

Dear Minister Wong,

I would like to express my dissatisfaction with the Green Loan program as an assessor who has undertaken the required training but has not been accredited by DEWHA for unknown reasons. In fact DEWHA have made no contact with me about my application and there is no process to find out what stage my application is at. I posted my contract on 11th January and to this date have heard nothing. I raise the following concerns;

- Inefficient process at DEWHA that don't allow an assessor to investigate what has happened to their contract.
- Email system where no one from DEWHA replies. I have sent 8 emails and not once has someone replied
- Inconsistencies with the assessor contracts been processed. I know of many people who applied after me and their contract has been processed where mine hasn't.
- No escalation policy within DEWHA about resolving issues
- Ineffective communication channels at DEWHA
- Policy that is not fair, consistent or valid in approving assessor contracts

I have been financially and emotionally affected by the incompetence of DEWHA to effectively manage this policy. With a baby on the way this has put my family in a very difficult position.

All I need is my contract approved and all these issues will be resolved.

I would like your department to explain and justify my concerns stated above.

Regards  
Liam O'Neill