

Vision

“What we do and intend to achieve for the future”

NatHERS enables all Australian households to achieve higher energy performance outcomes by providing reliable ratings, tools and information, while supporting national standards.

Objectives

“The key outcomes that will be enabled by NatHERS assessments”

- Improve the energy efficiency of homes.
 - Reduce running costs of homes.
- Reduce greenhouse gas emissions over the lifecycle of homes.
 - Improve health, comfort and resilience of households.
- Reduce pressure on the energy system from homes.

Strategic Goals

“Our thematically aligned ambitions and targets that support our Vision and Objectives”



ENABLE
POLICY

NatHERS informs and supports home energy improvement programs, policies and regulations



RATING
TOOLS

NatHERS tools are fit for purpose, secure and easy to use, and produce comparable, accurate and accessible ratings and data



ASSESSORS

Assessor accreditation supports the delivery of reliable, consistent, and accessible assessments



GOVERNANCE

NatHERS is administered effectively, sustainably and transparently, through partnerships and collaboration



INFORM
ACTION

Australians are empowered to make flexible and informed choices to achieve higher energy performance outcomes for homes and have a clear path to action

Focus Areas

“Where we will focus to support our Strategic Goals”

Drive research to support NatHERS priorities

Undertake and collaborate on targeted research aligned with emerging NatHERS priorities to inform evidence-based decision-making, policy development, and future program enhancements.

Support future residential policy directions

Ensure NatHERS supports future policy by investigating, scoping and implementing changes, including continuing the expansion to existing homes, investigating embodied carbon, and examining future climates and heatwaves.

Maintain and enhance software tools

Ensure software tools are maintained and improved through rigorous testing and trialling, timely updates, and supporting innovation — with a focus on reducing assessment time and complexity while maintaining accuracy.

Refine software and user interface accreditation

Refine the accreditation process for software tools and user interfaces to ensure efficiency, usability and consistency with NatHERS requirements and objectives.

Expand assessor education, training, skills and competency

Improve education, training and compliance to support consistent, high-quality practice by qualified assessors.

Develop the accredited assessor workforce and market

Build the national workforce of accredited assessors across new and existing homes, including by increasing demand for accredited assessments by governments, industry and the finance sector.

Strengthen governance, sustainability and efficiency

Refine governance and operational processes for consistency, transparency, and efficiency, including investigating a sustainable long-term funding model, collaborating effectively with partners and governments, streamlining administration, and reporting on performance.

Ensure quality through compliance, assurance and audit

Implement and maintain a quality assurance, audit and compliance framework to uphold the integrity, and accuracy of NatHERS.

Enhance ICT infrastructure and data access

Strengthen ICT systems and data governance to support secure, efficient, accessible and scalable information management and access.

Improve communication and public resources

Enhance communications, transparency and resources to improve trust, understanding and awareness, and support householders to improve the energy performance of their homes.

Provide energy data to support energy performance outcomes

Improve the availability and reliability of energy data and information to support decision-making, enable upgrades, underpin policy, support the regulation of new homes, assist with the disclosure of home energy ratings, and facilitate green finance.

Foster collaboration to drive market improvement

Collaborate and engage with stakeholders to ensure NatHERS meets their needs, increase home energy rating uptake, meet joint objectives, and support continuous improvement.

Principles

“How we operate and make decisions”

- **Support the program objectives** – Actions and decisions support the objectives and align with the vision.
- **Fit for purpose** – NatHERS supports informed housing design and construction through assessments and ratings and assists governments to develop and implement policies; prioritising the National Construction Code and Home Energy Ratings Disclosure.
- **Evidence based** – Assessments and ratings are consistent, accurate, reliable, and tested across climates and housing types. They provide clear, actionable information that is underpinned by the best available science and balanced decision making that considers possible outcomes.
- **Cost-effective and user friendly** – Processes are streamlined to maximise efficiencies. This includes improving data inputs, collection and modelling methods, while ensuring reliable and useful ratings, information and guidance.
- **Equitable, accessible, scalable and user-centric** – NatHERS addresses user needs, is scalable and accessible to all Australians. This includes regional and remote areas, diverse communities which comprise First Nations, culturally and linguistically diverse (CALD) people, people with disabilities and of varying socio-economic status, and other groups.
- **Risk-informed** – Risks are identified, evaluated and mitigated where required.
- **Efficient and sustainable** – NatHERS operations and administration are efficiently and sustainably resourced for governments and delivery partners.