



Home Energy Efficiency & Literacy Tenant Information & Household Self-Assessment Package

Contents

Home Energy Efficiency & Literacy Tenant Information & Household Self-Assessment Package	1
Introduction and Purpose	3
Package Overview and Learning Objectives.....	3
First Survey: Before Training	4
Section 1. Understanding Home Energy Efficiency- Training and Learning Component.....	7
Module 1: Understanding Home Energy Efficiency	7
Pop Quiz 1: Applying Understanding Energy Efficiency and Literacy.....	8
Module 2: Inside and Outside the Home.....	10
Checklist for Energy Efficiency	11
Pop Quiz 2: Inside and Outside the Home	13
How Much Energy Should My Home Use?	15
Know Your Rights and Available Concessions	20
Your Energy-Saving Action Plan.....	22
Seasonal Energy-Saving Checklists.....	25
How to Interpret Your Energy Bill	28
Helpful Organisations.....	30
Section 2: Household self-assessment & action and progress planning.....	31
Household self-assessment tool	31
Household Action Plan and Progress Measurement Approach.....	44
Second Survey: After Training	48

The Home Energy Efficiency & Literacy Tenant Information & Household Self-Assessment Package has been designed and developed for BATSICCHA tenants and households.

Introduction and Purpose

- **Document Title:**
Home Energy Efficiency & Literacy Tenant Information & Household Self-Assessment Package
 - **Prepared By:**
Brisbane Aboriginal & Torres Strait Islander Community Housing Association (BATSICCHA)
 - **Acknowledgements:**
We acknowledge the Traditional Owners and Custodians of the lands, financial supporters, and contributors whose knowledge and support make this package possible. BATSICCHA offers special thanks goes to the Department of Housing & Public Works for their core funding contribution made possible after BATSICCHA's successful application to the Enable Grants program in 2022/2023.
 - **Purpose:**
Empower tenants with knowledge, skills, and tools to improve home energy efficiency while integrating culturally relevant practices. This package is designed to provide practical tips, track progress, and access resources that save energy, reduce costs, and protect the environment.
-

Package Overview and Learning Objectives

This training is designed for **self-paced and applied learning**, available online or in print. The package is made up of two distinct parts:

- i. A learning and training section comprising modules covering energy efficiency, energy literacy, and cultural perspectives and interactive features such as quizzes and activities to reinforce learning, and
- ii. A household energy self-assessment and planning tool designed to support tenants' practical application of knowledge and learnings to reduce energy consumption and improve household energy efficiency.

The **output objective(s)** of this project are to design, develop and distribute a holistic, self-paced and culturally relevant learning tool and resource to BATSICCHA tenants and households' that builds energy efficiency and literacy in an applied and transferrable way. The package features tailored training and applied learning content, alongside dedicated resources specifically developed to reinforce long term learning outcomes and applied behaviour change practices at a whole of household level.

The **outcome and impact objectives** of the Energy Efficiency & Self Assessment Package is to genuinely build household level understanding and literacy pertaining to energy efficiency and how to apply simple and effective strategies and measures confidently and successfully in and out of the home to increase overall energy efficiency.,

The **impact target** of this project and its approach is to genuinely support tenants and households to implement simple, effective and sustainable household practices in and out of the home that promote measurable improvements in reduced energy consumption, and subsequent supply costs. This is in addition to the manifold environmental and community benefits to be derived from working together as a community to improve how we use and conserve energy - in and out of the home.

First Survey: Before Training

Why Are We Asking These Questions?

We want to learn about your home, how you use energy, and what you need from us. This will help us establish a baseline understanding of existing energy efficiency knowledge across our tenant network – enabling us to track and report on the training package’s usefulness and impact, and contributing valuable outcomes and information toward continuous program improvement.

Section 1: Consent and Information

About This Survey

This survey is designed to collect de-identified information about your household’s energy use. Your answers will help us provide better support and monitor learning outcome and impacts, to assess this project’s efficacy and appropriateness. All your information will be kept private and no names or identifiable information will appear in any notes or the final report.

Do You Agree to Join?

- ☐ Yes, I agree to join this survey.
- ☐ I understand my information will be kept private.

Section 2: About Your Household

1. Do you identify as Aboriginal and/or Torres Strait Islander?

- ☐ Yes
- ☐ No

2. Do you or any other household members speak a language other than English?

- ☐ Yes
- ☐ No

3. What is the maximum number of people staying in your house at any one time?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5 or more

4. What are the different ages of each household members? (i.e., 3, 33, 35, 71)

.....

5. What gender does each family member identify with? (I.e, M, F, F, M, they)

.....

6. Do you care for a dependent? (E.g., child, aging partner etc.)

☐ Yes

☐ No

7. Does anyone in the household have a disability?

☐ Yes

☐ No

8. Are you a single parent household?

☐ Yes

☐ No

8. What is your household's postcode?

.....

9. What kind of home do you live in?

☐ Apartment/Unit

☐ Townhouse

☐ House

☐ Other: _____

10. (Optional) What is your household income?

☐ Below \$30,000

☐ \$30,000–\$50,000

☐ \$50,000–\$70,000

☐ Above \$70,000

Section 3: How You Use Energy

11. Do you receive your energy bills:

☐ Every month

☐ Every three months (quarterly)

☐ Not sure

12. Are you happy with your energy bills?

☐ Yes

☐ No

13. What appliances do you use the most?

☐ Fridge

☐ Washing machine

☐ Aircon or heater

☐ TV or entertainment devices

☐ Other: _____

14. Do you understand your energy bill?

☐ Yes, I understand it well

☐ A little bit

☐ Not at all

15. How would you describe your current energy saving knowledge?

☐ Strong

☐ Moderate

☐ Minimal

16. Do you turn off appliances when not using them?

☐ Yes, all the time

☐ Sometimes

☐ Not at all

17. Can you compare how much you pay for an appliance with what it costs to run?

☐ Yes, confidently

☐ To an extent

☐ Not at all

18. Do you try restricting the bulk of your household's energy consumption to any particular time of day? (I.e, middle of the day)

☐ Yes, at..... time of day

☐ Sometimes, at..... time of day

☐ Not at all

Section 4: Energy concessions and rebates

19. Do you hold any concessions?

☐ Yes,

☐ No

20. Are you aware of what energy concessions and rebates you are eligible for?

☐ Yes

☐ Vaguely

☐ Not at all

21. Do you feel confident in asking for a better price or available deals when engaging with energy providers?

- ☐ Yes
- ☐ Somewhat
- ☐ Not at all

22. Does your home have a smart meter?

- ☐ Yes
- ☐ No

Section 1. Understanding Home Energy Efficiency- Training and Learning Component

Objective: Build energy literacy and households' applied understanding and transferable skills to measurably reduce energy consumption and costs – inside and outside the home.

Module 1: Understanding Home Energy Efficiency

Objective: Build energy literacy by understanding how energy is used in the home and strategies to improve efficiency.

1. What is Energy Efficiency?

- **Definition:** Using less energy to achieve the same comfort and functionality.
 - **Benefits:**
 - *Saves Money:* Lower bills for the family.
 - *Protects Country:* Reduces waste and pollution.
 - *Increases Comfort:* Keeps homes cooler in summer and warmer in winter.
 - *Builds Value:* Energy-efficient homes are healthier and more valuable.
- Visual Aid:** Diagram comparing an energy-efficient and inefficient home.
-

2. What is Energy Literacy?

- **Understanding Energy Usage:** Identify high-energy appliances and their impact on bills.
- **Understanding Energy Bills:**

- Key parts of the bill: usage charges, service fees, and total consumption.
 - Example: Annotated energy bill showing how to track costs.
 - **Practical Strategies:**
 - Turn off unused lights and appliances.
 - Use cold water and full loads for laundry.
 - Set fridge temperature to 3–4°C.
 - **Interactive Activity:**
 - Practice calculating savings by switching to LED bulbs or using cold water for laundry.
-

3. Seasonal Knowledge

- **Traditional Perspectives on Seasons:** Aboriginal knowledge emphasizes resource use aligned with the rhythm of the seasons.
 - **Seasonal Wisdom for Energy Saving:**
 - Cooler seasons: Block draughts, layer clothing, and gather in warm spaces.
 - Warmer seasons: Use fans, shade homes with trees, and open windows at night.
 - **Interactive Activity:**
 - Share family traditions for preparing for seasonal changes. Compare these to energy-saving tips.
 - **Visual Aid:** Seasonal calendar overlaying energy-saving actions.
-

4. Seasonal and Year-Round Impacts

- **Winter:** Use heavy curtains, seal gaps, and layer up.
 - **Summer:** Shade windows, open windows during cooler hours, and use fans.
 - **Interactive Activity:**
 - Annotate a sample home image with seasonal energy-saving improvements.
-

Pop Quiz 1: Applying Understanding Energy Efficiency and Literacy

Question 1

What does energy efficiency mean?

