

My name is Art Koopman. I am an accredited Green Loans Homes Sustainability Assessor. An assessor that takes pride in his work, pride in giving householders valuable information regarding costs savings, answers to their environment concerns and a way forward regarding renewable, sustainable energy needs.

I became an assessor last August following information regarding the scheme and the number of assessors required (approx 2000).

To gain work it was communicated to me that DEWHA would advertise the scheme and forward on leads and prospects to assessors, one to contact the householder, conduct the assessment and through this make it clear to the homeowner of the availability of the Green Loan.

As no advertising was conducted, I joined a marketing team under the name of Green Loans Assessors Co-operative,(GLACO) which would contact homeowners in my nominated areas, make a booking and forward to me.

This was in my favour and presented me with a number of customers during Dec, however with the software changes, DEWHA change of direction and closure of the call centre, less work became available during January (2010).

February, however, saw a marked increase in assessment opportunities and along with other assessors (also in GLACO), saw us busy, ensuring that homeowners still received valuable, update information. Unfortunately the Loan component of Green Loans was canvassed, upsetting a number of homeowners.

GLACO during this time, claimed difficulties in dealing with the department and relayed information that our payments may be delayed. This information was presented to us on a regular basis. They claimed that our payments for work done would be delayed until April 1, due to inconsistencies within the information on the invoices that were returned to GLACO by DEWHA. We have found that since then, no assessor within GLACO has been paid their invoiced amount, other than the people behind GLACO.

I am one of many owed many thousands of dollars, wanting to make a difference and as mentioned previously care, with pride, on what I am doing.

I find that it is increasingly difficult to continue working in this area, for the remaining funds that I have, without money owing to me being paid as soon as possible. I have also found that any direct assessments that I have conducted during this time, but not through GLACO have also not been paid. Some 40+ days past the invoice date, with no news of when they will be paid (even though numerous emails have been sent to the department).

It is also evident that the department was aware of our concerns during February regarding possible forfeiture of payment to ourselves from GLACO. GLACO had changed its direction, ceased to on pass shares owing to ourselves or refunds of our

investment amounts. Together with rumours about possible non payment, and activities by some people that had moved into GLACO. Since then these rumours have become fact.

What has happened to the money already paid to GLACO?

Why did the department not perform due diligence, when the name of the individual behind this scheme was known, particularly within other areas of Govt (past activities)?

Why did not the department contact us directly with these concerns or sought to have assessors forward invoices directly to them?

Why are we, having to wait so long for any form of payments (greater than the agreed 30 days)

Why are other large organisations (Fieldforce) allowed to negotiate with the department for financial reconciliation following the difficulties during January, but other organisations are not invited?

Why have householders been denied access to the Green Loans, even though they had completed the assessment prior to any cessation date? This includes householders that had also applied for the loan, received approval by the financial institute (also prior to the cessation date) but were denied final approval by DEWHA as it fell within the 7 days prior to closure?

Many questions left unanswered, but have always been asked.

Regards

Art Koopman
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