

NABERS Annual Report 2016/17

30/09/2017



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Welcome to the NABERS Annual Report 2016/17

Dear partners,

2016/17 was an exciting, busy and successful year for the NABERS Program.

The number of 6 Star NABERS Energy office buildings almost doubled

For the first time, 10 office buildings achieved a 6 Star NABERS Energy rating without GreenPower. This is an outstanding result for our property sector and our planet.

A couple of these buildings translated their great designs into 6 star NABERS Energy ratings right off the bat, a sign of how excellence in new office building design is constantly being re-defined. Having said that, the bulk of these buildings had a longer journey to 6 stars, making their way to greatness through several intermediate NABERS targets along the way.

The past 12 months have also showed us that the definition of high performance in the office sector is being redefined. In 2016/17, an astonishing 372 office buildings achieved a NABERS Energy rating of 5 stars or higher (without GreenPower), or in other words, 29% of office buildings certified in the past year. This is an exceptional result which demonstrates how mature this market has become, and just how many consultants, facilities managers and designers can now deliver buildings at this level. It also shows us that policy drivers like the [Commercial Building Disclosure](#) Program are working.

These results reflect the performance culture that we have collectively created in our sector, and this is something we should all feel proud of. However, if we want these trends to continue, we must avoid complacency and ensure our expectations move along with what we could achieve in 2016/17. At present, few new office buildings commit to NABERS Energy targets higher than 5 stars, even though 82 existing buildings have already reached 5.5 stars or higher. Perhaps our expectations of what is possible in new building energy efficiency has not kept up with the pace of change in the office sector.

The office sector in Australia has moved at an incredible speed over the past decade, and if we can move our expectations along with it, we could lift the bar even higher.

We made huge strides in our innovation projects

During 2016/17, we made significant progress with the new NABERS Waste area and the platform is now in its final stages of development. This is the largest project NABERS has ever undertaken, and we're very excited about it. One reason we're excited is that we are working with industry leaders and using technology to tackle some of the largest barriers to better waste performance head on. The new NABERS Waste will allow for automatic data transfers directly into the rating, and it will reward buildings where efforts are made to verify the veracity of their data. We expect to launch this new tool within the next few months, and we hope buildings can be a beacon to help lift the standards for commercial waste in Australia.

Made possible through the National Energy Productivity Plan (NEPP), we also conducted early pilots for our new delivery model for tenancy ratings, *NABERS Co-Assess*. From 2018, NABERS Assessors will be able to lodge multiple tenancy ratings along-side the building's base building rating, in a single application and for a single flat fee. We believe this mechanism will allow us to reach tenancies at scale, while making NABERS energy ratings for tenants much easier and cheaper.

Also a NEPP funded project, we commenced research and benchmarking for our NABERS Apartments Tool, which we will roll out next year. We are especially excited about this as it is our first major step in residential building sustainability, and we look forward to contributing to the many efforts to improve this sector.

Finally, Australian state and territory jurisdictions trialed the rating process for public hospitals throughout 2016/17. Once fully implemented, the rating tool will allow public hospitals to measure and understand their energy and water use, and compare themselves against similar hospitals in their jurisdictions or around Australia.

Our market growth meant that our processes became more efficient

Our Program's expansion continued with the threshold change to the Commercial Building Disclosure Program, which from July 1, 2017 required smaller office spaces to disclose their NABERS Energy rating to potential buyers and lessors. And to prepare for a potential increase of up to 40% in certified office buildings, we made our technical processes leaner and more efficient by updating our Level 1 Audit processes.

Thank you to our government and industry partners for making 2016/17 another step towards a more sustainable future. We are lucky to work with some of the world's leaders in sustainability performance, and we look forward to helping our sector continue to redefine what's possible in sustainability.

Yours Sincerely,

Carlos Flores



A note from Joann Wilkie, Chair of the National Stakeholder Committee

From the perspective of the Commercial Building Disclosure Program, 2016-17 has been a successful year for NABERS. One of the highlights for us has been the continued engagement and constructive relationships between government and industry.

This engagement will be vital if we are to further develop and expand the NABERS program as envisaged under the National Energy Productivity Plan. The Commonwealth, states and territories continue to support NABERS both through the National Steering Committee and through the COAG Energy Council's funding the development of new tools, such as the Apartments tool and Combined Energy Ratings for Offices tool.