- A. Using more energy to stay comfortable.
- B. Using less energy to achieve the same comfort and functionality.
- C. Paying less for energy without changing anything.

Answer: B

Question 2

What is one benefit of energy efficiency?

- A. Higher energy bills.
- B. Saves money and protects the country.
- C. Makes your home less comfortable.

Answer: B

Question 3

What should you check on your energy bill?

- A. How much energy you used.
- B. The charges and fees.
- C. Both A and B.

Answer: C

Question 4

Which of these actions improves energy efficiency?

- A. Leaving lights on in empty rooms.
- B. Using heavy curtains in winter.
- C. Running the heater with windows open.

Answer: B

Question 5

How can you save energy when washing clothes?

- A. Wash in cold water and run full loads.
- B. Use warm water for every load.
- C. Run the washing machine for small loads frequently.

Answer: A

Question 6

Which appliance uses the most energy in a typical home?

- A. Television.
- B. Fridge.
- C. Toaster.

Answer: B

Question 7

What should you do with your electronics when not in use?

- A. Leave them on standby.
- B. Turn them off at the power point.
- C. Keep them running to avoid wear and tear.

Answer: B

Question 8

What is the recommended temperature setting for a fridge?

- A. 1–2°C.
- B. 3–4°C.

C. 5–6°C.

Answer: B

Question 9

Which light bulbs are most energy-efficient?

A. Incandescent.

B. Halogen.

C. LED.

Answer: C

Question 10

How can you reduce heating costs in winter?

A. Use heavy curtains to keep heat inside.

B. Leave doors to unused rooms open.

C. Use only thin blankets at night.

Answer: A

Module 2: Inside and Outside the Home

Objective: Equip tenants with actionable tips to improve energy efficiency both indoors and outdoors.

1. Electricity and Appliances

- Efficient appliance use: Fridges, washing machines, and heaters.
- Switch to energy-efficient lighting (e.g., LED bulbs).

Interactive Activity:

- Identify one appliance or light you can upgrade or use more efficiently.

2. Water Efficiency

- Install water-saving showerheads.
- Use cold water for laundry.

Visual Aid: Flow comparison of traditional vs. water-efficient showerheads.

3. Heating and Cooling

- Winter: Heavy curtains, block draughts, and close unused rooms.
- Summer: Shade windows, use fans, and ventilate during cooler hours.

4. Energy Rights and Concessions

- Learn consumer rights for fair billing.

- Check eligibility for rebates and discounts.

Interactive Activity: Practice reading a sample energy bill to identify charges and concessions.

5. **Waste and Recycling**

- Separate recyclables and reduce landfill waste.
- Use reusable alternatives.

Interactive Activity: Audit your waste. Identify three items you can recycle or replace.

6. **Composting and Green Waste**

- Benefits of composting food scraps and mulching garden waste.

7. **Guttering and Water Management**

- Regular gutter cleaning and installing water tanks for outdoor use.

8. **Outdoor Lighting**

- Replace halogen bulbs with solar-powered or LED lights.

Checklist for Energy Efficiency

Understanding Your Energy Usage

- Review your energy bills to understand your consumption.
- Understand the breakdown of charges (e.g., usage charges, supply charges).
- Identify which appliances use the most energy.
- Compare your energy usage with similar households.
- Set a goal to reduce your energy consumption.

Inside Your Home

Draughts and Insulation

- Check for draughts around windows and doors and seal them.
- Ensure your home is well insulated.

Lighting

- Replace all light globes with LED bulbs.

Appliance Usage

- Switch off electronics when not in use.
- Use power boards to manage devices.
- Arrange furniture to allow for proper airflow.

- Service or upgrade heating and cooling systems for efficiency.

Bathroom

- Install water-efficient showerheads.
- Take shorter showers (under 4 minutes).
- Fix any leaking taps.

Bedroom

- Use ceiling fans instead of air conditioning where possible.
- Install heavy curtains or blinds for insulation.
- Close doors to keep heat or cool air where it's needed.

Laundry

- Wash clothes with cold water.
- Use a clothesline to air-dry clothes instead of a dryer.
- Clean the lint filter in your dryer after every use.
- Only run the washing machine with full loads.

Outside Your Home

Lighting

- Switch to LED or solar-powered outdoor lights.

Waste Management

- Separate recyclables like paper, glass, and plastic.
- Compost organic waste such as food scraps and garden clippings.

Garden

- Plant shade trees to reduce heat entering your home.
- Use garden waste as mulch or compost.

Water Management

- Check outdoor taps and hoses for leaks.
- Install rainwater tanks for garden and outdoor water use.

Additional Outdoor Actions

- Clean gutters regularly to improve water drainage.
- Use rainwater for gardening and other outdoor activities.

Renewable Energy

- Install and maintain solar panels to generate renewable energy.

1. Set Goals:

- Choose three energy-saving actions to implement within the next month.
- Example: Replace old bulbs with LEDs or install a water-efficient showerhead.

2. Track Progress:

- Use the provided checklist to monitor completed actions.
 - Note savings or improvements observed.
 -
-

Pop Quiz 2: Inside and Outside the Home

Question 1

What does energy efficiency mean?

- A. Using more energy to stay comfortable.
- B. Using less energy to achieve the same comfort and functionality.
- C. Paying less for energy without changing anything.

Answer: B

Question 2

What should you check on your energy bill?

- A. How much energy you used.
- B. The charges and fees.
- C. Both A and B.

Answer: C

Question 3

How can you save energy when washing clothes?

- A. Use warm water for every load.
- B. Wash in cold water and run full loads.
- C. Run the washing machine for small loads frequently.

Answer: B

Question 4

Which appliance uses the most energy in a typical home?

- A. Television.
- B. Fridge.
- C. Toaster.

Answer: B

Question 5

What is the recommended fridge temperature?

- A. 1–2°C.
- B. 3–4°C.

C. 5–6°C.

Answer: B

Question 6

Which light bulbs are most energy-efficient?

- A. Incandescent.
- B. Halogen.
- C. LED.

Answer: C

Question 7

Why should you clean your gutters regularly?

- A. To prevent blockages and water damage.
- B. To save on heating costs.
- C. To reduce dust in the air.

Answer: A

Question 8

What's a good way to cool your home naturally in summer?

- A. Use ceiling fans and open windows early in the morning or evening.
- B. Open windows during the hottest part of the day.
- C. Block all air circulation.

Answer: A

Question 9

What should you do with electronics when not in use?

- A. Leave them on standby.
- B. Turn them off at the power point.
- C. Keep them running to avoid wear and tear.

Answer: B

Question 10

How does composting help the environment?

- A. It reduces the need for chemical fertilisers.
- B. It increases landfill waste.
- C. It uses more energy to manage organic waste.

Answer: A

How Much Energy Should My Home Use?

Why Does This Matter?

Knowing how much energy your home should use helps you save money, care for the land, and make your home more comfy.

1. What's Normal Energy Use?

Here's how much energy (in kilowatt-hours, kWh) homes like yours might use each day.

How Many People?	Daily Use	Monthly Use	What You Should Know
1 person	8–12 kWh	240–360 kWh	Living alone uses less energy.
2 people	12–16 kWh	360–480 kWh	Sharing spaces saves energy.
3 people	16–22 kWh	480–660 kWh	More people means more energy use.
4 people	22–30 kWh	660–900 kWh	Bigger families use more power.
5+ people	30–40+ kWh	900–1200+ kWh	Large households need the most energy.

2. What Makes Your Usage Go Up?

- **The Weather:** More energy is used in hot summers (air conditioning) or cold winters (heating).
- **Old Appliances:** Older fridges, heaters, or washers use a lot more power.
- **Bad Habits:** Leaving lights or TVs on wastes energy.

3. Easy Ways to Save Energy

Keep Cool or Warm

- **Hot Days:** Use fans instead of aircon. Close curtains to block the sun.
- **Cold Days:** Use blankets, rugs, and close doors to stay warm.

Lights and Appliances

- Turn off lights and TVs when you leave the room.
- Use **LED bulbs** — they use less energy.

Laundry

- Wash clothes in **cold water** and wait for a full load.

4. Check Your Energy Use

- Look at your energy bill. Find the "**Daily Usage**" number (it's in kWh).
 - Use the chart above to see if you're using too much.
-

5. What Can You Do Next?

- Pick **one or two actions** to try this month.
 - Write it down! Example: "Turn off all lights when not in use."
 - Share your success with family or friends to help them save too!
-

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Energy Tips for Your Home

Save money, care for Country, look after family and keep your home comfy!

