

Home Energy Efficiency & Training User Information & Instructional Guide

The purpose of this 'user information & instructional guide' is to support and assist program participants to use and complete the Home Energy and Efficiency Training and Self-Assessment Package. The 'guide' provides a step by step set of instructions for training participants to utilise and move through the main training package and supporting set of documents and resources provided as part of post pack mail out one. A follow-up postal pack will be sent in approximately six months seeking follow-up information and further feedback.

This information guide has been divided into two parts. The first provides an outline of all resources contained in postal pack one, including this information fact sheet.

The second provides an instruction checklist for training participants to work through. Steps are presented in the order that they are intended to be completed.

Part one – outline of resources and documents contained in postal pack one

Table 1 – contents of postal pack one

Resources have been listed in the order of intended use. Further information on how each document relates to each activity step is outlined in Section two.

Resource / Document	Scope and purpose
This information and user instruction guide	Purposed to guide and support program participants through the training documents and activity stages.
Survey one	The purpose of Survey one is to receive participants feedback regarding their current energy efficiency knowledge and understanding and prior to them completing the energy efficiency training. This enables us to establish a baseline for later comparison against follow up survey outcomes. Survey one must be completed and returned using the post paid envelope when you first commence this training program.

Energy Efficiency Training and Self-Assessment 'Package'	This constitutes the main training and learning resource of the program. It includes vital training and learning content and an applied self assessment section – supporting training users to actively apply what they have learnt to their own home, in terms of both assessing current usage, and implementing improved household systems and processes that reduce overall energy consumption and subsequent cost. The resource is complemented by two supporting information and learning resources, including 'Resources for contacting energy providers and accessing government subsidies' and 'Energy Quiz and Tariffs Explained'.
Resources for Contacting Energy Providers and Accessing Government Subsidies	This information resource has been prepared as a supporting addendum to the main training resource to provide participants with contact details for key energy providers, alongside vital information regarding available government subsidies and how to access these if you are eligible.
'Energy Quiz and Tariffs Explained'	This resource has been prepared to help program participants test and reinforce their training and learnings. The Energy Quiz is to be completed during and post completion of the 'package' to test user knowledge while and after undertaking self-paced learning. The Quiz also includes a critical breakdown of information regarding Energy Tariffs and what this means in terms of energy costs.
Survey two	Survey two is focused on receiving follow-on feedback from training participants, to assess learning and training outcomes and whether users detect a genuine improvement in their knowledge and understanding regarding energy efficiency in the

	home. Survey two is to be returned using the post-paid envelope at the same time as the Home Visit & Energy Upgrade Opt in form.
Home Energy Upgrade and Opt in Form	This form has been included to receive feedback and confirmation as to whether participating tenants choose to 'opt in' for the home visits available to assess household energy consumption and reduction needs, and to receive available energy upgrades available through subsidised arrangements negotiated through this project. These arrangements enable households access to a capped amount of allocated financial assistance specifically purposed for purchase of energy upgrade goods and technologies. The form is to be completed AFTER completion of the training 'package', so that participants can provide critical information and feedback on the energy upgrades most relevant and helpful to their household.

Part two – summary of training steps and activity stages

Extending on the information provided in section one, section two includes a clear and distinct breakdown of each intended activity step and stage – listed in the order in which they are intended to be completed.

Table 2 – Energy efficiency training steps and activity stages

Learning steps & activity stages	Checklist (mark when complete)
1. Complete Survey one and return using post paid envelope. This should be completed as soon as possible after receiving the post pack and before commencing	

2. Read and complete the self-paced learning using the 'Energy Efficiency Training & Self Assessment Guide'	
3. While undertaking and after completing the learning 'package', consult and complete the Energy Quiz and Tariffs Explained document.	
4. Tenants should familiarise themselves with the Resources to Contact Energy Providers and Access Government Subsidies.	
5. Complete Survey two.	
6. Complete Home Visit & Energy Upgrade Opt in form	
7. Return both Survey two and Home Visit & Energy Upgrade Opt in form together using post paid envelope provided. If you have opted in for the Home Visit and Energy Upgrades, our team will be in touch.	
8. Expect mail out two in approximately four to six months for follow-up feedback request.	

If you have any questions regarding the learning activities, resources or stages, or think you may not have received all documents in your postal pack, please get in touch with us.