NABERS and the Commonwealth Government have worked cooperatively to ensure a smooth transition of the lowered mandatory disclosure threshold for commercial office space with the CBD Program from 1 July 2017. The lowering of the threshold has seen a 10 per cent increase in Building Energy Efficiency Certificates. Both programs have worked collaboratively to ensure compliance monitoring and enforcement is streamlined and accurate.

I look forward to working with NABERS in the future to facilitate the continued growth in the use of NABERS tools, the improvement in the performance of Australia's buildings as measured by NABERS ratings, and the further expansion of NABERS tools into new classes of buildings.

A note from Phil Wilkinson, Chair of the Stakeholder Advisory Committee

In 2016/17, NABERS had a strong engagement approach with industry and government. I enjoyed being involved in the Governance Review which was launched in response to a number of industry requests. I remain supportive of this process. It has been inclusive, rigorous and positive and I look forward to the outcomes of the Review, to be implemented in 2017/18.

NABERS' innovative responses to the growing market through initiatives such as NABERS for Apartments, the Co-Assess Tenancy Rating application, and the NABERS Waste Platform have also been welcomed from an industry perspective. I look forward to the development of these areas, particularly Waste, as I recognise that this is something being driven by high industry demand.

Finally, throughout 2016/17, ongoing international interest from nations like Indonesia continued to demonstrate how well regarded the tools are on the global scale.

Our Purpose

The National Australian Built Environment Rating System (NABERS) provides tools to measure and rate the environmental performance of commercial offices, shopping centres, public hospitals, hotels and data centres from operational data.

We use a simple six-star scale that helps the market to overcome information barriers to investing in energy efficiency, water efficiency, waste reduction and indoor environment improvements.

The NABERS program is delivered by industry to commercial property owners and is administered by government. By creating high-quality rating tools and working with partners to promote target setting, we aim to stimulate the market for environmental retrofits and drive competition between building owners and managers for better performance.

Vision

Our vision is to support a more sustainable built environment through a relevant, reliable and practical measure of a building's environmental performance.

Objectives

Environmental benefit

NABERS rating tools cover key markets that have an identified environmental need.

Engagement

NABERS is a government-run program that works in collaboration with industry and other government bodies.

Service delivery

NABERS is efficient, effective and delivers high quality rating tools and services to assessors and customers.

Innovation

NABERS is responsive to new developments and supports market innovation.

Accountability

NABERS is transparent and managed under the direction of a representative governing body.

Who we are

The NABERS program delivery team

The NABERS program delivery team is an extensive group of government and industry professionals working together to develop, direct and deliver NABERS ratings to the market.

24 NSW Office of Environment and Heritage staff

administer the program. We develop, maintain and update rating tools and build capacity in the market to deliver NABERS ratings by accrediting Assessors, providing technical support and providing quality assurance.

To accommodate our growing portfolio of rating tools and workload in 2016/17, the team expanded. In June 2017, NABERS commenced the recruitment process for this expansion which will be implemented throughout 2017/18.

595 NABERS Accredited Assessors

engage with building owners, go to site, collect the requisite information and analyse it to ensure that it complies with a detailed set of rules.

12 Auditors

undertake Level 2 Audits and provide technical advice to the National Administrator.

10 Trainers

deliver NABERS Assessor training to the market.

10 Supervisors

provide guidance and support for trainee Assessors when conducting their initial ratings.

9 National Steering Committee members

provide the overall strategic and operational direction for the program. See below for committee members.

14 Stakeholder Advisory Committee members

provide a valuable national forum for industry to have input into the development and ongoing management of the NABERS suite of rating tools. See below for committee members.