Tips for Your Household Size

Household Size	Daily Energy Tips	What to Watch For	How to Save Money
1 Person	- Turn off lights when you leave the room. - Use a fan instead of aircon on hot days.	- Leaving TVs or chargers on when not in use.	- Wash clothes in cold water and wait for a full load. - Use only 1 room heater in winter.
2 People	- Share rooms when possible to save energy. - Cook meals together instead of using appliances twice.	- Running separate heaters or aircons for each person.	- Use LED lights in shared spaces. - Close doors to keep cool or warm air in one room.
3 People	- Run the washing machine only with full loads. - Use rugs to keep the house warm in winter.	- Fridge doors being left open too long. - Multiple TVs on at the same time.	- Use energy-efficient fridges and washing machines. - Turn off unused appliances at the power point.
4 People	- Keep curtains open during the day in winter for free warmth. - Use cold water for all laundry.	- Kids leaving lights, TVs, or fans on. - Running multiple heaters in different rooms.	- Set the fridge to 3–4°C and freezer to -18°C. - Shade the house with blinds or trees in summer.
5+ People	- Set up a roster to remind everyone to turn things off. - Share fans or aircons in big rooms instead of separate spaces.	- Washing small loads instead of full ones. - Heating or cooling the whole house at once.	- Use ceiling fans instead of aircons. - Close off unused rooms to save on heating or cooling.

Quick Hints for Every Household

- 1. In the Kitchen:**
 - Cook meals together to save energy.
 - Use lids on pots to cook faster.
- 2. In the Bathroom:**

- Take shorter showers.
 - Use water-efficient showerheads.
- 3. In the Living Room:**
- Turn off TVs and gaming consoles at the power point.
 - Use rugs and heavy curtains in winter.
- 4. In the Laundry:**
- Use cold water and full loads only.
 - Hang clothes outside instead of using the dryer.
- 5. Outside:**
- Use solar-powered garden lights.
 - Keep gutters clear to avoid water damage.

What To Do If Your Bill Is Too High

Problem	Response Strategy	Extra Tip
Energy bill too high	Call your energy provider and ask for a review.	Check if you're eligible for rebates or concessions.
Using too much energy	Look for devices you leave on and turn them off.	Try tracking your usage for one week.
Fridge or appliances using a lot	Check their energy star ratings.	Upgrade to energy-efficient appliances if possible.
Big family needing extra help	Contact BATSICCHA for more energy-saving advice.	Share tips with family members to save together.

Remember:

Every little action helps! Small changes can save you money and make your home feel better for everyone.

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.



Call: [Insert Number]
Visit: [Insert Website]

Know Your Rights and Available Concessions

For tenants of BATSICCHA

Learn about your energy rights, what support is available, and how to save on your energy bills.

Your Energy Rights

You have the right to:

1. **Clear and Accurate Bills**
 - Your energy bill must show how much you're charged and why.
2. **Fair Access to Help**
 - You can ask your energy provider for payment plans or hardship assistance if you're struggling.
3. **Information About Discounts**
 - Energy providers must share information about rebates, discounts, and concessions that can lower your costs.

What Concessions Are Available?

Concession or Rebate	Who Can Get It?	What It Covers	How to Apply
Electricity Rebate Scheme	Low-income households or pension holders	Discounts on electricity bills.	Call your energy provider or visit their website.
Medical Rebate	People with medical conditions	Extra help for high costs.	Ask your doctor for a form and apply with your provider.
Home Energy Emergency Assistance	Families in financial crisis	One-time payment to help with overdue bills.	Contact your energy provider for help.
No Interest Loan Scheme (NILS)	Anyone needing energy-efficient appliances	Interest-free loans for fridges, washers, etc.	Contact NILS or BATSICCHA for support.

What Can You Do If Your Bill is Too High?

Problem	What To Do
Your bill seems too high.	Call your energy provider and ask for a review or explanation.

Problem	What To Do
You're struggling to pay.	Request a payment plan or ask about emergency assistance.
You don't understand your bill.	Bring your bill to BATSICCHA, and we can help explain it to you.
You haven't got rebates applied.	Check with your provider if you're eligible for concessions or rebates.

Tips for Saving on Energy Costs

- **Compare Prices:**
Check different energy providers to find the best deal for you. Use comparison tools like [Energy Made Easy](#).
- **Ask for Discounts:**
Call your provider and ask for discounts on your plan.
- **Switch Off Power:**
Turn off appliances at the wall to save on "standby power."
- **Track Usage:**
Check how much energy your household is using each month and set goals to reduce it.

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Your Energy-Saving Action Plan

Introduction

This Energy-Saving Action Plan will help your household reduce energy costs, improve comfort, and minimise environmental impact. Select actions that suit your household's needs and track your progress as you make changes.

Step 1: Assess Your Household Needs

1.1 Energy Usage Audit:

- ☐ Identify areas in your home with high energy use (e.g., heating, cooling, appliances).
- ☐ Check your recent energy bills to understand your consumption patterns.
- ☐ List the top three energy-consuming activities or appliances in your household:

- _____
- _____
- _____

1.2 Family Energy-Saving Goals:

- ☐ Set a goal for reducing your energy use (e.g., decrease bills by 10%, reduce heater usage).

Goal: _____

Step 2: Choose Your Energy-Saving Actions

2.1 Heating and Cooling:

- ☐ Use heavy curtains to insulate windows during winter.
- ☐ Close doors to unused rooms to keep heat in.
- ☐ Set your air conditioner to 24–26°C in summer and heating to 18–20°C in winter.

2.2 Appliance Use:

- ☐ Switch off appliances at the power point when not in use.
- ☐ Run full loads of laundry in cold water.
- ☐ Upgrade to energy-efficient appliances (e.g., fridge, washing machine, heater).

2.3 Lighting:

- ☐ Replace traditional light bulbs with energy-efficient LED bulbs.
- ☐ Turn off lights when leaving a room.

2.4 Water Efficiency:

- ☐ Install a water-efficient showerhead.
- ☐ Take shorter showers (under 4 minutes).

2.5 Outdoor Spaces:

- ☐ Install solar-powered outdoor lighting.
- ☐ Use shading (trees, awnings) to keep your home cooler in summer.

2.6 Waste and Recycling:

- ☐ Start a compost bin for food and garden waste.
 - ☐ Separate recyclable items like glass, paper, and plastics from general waste.
-

Step 3: Create Your Seasonal Energy Plan

3.1 Winter Actions:

- ☐ Use rugs on hard floors to keep rooms warmer.
- ☐ Block draughts with weatherstripping or door snakes.
- ☐ Wear warm clothing and layer blankets instead of running the heater all day.

3.2 Summer Actions:

- ☐ Use ceiling or pedestal fans instead of air conditioning.
- ☐ Open windows in the morning and evening to cool the home naturally.
- ☐ Avoid using the oven during hot days; opt for stovetop or no-cook meals.

3.3 Year-Round Actions:

- ☐ Regularly clean gutters to ensure proper water drainage.
 - ☐ Unplug appliances during lightning storms to prevent power surges.
-

Step 4: Track Your Progress

Use the table below to record your energy-saving actions and the date completed:

Action	Date Started	Date Completed	Notes/Comments
Replace old bulbs with LEDs			
Install water-efficient showerhead			
Start composting food scraps			
Seal draughts around windows/doors			
Use ceiling fans in summer			

Step 5: Review and Adjust

5.1 Evaluate Your Results:

- ☐ Compare your energy bills before and after implementing actions.
- ☐ Note changes in comfort and energy usage patterns.

5.2 Adjust Your Plan:

- ☐ Identify actions that worked well and areas for improvement.
 - ☐ Add new actions based on your household's experience.
-

Additional Resources

For further guidance and support:

- Contact your energy provider for advice on saving energy.
 - Explore government rebates for energy-efficient upgrades.
 - Visit [Insert Relevant Website or Resource Here].
-

Commit to Your Plan

Sign below to commit to implementing this action plan:

Name: _____

Date: _____

By following this action plan, you're taking an important step towards a more energy-efficient, comfortable, and environmentally friendly home.

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Seasonal Energy-Saving Checklists

These easy-to-follow seasonal energy-saving checklists are designed to help you save energy, reduce costs, and keep your home comfortable all year round. Tick off each action as you complete it.

Winter Checklist (Cold Weather)

Keep your home warm and energy-efficient during the cooler months.

- ☐ **Use Heavy Curtains:** Close curtains at night to trap heat and open them during the day to let in natural warmth.
 - ☐ **Seal Draughts:** Use weatherstripping, draught stoppers, or door snakes to block cold air from windows and doors.
 - ☐ **Layer Up:** Wear warm clothing and use blankets to stay warm instead of running the heater all day.
 - ☐ **Close Doors to Unused Rooms:** Keep heat contained in the spaces you're using.
 - ☐ **Use Rugs on Hard Floors:** Add rugs to insulate floors and keep them warm.
 - ☐ **Set Heating Wisely:** Set your heater to 18–20°C for efficient heating.
 - ☐ **Cook Warm Meals:** Use your kitchen for warm meals, which also adds heat to your home.
 - ☐ **Service Your Heater:** Ensure your heating system is clean and running efficiently.
-

Summer Checklist (Hot Weather)

Stay cool while reducing energy usage during the hot months.

