

INSULATION PROGRAMS PROJECT CONTROL GROUP MEETING 2

MINUTES OF MEETING

16 APRIL 2009, JGB 1.125 WARATAH MEETING ROOM

Attendance: Malcolm Forbes (Chair); Kevin Keffe; Ross Carter; David Hoytink; Lily Viertmann; Aaron Hughes; Beth Riordan; Al Blake; Simon Cox; Martin Hoffman (PM&C); Janine Leake (Everything Infrastructure); Peter Gamell – (Everything Infrastructure); Leonie Whiting (Medicare); Phillipa Godwin (Medicare) Tracey Bell (DEWHA Public Affairs)

Apologies:

Christine Dacey, DEEWR, Peter Woods, Robert King

Agenda Item 1. Welcome and Terms of Reference

Action 1a: PCG Secretariat to circulate Chair's changes to the ToR out of session for final PCG endorsement next week.

Agenda Item 2. Business Model

Open discussion about current business model presented in diagram format to meeting participants.

Action 2a. **Medicare's 'External Costing Request':** DEWHA to provide comments to Medicare by COB today. (completed)

Action 2b. **Transfer of funds to Medicare:** DEWHA's Chief Finance Officer, Ms Lily Viertmann to report back to CPG on how DEWHA is going to transfer the funds to Medicare at next week's meeting.

Action 2c. **Sanction system for companies:** companies will be responsible for keeping register of their own installers and assuring that they meet the requirements. Need to work out a sanction system, i.e. should payments be held back? How will this be communicated between DEWHA and Medicare Australia?

Secretariat: agenda item for next meeting for further discussion and policy decision.

Resolutions/agreements:

- Medicare does not deem decision power to de-register installers. DEWHA is responsible for this with Medicare being solely responsible for processing payments.
- System interactions and reporting mechanisms to avoid double dipping between Solar Hot Water Program and Homeowner Insulation Program. Householder is required to the application form indicating that the he/she has not claimed a SHW rebate. Validation may need to happen manually, as SHW data is in Excel. Should infringement occur the Department would have to pursue householder, not the installer.
- 20% hard to reach/special needs groups: future discussions will be needed to determine the best way of reaching these groups. The focus for the immediate term is on getting the 80% process in place and working out how monitoring can be undertaken to inform decisions on the hard to reach areas.

Agenda Item 3, Project Schedule

Beth Riordan noted that the Project Schedule is in draft format and that key dates and deliverables relating to the Medicare payment system model is yet to be incorporated into the schedule.

Action 3a: DEWHA Project Scheduler to attend PCG meetings from now on, noting that Mr Robert King is currently on leave, returning on Monday 27 April.

Action 3b: DEWHA Project Schedule to be adapted in consultation with Everything Infrastructure consultant.

Installer accreditation – the installer register will need functionality to enable installers and companies to certify they meet minimum competency standards. The possibility of explanatory text boxes was suggested to accompany questions such as: 'if you tick yes to this text box, you are certifying that you meet the minimum competency standards/have public liability insurance/ workers compensation insurance/OH&S requirement etc.' Suggestions that a link is also provided to direct installers to more information about the specific requirements .

Action 3c: Medicare to insert a Hotlink to Department's website, where information on conditionality will be available.

Action 3d: DEWHA to provide 'functionality words' to Medicare.

Code of conduct for installers:

Action 3e: delete item from the Project Schedule as this item is a *policy decision* for the PCG, not a task. Discussion on time required for Code of Conduct negotiations suggested deleting this policy requirement.

Registration capability for phase 2 (Registration / Work Order Forms)

Medicare need as much information as possible today to be able to provide accurate costings. Otherwise if changes to the system architecture are required later on costs may change considerably.

Action 3f: Medicare to investigate capability for registration form to be available on the web by 1 June 09.

Action 3g: DEWHA to provide Medicare any further information and changes to the system by no later than COB tomorrow.

Action 3h: DEWHA Public Affairs to review form content and work out timelines to get a draft ready and form printed and provide information to Project Scheduler so items can be added to the project schedule.

Agenda Item 4, Risk Management

Participants provided with V1.0 of Risk Register provided by Minter Ellison, a Risk Management Plan and background paper on Risk Management and proposed next steps.

CPG endorsed next steps as outlined in the Risk Management background paper.

Action 4a: re-engage Margaret Coaldrake from Minter Ellison Consulting on advisory basis to provide assistance to the internal Risk Manager (currently Amanda Murray-Pearce), assess the risk management process and report back to PCG fortnightly.

Risk identified regarding Medicare system's capacity to deliver the risk register by 1 June as requested by DEWHA.

Contingency strategy discussed whereby a manual process may be available with a form they could fill in and then manually process payments in SAP until system is operational.

Action 4b Medicare to raise potential issues with information technology area.

Action 4c: DEWHA Risk Manager to liaise with Medicare and include risks associated with Medicare's payment system in the Risk Register. DEWHA Risk Manager to report to CPG on a fortnightly basis with the assistance of Minter Ellison Consulting.

Action 4d: Risk Register submitted to CPG for each session so that any updates can be assessed and endorsed. Secretariat: Agenda item for ongoing meetings.

Agenda Item 5. Communications Update

Tracey Bell from DEWHA Public Affairs provided an update on the Communications campaign for both the Interim Communications Strategy (February to June 2009) and for a 3 phase communications campaign from 1 July onwards. Approval and campaign development progressing well through the various mechanisms.

Issue: should we make it a requirement for advertisement done by installers and companies registered to include the Government's URL address in their advertisement?

Action: Tracey Bell to investigate this issue and report back to CPG next week.

Agenda Item 6. Other Business

There is Ministerial interest in conducting another roundtable meeting with Industry in a few weeks' time

Kevin Keeffe committed to having meeting papers available to PCG members online.

Action: Secretariat to follow up as required and notify PCG members of process for accessing meeting papers.

Agenda Item 7. Wrap up and date for next meeting

Next meeting – Thursday 23 Apr 09, with a request from the Chair to have papers circulated as early as possible please.

Mr Ross Carter will chair the next PCG meeting in Mr Forbes absence.