

## Answer to question taken on notice at public hearing of 29 June 2010

### Fieldforce

#### *Question*

**Senator MOORE**—Mr Ryerson, one of the things that we have had from some of the submissions is the exact opposite of what you have just said, that they felt that having people with a vested interest actually would make it more difficult, so I am interested that that is a completely different element. One of the things that have come out of a lot of the programs is that people have taken advantage of the process. How would you actually design it? Take this on notice if you would like—to please the chair.

**CHAIR**—Thank you.

**Senator MOORE**—So it is in terms of how you would design the kind of thing that you have just described when we have had actual evidence that people have misused the system by being employed by other people supporting a particular product. How would you design a process whereby you kept the assessment and the product to be used independent? I will put that on notice.

**CHAIR**—Thank you, Senator, and, Mr Ryerson, if you could get back to the committee with your answer to Senator Moore's question.

**Mr Ryerson**—Absolutely.

#### *Fieldforce's response*

In many programs which are currently run for state programs or those offered by large utilities there are typically a number of approaches which can be taken. Examples of these include:

- **Information or Fact sheets** – these can be supplied which contain approved product suppliers as a panel for the program. Typically these products may be supplied as preferred vendors on the program due to cost, specifications to meet the intended outcomes of the program, quality, safety and compliance, and have transparent systems which enable the program brokers to review performance, and ongoing suitability. These suppliers could be selected through a normal tender process as one option, or could be approved using similar processes such as those in place with the Essential Services Commission (ESC) or IPART for approvals for products used in the Victorian Energy Efficiency Target, or the NSW scheme which can generate carbon offsets. These sheets could either be handed to the home owner during the audit, or reference could be made to a nominated website which detailed the products which were approved to be used on the program.
- **Kits** – for programs which target items which can be installed inside houses (including light globes, showerheads, door snakes, tap flow restrictors, standby power killers etc) approved kits could be purchased through program nominated suppliers.