- ☐ **Use Blinds or Awnings:** Shade windows to block direct sunlight and keep your home cooler.
 - ☐ **Open Windows for Cooling:** Open windows early in the morning and evening for natural ventilation.
 - ☐ **Use Fans Instead of Air Conditioning:** Ceiling or pedestal fans are more energy-efficient alternatives.
 - ☐ **Set Cooling Wisely:** Set your air conditioner to 24–26°C to stay cool without overusing energy.
 - ☐ **Stay Hydrated:** Drink plenty of water to keep cool naturally.
 - ☐ **Minimise Oven Use:** Opt for no-cook meals or use stovetops instead of the oven.
 - ☐ **Check Insulation:** Ensure your roof and walls are properly insulated to keep the heat out.
 - ☐ **Plant Shade Trees:** Use trees or shrubs to block sunlight on the hottest sides of your home.
-

Wet Season Checklist (Rainy Weather)

Prepare your home for increased moisture and storm conditions.

- ☐ **Clean Gutters:** Ensure gutters are free of debris to prevent blockages and water damage.
 - ☐ **Prevent Humidity Indoors:** Use ventilation fans to reduce moisture and prevent mould growth.
 - ☐ **Dry Clothes Under Cover:** Use indoor drying racks or covered clotheslines instead of electric dryers.
 - ☐ **Unplug Appliances During Storms:** Protect electronics from power surges during lightning storms.
 - ☐ **Fix Roof Leaks:** Inspect your roof for leaks and repair them promptly to avoid water damage.
 - ☐ **Inspect Drainage Systems:** Ensure water flows away from your home's foundation.
-

Year-Round Checklist

Keep energy efficiency in mind no matter the season.

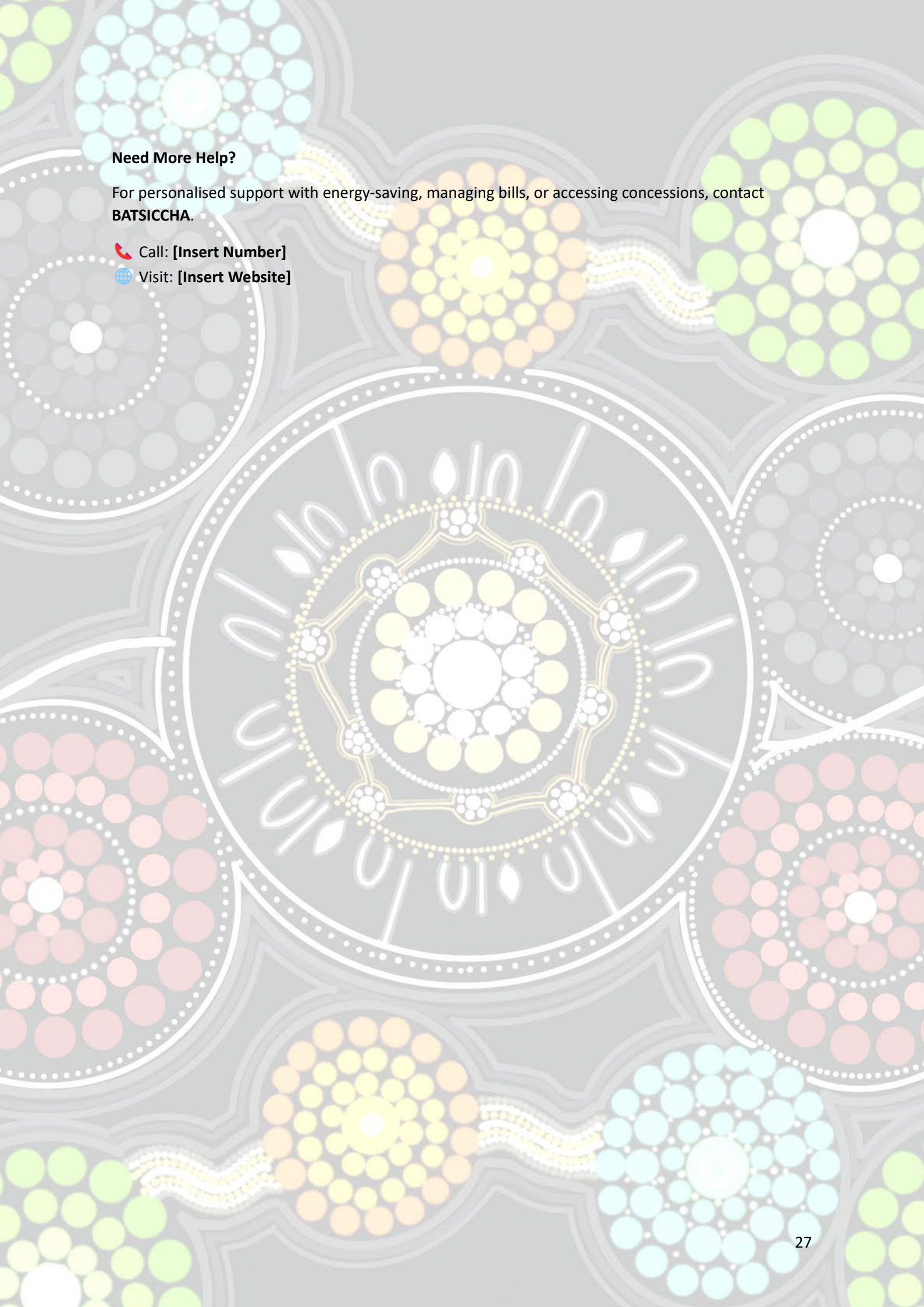
- ☐ **Switch to LED Bulbs:** Replace all old light bulbs with energy-efficient LEDs.
 - ☐ **Turn Off Appliances When Not in Use:** Switch off devices at the power point to avoid standby power waste.
 - ☐ **Run Full Loads in Appliances:** Only run the washing machine or dishwasher when fully loaded.
 - ☐ **Use Water-Efficient Showerheads:** Reduce water and heating energy use.
 - ☐ **Maintain Your Appliances:** Clean filters in air conditioners, heaters, and dryers to ensure efficiency.
 - ☐ **Recycle and Compost:** Reduce landfill by separating recyclables and composting organic waste.
 - ☐ **Check for Energy Rebates:** Look for government subsidies or discounts on energy-efficient upgrades.
 - ☐ **Monitor Energy Bills:** Regularly review your energy usage to track progress and identify savings opportunities.
-

Custom Actions

Add your own actions to suit your household's needs:

- ☐ _____
 - ☐ _____
 - ☐ _____
-

These checklists are your tools for reducing energy costs and contributing to a sustainable future.



Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

How to Interpret Your Energy Bill

Understanding your energy bill is key to managing your energy usage and saving money. Here's a step-by-step guide to break it down.

1. Start with the Basics

Look for these key details on the front page of your bill:

- **Account Holder Name:** Ensure the bill is addressed to you.
- **Billing Period:** The dates covered by this bill.
- **Total Amount Due:** The amount you owe, including the due date.



Suggested Image: A sample bill with the **account holder**, **billing period**, and **amount due** highlighted.

2. Check Your Energy Usage

Find the section showing how much energy you've used.

- **Units Used:** Energy is measured in kilowatt-hours (kWh).
- **Daily Usage Graph:** Some bills include a graph showing daily energy use. This helps identify patterns.



Suggested Image: A graph comparing daily usage with a highlight on a high-use day.

3. Understand the Charges

This section breaks down what you're paying for:

- **Usage Charges:** The cost of the energy you've used, often listed as cents per kWh.
- **Supply Charges:** A daily fee for maintaining the connection to the energy grid.
- **Other Charges:** May include GreenPower or solar credits.



Suggested Image: An example bill with usage and supply charges circled for clarity.

4. Look for Discounts or Concessions

Rebates or discounts, should appear here.

- Examples: Low-income or concession card discounts, prompt payment discounts.



Suggested Image: A highlighted line item showing a concession or discount applied.

5. Review the Tariff Type

Your tariff determines how you're charged for energy:

- **Single Rate:** The same rate applies all day.
- **Time-of-Use:** Different rates for peak, shoulder, and off-peak times.
- **Controlled Load:** A separate rate for specific appliances like hot water systems.

 **Suggested Image:** A bar chart showing peak, shoulder, and off-peak costs.

6. Check for Solar Credits

If you have solar panels, your bill will include:

- **Exported Energy:** The amount of solar energy sent back to the grid.
- **Feed-in Tariff:** The credit you receive for exported energy.

