or entities must obtain prior written authorisation from the NatHERS Administrator for trade mark use. This excludes Assessor Accrediting Organisations, Assessor Accreditation Service Providers, software tool providers, CSIRO and registered training organisations who meet the requirements of clauses 2.1-2.4.
- 3.2.1 Those seeking permission from the NatHERS Administrator must:
- (a) Email admin@nathers.gov.au with details on how, where and why they wish to use the trade mark/s.
 - (b) State they will comply with the Conditions of trade mark use and the Representation of trade marks outlined in these Guidelines.
 - (c) Comply with any other conditions that the NatHERS Administrator may impose, in giving its consent to use a trade mark(s).

Conditions of trade mark use

The following conditions must be applied to all uses of NatHERS trade marks.

- 4.1 Trade marks must only be used for the specified and authorised purposes as detailed in the request (if any) and as set out with these Guidelines.
- 4.2 All trade mark use must comply with the requirements outlined in Representation of trade marks (clauses 6.1-6.4).
- 4.3 Trade marks must not mislead members of the public into believing the product, service or entity involved has any government sponsorship, affiliation or certification.
- 4.3.1 A prominent disclaimer must be included when using the logo (TM 1486221) or rating images (TM 1646674 or TM 2335781). The disclaimer must:

- (a) state the relationship to NatHERS (for example, offering NatHERS assessments, offering training courses in NatHERS approved software tools)
 - (b) clarify the organisation, services and/or website does not have any government sponsorship, affiliation or certification
 - (c) link to official information regarding NatHERS (www.nathers.gov.au).
- 4.3.2 For example: 'Permission to use the Nationwide House Energy Rating Scheme (NatHERS) <logo/rating image> has been granted to <organisation> for the purpose of <insert relationship to NatHERS>. <Organisation> and its services has no direct affiliation with NatHERS. More information on NatHERS at www.nathers.gov.au'.
- 4.4 Trade marks must not be used in association with a product, service or entity that conflicts, or could potentially conflict, with the objective of NatHERS to promote improvements to the energy efficiency and performance of dwellings.
- 4.5 Trade mark use must not risk bringing the NatHERS logo, the Scheme, the Commonwealth, or another government body, into disrepute or reduce their credibility.
- 4.6 Use of the trade marks for inclusion in a report, publication or similar communications must be provided to and authorised by the NatHERS Administrator prior to publication.
- 4.7 Use of the trade marks for inclusion in a presentation or similar communications must be authorised by the NatHERS Administrator prior to use.
 - 4.7.1 Authorisation is not required where the trade mark use aligns with the sole purposes outlined under Eligibility (clauses 2.1-2.7) and the Conditions of trade mark use (clause 4) and the Representation of trade marks (clause 6) have been met.

Unauthorised trade mark use

- 5.1 Unauthorised use of any NatHERS trade marks is not permitted. Appropriate action may be taken against unauthorised users of the trade mark/s.
- 5.2 Prior authorisation may be withdrawn and/or appropriate legal action may be taken against authorised users of the trade marks who, in the opinion of the NatHERS Administrator, have used the trade mark/s in a manner that has reduced its credibility or otherwise breached these Guidelines.
- 5.3 The NatHERS Administrator retains the right to deny or withdraw authorisation of trade mark use, including where authorisation has been granted by an approving body or use of the trade marks is otherwise permitted by these Guidelines.

Representation of trade marks

- 6.1 All use of the NatHERS trade marks must follow the style guidelines below to ensure the integrity of their application.

- 6.2 Scheme name and acronym (TM 1646672, 1646672) and Whole of Home rating name (TM 2335780)
- (a) Capitalise each word in the full Scheme name.
 - (b) Capitalise only part of the acronym as “NatHERS”, with a lowercase ‘at’.
 - (c) The Scheme name “Nationwide House Energy Rating Scheme” should be defined in full at first mention, before using the acronym “NatHERS”.
 - (d) Capitalise “Whole” and “Home” but use a lower case “of” in “Whole of Home”.
- 6.3 Logo and rating images (TM 1486221, TM 1646674 and TM 2335781):
- (a) The logo or image must be used ‘as provided’ and must not be altered or tampered with.
 - (b) Use the coloured logo or image on a white background only. Black and white designs may be available upon request.
 - (c) The digital file for use is to be obtained from the NatHERS Administrator or approving body, and is not to be copied from the NatHERS website or elsewhere.
 - (d) For printed material, there must be clear space of no less than 1cm set around the logo or image unless the logo is being used on a business card.
 - (e) For digital material, there must be clear space of no less than the width of the ‘H’ in ‘HOUSE’ set around the logo or image.
- 6.4 For the use of the Rating images (TM 1646674 and TM 2335781) as part of NatHERS Certificates or Home Energy Rating Certificates, the following aspects of the image must be as generated by a NatHERS-accredited software tool or CSIRO’s AccuRate Enterprise software tool as part of a NatHERS Certificate or Home Energy Rating Certificate. The following may vary from what is shown in the registered NatHERS trade mark images:
- (a) The star rating number and associated graphic.
 - (b) The predicted annual energy load for heating.
 - (c) The Whole of Home performance rating number and associated graphic.

Contact

If you have any questions regarding authorised use, contact the NatHERS Administrator via email admin@nathers.gov.au.

Alternatively, post correspondence to:

Nationwide House Energy Rating Scheme
Department of Climate Change, Energy, the Environment and Water
GPO Box 3090
CANBERRA ACT 2601

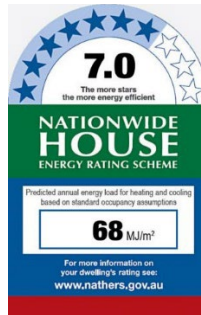
Appendix

NatHERS trade mark images, for reference only:

(a) Logo image
TM 1486221



(b) Rating image
TM 1646674



(c) Rating image
TM 2335781