 **Suggested Image:** A bill showing a feed-in tariff with arrows pointing to the credits applied.

7. Payment Options

Your bill should list ways to pay:

- **Direct Debit:** Automatic payments.
 - **BPay or Online:** Payment via internet banking.
 - **In-Person:** Payments at the post office or other locations.
-

By understanding your energy bill, you can take control of your energy use, reduce waste, and save money!

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSIICHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Helpful Organisations

Organisation	Service	Phone Number	Website
BATSICCHA	Housing support and energy-saving advice.	[Insert Number]	[Insert Website]
Energy Made Easy (Australian Govt)	Compare energy plans to find the best deal.	1300 585 165	www.energymadeeasy.gov.au
Queensland Energy Regulator	Assistance with energy rights and complaints.	13 74 68	www.qca.org.au
No Interest Loan Scheme (NILS)	Interest-free loans for energy-efficient appliances.	13 64 57	www.nils.com.au
Ergon Energy	Tariff advice and rebates for Queenslanders.	13 10 46	www.ergon.com.au
Energex	Energy-saving tips and solar information.	13 12 53	www.energex.com.au
Queensland Government (Energy Rebates)	Information on rebates and concessions for households.	13 QGOV (13 74 68)	www.qld.gov.au
Financial Counselling Australia	Free advice for managing energy bills and finances.	1800 007 007	www.financialcounsellingaustralia.org.au
Australian Energy Regulator (AER)	Guides on energy rights and hardship programs.	1300 585 165	www.aer.gov.au

The **Home Energy Efficiency & Literacy Tenant Information & Household Self-Assessment Package** equips BATSICCHA tenants with the tools and knowledge to make informed decisions about energy use. Through practical tips, cultural alignment, and accessible resources, this package supports you in:

- Reducing energy costs.
- Improving home comfort.
- Protecting the environment and respecting Country.

Use the action plans, seasonal checklists, and guides to help your family save energy and money. Reach out for support whenever needed—together, we can make a positive impact for households, communities, and the land.

Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Section 2: Household self-assessment & action and progress planning

Household self-assessment tool

Energy Self-Audit Tool Template for Tenants

Title: *How much energy does your home use? See if you can save some money ...*

Introduction: This tool is designed to help you check how much energy your home is using and find ways to save. It's easy to use with simple steps, large text, and tick boxes. Follow the guide and see how you can make your home more energy-efficient, saving money and helping the environment.

[Section 1: Understanding Your Energy Use]

1.1. Check Your Energy Bills:

- **Look at your latest energy bill.**
 - Do you know how much energy you used last month?
 - ☐ Yes, I understand my energy use
 - ☐ No, I need help understanding my bill
- **Solution:** If you're not sure, look for key information such as the total energy consumption (in kWh) and the amount charged. Most bills include a comparison with previous months or an estimate of average household use. This can help you see if your usage is increasing or decreasing.

1.2. Breakdown of Costs:

- **Look at the charges on your bill:**
 - Do you understand the breakdown of costs (e.g., usage charges, service charges)?
 - ☐ Yes, I understand the breakdown
 - ☐ No, I need help understanding the charges

- **Solution:** Contact your energy provider for an explanation or look up resources online that can help you understand what each part of your bill means. Understanding how you are charged can help you identify ways to save.
-

1.3. What's Using the Most Energy?

- **List the appliances you use the most:**
 - Example: Fridge, Washing Machine, Heater, Air Conditioner, Television
 - Are these appliances energy-efficient?
 - ☐ Yes
 - ☐ No
 - ☐ Not Sure
 - **Solution:** Check the energy efficiency ratings of your appliances. Appliances with higher energy star ratings use less electricity. If any major appliances are not energy-efficient, consider models with better ratings, when you replace them. Or, use them efficiently like set the fridge at an optimal temperature – 3°C to 4°C or run washing machines on full loads.
-

1.4. Compare Your Usage to Similar Households:

- **Have a look at the comparison on your bill or on your energy provider's website:**
 - Does your household use more or less energy than similar homes?
 - ☐ My usage is higher than average
 - ☐ My usage is lower than average
 - ☐ Not sure
 - **Solution:** If your household is using more energy than average, it's a good idea to look at why. This could be because someone is leaving devices on unnecessarily, or inefficient heating or cooling.
-

1.5. Set a Goal to Reduce Energy Use:

- **Think about how much you want to reduce your bill and energy use:**
 - Do you have a goal for reducing your energy consumption next month?
 - ☐ Yes, I've set a target
 - ☐ No, I haven't thought about it

- **Solution:** Set a goal to reduce your energy use. Even turning off devices when not in use, reducing heating and cooling time, and switching to energy-efficient lighting will save you money.

[Section 2: Assessing Inside Your Home]

2.1. Check for Draughts:

- **Go around your home and feel for cold air coming in around windows and doors.**
 - Are there any draughts?
 - ☐ Yes, I found draughts
 - ☐ No, my home is draught-free
- **Solution:** If you found draughts, try using draught stoppers or sealing gaps. This can save a lot of energy and money.

2.2. Lighting Efficiency:

- **Look at the light bulbs in your home.**
 - Are they energy-efficient LED bulbs?
 - ☐ Yes, all bulbs are LED
 - ☐ No, some bulbs are not LED
 - **Solution:** Replace old bulbs with LED bulbs, which use less energy and last longer.

2.3. Appliance Check:

- **Look at your appliances.**
 - Are they turned off when not in use?
 - ☐ Yes, I switch them off
 - ☐ No, some stay on
 - **Solution:** Use a power board with a switch to easily turn off multiple devices when not in use.

Living Room:

2.1. Turn Off Electronics:

- **Look at your electronic devices (TVs, gaming consoles, etc.)**
 - Are they turned off when not in use?
 - ☐ Yes, I turn off all electronics

- ☐ No, some stay on in standby mode
- **Solution:** Turn off electronics at the power point when not in use, as devices in standby mode still use power.

2.2. Install Energy-Efficient Window Coverings:

- **Look at your windows:**
 - Do you have energy-efficient window coverings (like heavy curtains or blinds)?
 - ☐ Yes, my windows are covered with energy-efficient materials
 - ☐ No, I need to improve my window insulation
- **Solution:** Install energy-efficient window coverings to help insulate your living space and reduce heating and cooling costs.

2.3. Use Rugs on Hard Floors:

- **Check your floors:**
 - Do you have rugs on your hard floors?
 - ☐ Yes, I have rugs on my hard floors
 - ☐ No, I don't use rugs
- **Solution:** Rugs help insulate your home and reduce heat loss. Place rugs in areas where heat might escape, such as near windows and doors.

2.4. Switch to Energy-Efficient Heating/Cooling Systems:

- **Look at your heater or air conditioner:**
 - Is it an energy-efficient model, and is it serviced regularly?
 - ☐ Yes, I have an energy-efficient heating/cooling system
 - ☐ No, my system needs to be upgraded or serviced
- **Solution:** Consider upgrading to energy-efficient models and service them regularly to ensure they are running efficiently.

2.5. Position Furniture to Maximize Airflow:

- **Look at the furniture in your living room:**
 - Is your furniture blocking any heaters or air vents?
 - ☐ No, my furniture allows air to flow freely
 - ☐ Yes, some furniture is blocking air circulation
- **Solution:** Arrange your furniture to maximise airflow, ensuring that heaters and air vents can flow freely.

Bathroom:

2.6. Install a Water-Efficient Showerhead:

- **Check your showerhead:**
 - Is it a water-efficient model?
 - ☐ Yes, I have a water-efficient showerhead
 - ☐ No, I need to install one
- **Solution:** Installing a water-efficient showerhead reduces both water and energy consumption for heating water.

2.7. Take Shorter Showers:

- **Think about your shower habits:**
 - Are you taking shorter showers?
 - ☐ Yes, I take short showers (less than 4 minutes)
 - ☐ No, I could reduce my shower time
- **Solution:** Reducing shower time by just a few minutes can save a significant amount of water and heating energy.

2.8. Turn Off Exhaust Fan When Not Needed:

- **Check your bathroom fan:**
 - Do you turn off the exhaust fan when it's no longer needed?
 - ☐ Yes, I turn off the fan as soon as possible
 - ☐ No, I often leave it running
- **Solution:** Turn off the exhaust fan as soon as it's no longer needed to prevent heat or cool air from being drawn out unnecessarily.

2.9. Fix Any Leaking Taps:

- **Check your taps:**
 - Do you have any taps that are leaking, especially hot taps?
 - ☐ No, all my taps are in good condition
 - ☐ Yes, some taps are leaking
 - **Solution:** Fix or replace leaking taps to prevent wasted water and energy from heating the water.
-

Bedroom/s:

2.10. Switch Off Chargers and Devices Overnight:

- **Check your devices and chargers:**
 - Are chargers and devices switched off overnight?
 - ☐ Yes, I switch off all chargers and devices
 - ☐ No, I leave them plugged in
- **Solution:** Unplug chargers and switch off devices at night to prevent unnecessary energy usage.

2.11. Use a Ceiling Fan Instead of Air Conditioning:

- **Look at your cooling system:**
 - Do you use a ceiling fan instead of air conditioning?
 - ☐ Yes, I mostly use a ceiling fan
 - ☐ No, I rely on air conditioning
- **Solution:** Use a ceiling fan, which uses much less energy than an air conditioner and is effective for cooling in the warmer months.

2.12. Add Heavier Curtains:

- **Look at your bedroom windows:**
 - Do you have heavy curtains or blinds to help insulate the room?
 - ☐ Yes, I have heavy curtains
 - ☐ No, I need to install heavier curtains
- **Solution:** Heavier curtains or blinds can help keep your bedroom warmer in winter and cooler in the heat, reducing the need for heating and cooling.

2.13. Close Doors to Keep Heat In/Out:

- **Check how you manage airflow:**
 - Do you close doors to keep heat in during winter and cool air in during summer?
 - ☐ Yes, I close doors when heating or cooling
 - ☐ No, I leave doors open
- **Solution:** Close doors to prevent heat or cool air from escaping into unused rooms, making your heating and cooling more efficient.

2.14. Switch to Energy-Efficient Bedside Lamps:

- **Check your bedside lamps:**

- Are your bedside lamps energy-efficient (e.g., LED)?
 - ☐ Yes, I use energy-efficient bulbs
 - ☐ No, I need to replace them
 - **Solution:** Use energy-efficient LED bulbs in your bedside lamps to reduce electricity consumption.
-

Laundry:

2.15. Use Cold Water for Washing Clothes:

- **Check your washing habits:**
 - Do you use cold water for washing your clothes?
 - ☐ Yes, I always use cold water
 - ☐ No, I use warm or hot water
- **Solution:** Using cold water saves energy, as it doesn't require heating. Most detergents work just as well in cold water.

2.16. Dry Clothes on a Clothesline:

- **Check how you dry your clothes:**
 - Do you use a clothesline instead of a dryer?
 - ☐ Yes, I use a clothesline
 - ☐ No, I rely on the dryer
- **Solution:** Drying clothes on a clothesline saves heaps of energy compared to using a dryer.

2.18. Clean the Lint Filter in the Dryer:

- **Check your dryer's lint filter:**
 - Do you clean the lint filter after every use?
 - ☐ Yes, I always clean the filter
 - ☐ No, I sometimes forget
- **Solution:** Cleaning the lint filter improves dryer efficiency and reduces drying time, saving energy.

2.19. Run the Washing Machine Only with Full Loads:

- **Check your washing machine habits:**
 - Do you wait until you have a full load before running the washing machine?

- ☐ Yes, I only wash full loads
 - ☐ No, I wash small loads
- **Solution:** Running the washing machine with full loads reduces both water and energy consumption.

2.20. Use an Energy-Efficient Washing Machine:

- **Look at your washing machine:**
 - Is it an energy-efficient model?
 - ☐ Yes, I have an energy-efficient washing machine
 - ☐ No, my machine is older
 - **Solution:** Consider upgrading to an energy-efficient washing machine, which uses less water and power per load.
-

[Section 2: Assessing Outside Your Home]

2.1. Garden and Outdoor Lighting:

- **Check the outdoor lighting in your garden and around your home.**
 - Are your outdoor lights energy-efficient (e.g., LED or solar-powered)?
 - ☐ Yes, my outdoor lights are energy-efficient
 - ☐ No, I need to switch to energy-efficient outdoor lighting
 - **Solution:** Replace any halogen or incandescent outdoor lights with energy-efficient LED bulbs or solar-powered lights. Solar lights charge during the day and use no grid electricity at night, reducing energy costs.
-

2.2. Waste and Recycling:

- **Review your waste and recycling practices.**
 - Do you separate recyclable materials like plastics, paper, and glass from general waste?
 - ☐ Yes, I regularly recycle
 - ☐ No, I need to improve my recycling habits
- **Solution:** Use the bins for recycling and general waste. Get familiar with what your local council accepts in recycling collections. Reduce waste by opting for reusable items instead of single-use plastics whenever possible.

2.3. Composting Organic Waste:

- **Check if you are composting your organic waste.**
 - Are you composting food scraps and garden waste (e.g., fruit peels, vegetable scraps, and lawn clippings)?
 - ☐ Yes, I have a composting system
 - ☐ No, I need to start composting
 - **Solution:** Set up a compost bin or heap in your garden to compost food scraps and garden waste. Composting reduces the amount of organic material going to landfill and creates nutrient-rich compost for your garden, reducing the need for chemical fertilizers.
-

2.4. Garden and Green Waste:

- **Check how you handle garden waste (e.g., grass clippings, branches, leaves).**
 - Are you composting or mulching your garden waste instead of throwing it away?
 - ☐ Yes, I compost or mulch my garden waste
 - ☐ No, I need to manage my green waste better
 - **Solution:** Use green waste like grass clippings and leaves as mulch to retain moisture in your garden and reduce evaporation. Alternatively, compost your green waste to create nutrient-rich soil for your plants. If you can't compost, look into green waste collection services provided by your local council.
-

2.5. Guttering and Water Management:

- **Inspect your gutters and downpipes.**
 - Are your gutters clear, and is water being directed away from your house properly?
 - ☐ Yes, my gutters are clean and working efficiently
 - ☐ No, I need to clean my gutters or fix water drainage
 - **Solution:** Clean your gutters regularly to prevent blockages that could lead to water damage or reduce the effectiveness of rainwater collection. Make sure downpipes direct water away from your home's foundation to prevent erosion and flooding issues.
-

2.6. Use Outdoor Spaces for Clothes Drying:

- **Check how you dry your clothes.**

- Do you use outdoor clotheslines or racks for drying clothes?
 - ☐ Yes, I dry clothes outside when possible
 - ☐ No, I use a clothes dryer even when it's sunny outside
 - **Solution:** Make the most of sunny weather by drying clothes outside on a clothesline or rack. Air-drying your laundry not only saves energy but is also gentler on clothes, reducing wear and tear.
-

2.7. Check for Leaks in Outdoor Taps and Hoses:

- **Inspect all outdoor taps and hoses.**
 - Do you have any leaks in your outdoor taps or hose connections?
 - ☐ No, my outdoor taps and hoses are in good condition
 - ☐ Yes, some taps or hoses are leaking
 - **Solution:** Fix any leaking outdoor taps or replace damaged hoses. A leaking tap wastes water and energy if connected to a hot water system. Regularly check and maintain outdoor plumbing to prevent wastage.
-

2.8. Install Water Tanks for Outdoor Water Use:

- **Look at your options for collecting rainwater.**
 - Do you have a rainwater tank installed for outdoor use (e.g., watering the garden, washing the car)?
 - ☐ Yes, I have a rainwater tank installed
 - ☐ No, I need to consider installing one
 - **Solution:** Installing a rainwater tank helps reduce reliance on mains water for outdoor activities like watering the garden or washing the car. This not only saves on water bills but is also environmentally friendly.
-

2.9. Insulate the Roof and Walls:

- **Check the insulation around your home, especially in the roof and external walls.**
 - Is your home properly insulated to prevent heat loss in winter and heat gain in summer?
 - ☐ Yes, my home has good insulation
 - ☐ No, I need to improve my roof or wall insulation

- **Solution:** Good insulation reduces the need for heating and cooling by keeping your home at a stable temperature. Ensure the roof and external walls are properly insulated to improve energy efficiency.
-

2.10. Plant Shade Trees Around Your Home:

- **Look at the landscaping around your home.**
 - Do you have trees or plants providing shade to your house, especially in areas that receive a lot of direct sunlight?
 - ☐ Yes, I have shade-providing trees or plants
 - ☐ No, I need to add plants or trees for shade
 - **Solution:** Planting trees or tall plants around your home, especially on the north and west sides, can reduce the amount of heat entering your home in summer, lowering the need for air conditioning. Deciduous trees are ideal as they provide shade in summer and allow sunlight through in winter.
-

2.11. Outdoor Heaters or Fire Pits:

- **Check your use of outdoor heating.**
 - Are you using energy-efficient outdoor heaters (e.g., infrared heaters, natural gas, or wood fire pits)?
 - ☐ Yes, I use energy-efficient options for outdoor heating
 - ☐ No, I use electric or inefficient heaters
 - **Solution:** If you need outdoor heating, use more energy-efficient options such as natural gas heaters, infrared electric heaters, or even wood fire pits. Avoid using electric outdoor heaters as they consume a lot of energy.
-

2.12. Solar Panels and Renewable Energy:

- **Check if you're using renewable energy.**
 - Do you have solar panels installed on your roof or use any other form of renewable energy?
 - ☐ Yes, I use solar energy
 - ☐ No, I need to consider installing solar panels
- **Solution:** Installing solar panels and regularly cleaning them can reduce your energy bills by generating your own renewable energy.

[Section 3: Practical Tips for Saving Energy]

Tip 1: Turn Off Lights When Not in Use

- Make it a habit to turn off lights whenever you leave a room. Even though lights may seem like small energy users, turning them off can reduce electricity costs over time.

Tip 2: Use a Clothesline Instead of a Dryer

- Air-drying clothes outdoors on a clothesline or drying rack saves energy and extends the lifespan of your clothes. The sun also acts as a natural disinfectant and freshens your laundry.

Tip 3: Set Your Aircon Wisely

- In winter, set your heating to 18-20°C, and in summer, set cooling to 24-26°C. This balance helps maintain comfort while avoiding excessive energy use.

Tip 4: Seal Gaps Around Windows and Doors

- Use weatherstripping or door snakes to prevent draughts, keeping your home warm in winter and cool in summer. Sealing gaps reduces the need for heating and cooling, saving energy and money.

Tip 5: Cook with Lids On

- When cooking, cover pots and pans with lids to trap heat and reduce cooking time. This saves energy by minimizing the amount of heat needed to prepare meals.

Outdoor Energy-Saving Tips

Tip 6: Install Solar-Powered Outdoor Lights

- Use solar-powered lights for your garden and pathways. These lights charge during the day and use no electricity at night, reducing energy bills while keeping outdoor areas well-lit.

Tip 7: Use Native Plants in Your Garden

- Plant native species that require less water and maintenance. Native plants are adapted to local conditions and help reduce water usage, especially in dry climates.

Tip 8: Clean Your Gutters Regularly

- Clear out debris from gutters to prevent blockages and ensure proper water flow. This helps avoid water damage to your home and gets more rainwater collection if you use tanks.

Tip 9: Use Rainwater for Gardening

- Install a rainwater tank or barrels to collect water for outdoor use, such as watering your garden or washing your car. This reduces your reliance on mains water, cutting down water costs.

Tip 10: Plant Shade Trees

- Plant trees around your home, especially on the north and west sides, to provide natural shade. This reduces heat in summer, lowering the need for air conditioning and helping you save energy.

[Section 4: Your Energy-Saving Action Plan]

4.1. What Will You Do First?

- Choose one or more actions from this guide to start improving energy efficiency in your home. Pick something that feels manageable and realistic for you to begin with:
 - ☐ I will replace old bulbs with LED bulbs
 - ☐ I will seal gaps around my windows and doors
 - ☐ I will switch off appliances when not in use
 - ☐ I will install a clothesline and start air-drying my clothes
 - ☐ I will install solar-powered outdoor lights
 - ☐ I will set my thermostat to an energy-saving temperature
 - ☐ I will plant shade trees in my garden
 - ☐ I will install a rainwater tank for outdoor use
 - ☐ I will start composting kitchen and garden waste
 - ☐ Other: _____
-

4.2.

- Keep track of your energy-saving actions to monitor progress and stay motivated and see how much money you are saving. Mark your calendar each time you complete a task, noting the date and what you achieved.
 - Example: "Replaced all bulbs with LED" on [Date].
 - Example: "Started air-drying clothes on a clothesline" on [Date].
 - Example: "Set up composting system for garden waste" on [Date].
 - Example: "Installed solar-powered garden lights" on [Date].

Household Action Plan and Progress Measurement Approach

Introduction

The purpose of this tool is to support tenants in applying knowledge and training, with outcomes of their home's energy efficiency self-assessment, to identify and document household specific actions and measures needed in and out of the home- to improve home energy efficiency and achieve measurable reductions in use and costs.

This Energy-Saving Action Planning and progress monitoring tool will help your household reduce energy costs, improve comfort, and minimise environmental impact. Select actions that are grounded in evidence, best practice and genuinely personalised to your household's needs. Routinely and consistently track your progress and any adjustments of action plan changes.

The first section focused on the action planning, and the second your household's progress monitoring plans and approach.

Step 1: Assess Your Household Needs

1.1 Energy Usage Audit:

- ☐ Identify areas in your home with high energy use (e.g., heating, cooling, appliances).
- ☐ Check your recent energy bills to understand your consumption patterns.
- ☐ List the top three energy-consuming activities or appliances in your household:

- _____
- _____
- _____

1.2 Family Energy-Saving Goals:

- ☐ Set a goal for reducing your energy use (e.g., decrease bills by 10%, reduce heater usage).

Goal: _____

Step 2: Choose Your Energy-Saving Actions

2.1 Heating and Cooling:

- ☐ Use heavy curtains to insulate windows during winter.
- ☐ Close doors to unused rooms to keep heat in.
- ☐ Set your air conditioner to 24–26°C in summer and heating to 18–20°C in winter.

2.2 Appliance Use:

- ☐ Switch off appliances at the power point when not in use.
- ☐ Run full loads of laundry in cold water.
- ☐ Upgrade to energy-efficient appliances (e.g., fridge, washing machine, heater).

2.3 Lighting:

- ☐ Replace traditional light bulbs with energy-efficient LED bulbs.
- ☐ Turn off lights when leaving a room.

2.4 Water Efficiency:

- ☐ Install a water-efficient showerhead.
- ☐ Take shorter showers (under 4 minutes).

2.5 Outdoor Spaces:

- ☐ Install solar-powered outdoor lighting.
- ☐ Use shading (trees, awnings) to keep your home cooler in summer.

2.6 Waste and Recycling:

- ☐ Start a compost bin for food and garden waste.
- ☐ Separate recyclable items like glass, paper, and plastics from general waste.

Step 3: Create Your Seasonal Energy Plan

3.1 Winter Actions:

- ☐ Use rugs on hard floors to keep rooms warmer.
- ☐ Block draughts with weatherstripping or door snakes.
- ☐ Wear warm clothing and layer blankets instead of running the heater all day.

3.2 Summer Actions:

- ☐ Use ceiling or pedestal fans instead of air conditioning.
- ☐ Open windows in the morning and evening to cool the home naturally.
- ☐ Avoid using the oven during hot days; opt for stovetop or no-cook meals.

3.3 Year-Round Actions:

- ☐ Regularly clean gutters to ensure proper water drainage.
- ☐ Unplug appliances during lightning storms to prevent power surges.

Step 4: Track Your Progress

Use the table below to record your energy-saving actions and the date completed:

Action	Date Started	Date Completed	Notes/Comments
Replace old bulbs with LEDs			
Install water-efficient showerhead			
Start composting food scraps			
Seal draughts around windows/doors			
Use ceiling fans in summer			

Step 5: Review and Adjust

5.1 Evaluate Your Results:

- ☐ Compare your energy bills before and after implementing actions.
- ☐ Note changes in comfort and energy usage patterns.

5.2 Adjust Your Plan:

- ☐ Identify actions that worked well and areas for improvement.
- ☐ Add new actions based on your household's experience.

Additional Resources

For further guidance and support:

- Contact your energy provider for advice on saving energy.
- Explore government rebates for energy-efficient upgrades.
- Visit [Insert Relevant Website or Resource Here].

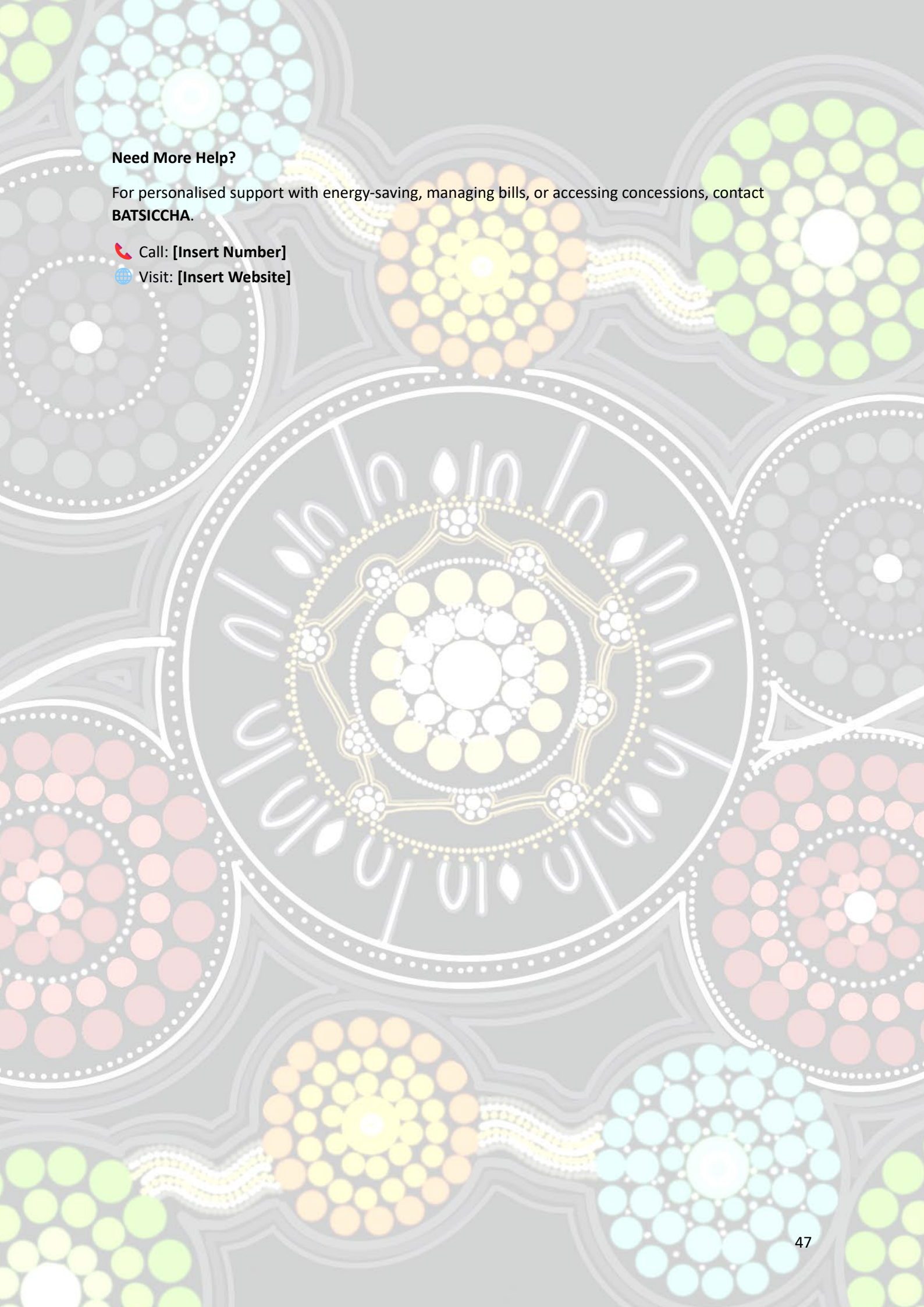
Commit to Your Plan

Sign below to commit to implementing this action plan:

Name: _____

Date: _____

By following this action plan, you're taking an important step towards a more energy-efficient, comfortable, and environmentally friendly home.



Need More Help?

For personalised support with energy-saving, managing bills, or accessing concessions, contact **BATSICCHA**.

 Call: [Insert Number]

 Visit: [Insert Website]

Second Survey: After Training

Why Are We Asking These Questions?

We want to know if the training helped you and how we can do better. This survey is to be completed once you and your household have completed going the training package and its included content and applied tools and activities. It is especially important that you complete Survey one before starting the training package, and this second Survey once you have finished the training toolkit and applied each of the interactive tools and resources. This information will be critical to assessing the impact and efficacy of this project and its impact on household's energy consumption and costs.

Section 1: What You Thought About the Training Package

1. Did your household receive the BATSICCHA Energy Efficiency Training Toolkit and its complete range of tools and resources?

☐ Yes

☐ No

2. Have you completed all training content and learning activities, including the household Self Assessment Tool?

☐ Yes

☐ No

2. Were the materials helpful?

☐ Very helpful

☐ A little helpful

☐ Not helpful

3. Was the training easy to understand?

☐ Yes

☐ A little bit

☐ No

4. What was the most useful thing you learned?

.....

5. Have you opted in for the energy efficiency home visits and available technology updates?

☐ Yes

☐ No

Section 2: Revisiting household energy use and knowledge

6. Do you have a smart meter?

☐ Yes

☐ No

7. Do you understand your energy bills?

- ☐ Yes
- ☐ No

8. Do you know the best ways to save energy at home?

- ☐ Yes
- ☐ A little bit
- ☐ No

9. Do you turn off appliances when not using them?

- ☐ Yes
- ☐ Sometimes
- ☐ No

10. Can you compare the cost of appliances with how much it costs to run them?

- ☐ Yes
- ☐ To an extent
- ☐ No

11. Do you know which appliances are using the most energy in your home?

- ☐ Yes
- ☐ A little bit
- ☐ No

12. Do you feel confident asking an energy provider for a better price?

- ☐ Yes
- ☐ To an extent
- ☐ No

13. Do you try restricting the bulk of your household's energy consumption to a particular time of day? (I.e, middle of the day)

- ☐ Yes, at..... time of day
- ☐ Sometimes, at..... time of day
- ☐ Not at all

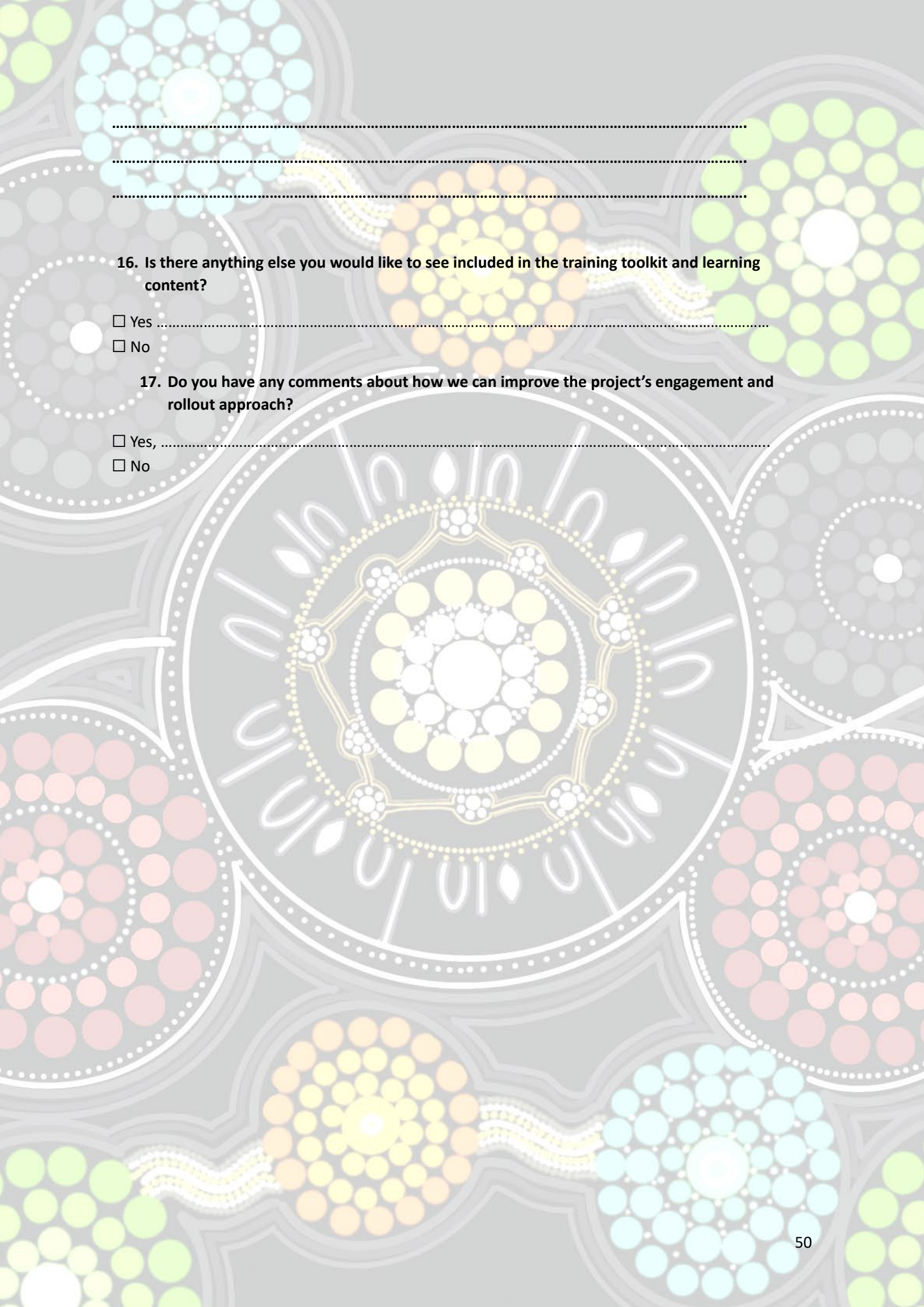
14. Do you know what energy concessions and rebates you're eligible for?

- ☐ Yes
- ☐ To an extent
- ☐ No

Section 3: Applying what your household's learned

15. How do you plan to apply the knowledge and practices you have learned? Please give some examples of practices you have / will introduce in and outside the home.

.....



.....
.....
.....

16. Is there anything else you would like to see included in the training toolkit and learning content?

- ☐ Yes
- ☐ No

17. Do you have any comments about how we can improve the project's engagement and rollout approach?

- ☐ Yes,
- ☐ No