Assessor location

ACT	43
NSW	225
NT	2
QLD	88
SA	23
TAS	14
VIC	143
WA	57

National Steering Committee members

Chair

Australian Government Department of the Environment and Energy

Secretariat

Australian Government Department of the Environment and Energy

National Administrator

NSW Office of Environment and Heritage (OEH)

Committee Members

ACT - Environment, Planning and Sustainable Development Directorate*

VIC - Department of Environment, Land, Water and Planning

SA - Energy and Technical Regulation, Department of the Premier and Cabinet

WA - Department of Finance, Public Utilities Office*

QLD - Department of Housing and Public Works, Building Codes Queensland

TAS - Tasmanian Climate Change Office, Department of Premier and Cabinet*

NT - Department of Lands, Planning and the Environment*^

*Non-financial members in 2016/17

^Non-attending members in 2016/17

Industry Observers

Australian Sustainable Built Environment Council (ASBEC)

International Observers

New Zealand – Energy Efficiency and Conservation Authority

Stakeholder Advisory Committee members

Australian Sustainable Built Environment Council (ASBEC)

The Australian Sustainable Built Environment Council (ASBEC) is a peak body of key organisations committed to creating a sustainable built environment in Australia. ASBEC's membership consists of industry and professional associations, non-government organisations and government observers who are involved in the planning, design, delivery and operation of our built environment and are concerned with the social and environmental impacts of this sector. Phil Wilkinson represents ASBEC as the Chair of the NABERS Stakeholder Advisory Committee.

The Australian Institute of Architects (AIA)

The Australian Institute of Architects is the peak body for the architectural profession in Australia. The Institute works to improve the built environment by promoting quality, responsible, sustainable design. Its mission is to make the world a better place through architecture. The Institute represents the interests of its 11,000 members, advancing their professional standards and contemporary practice, and advocating the value of architects and architecture to enhance the cultural, environmental and economic well-being of the community. The Institute was incorporated in 1930.

The Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH)

The Australian Institute of Refrigeration, Air Conditioning and Heating (AIRAH) is a member organisation that represents over 10,000 air conditioning, refrigeration, heating and ventilation professionals across Australia. AIRAH provides continuing professional development, accreditation programs and technical publications to develop the skills of industry practitioners and encourage best practice across the industry. AIRAH was formed in 1920.

The Air conditioning and Mechanical Contractors' Association (AMCA)

The Air conditioning and Mechanical Contractors' Association (AMCA) is a trade association serving air conditioning and mechanical services companies that operate in the commercial and industrial sector. AMCA advocates for its members to government, other construction and service industry groups and the unions. It was established in 1961.

The Australian Property Institute (API)

The Australian Property Institute (API) aims to set and maintain the highest standards of professional practice, education, ethics and professional conduct for its members and the broader property profession. API members include residential, commercial, plant and machinery valuers, property advisers, property analysts and fund managers, property lawyers, and property researchers and academics. API represents approximately 8,600 property professionals throughout Australia and overseas.

The Chartered Institution of Building Services Engineers (CIBSE)

The Chartered Institution of Building Services Engineers (CIBSE) is a professional body for building services engineers that promotes the career of building services engineers by accrediting courses of study in further and higher education, approving work based training programmes, publishing Guidance and Codes and providing routes to full professional Registration and Membership, including Chartered Engineer, Incorporated Engineer and Engineering Technician. CIBSE was established in 1976.

The Energy Efficiency and Conservation Authority (EECA) New Zealand

EECA – Te Tari Tiaki Pūngao (The Office That Guards The Energy) – is a New Zealand public sector organisation established to encourage, support and promote energy efficiency, energy conservation and the use of renewable sources of energy. EECA works with industry, government and community partners to provide people in business and at home with the information, tools, and support they need to make changes in their energy use. EECA are the license holders of NABERSNZ.

The Energy Efficiency Council (EEC)

The Energy Efficiency Council is Australia's peak body for energy efficiency, cogeneration and demand management. Established in 2009, the Council is a not-for-profit membership association and exists to make sensible, cost-effective energy efficiency measures standard practice across the Australian economy. EEC members include providers of high quality energy efficiency, cogeneration and demand management services, products and technologies.

The Facility Management Association of Australia (FMA Australia)

The Facility Management Association of Australia (FMA Australia) is a member organisation that advocates for the interests of the facilities management profession, and promotes facilities management to business and the wider community and encourages the development of university courses in facility management.

Its membership consists of professionals involved in the strategic and operational management of facilities and the provision of relevant products and services for public and private sector organisations. FMA Australia was established in 1989.

The Green Building Council of Australia (GBCA)

The Green Building Council of Australia (GBCA) is a national, not-for-profit industry organisation. The GBCA's mission is to develop a sustainable property industry for Australia and drive the adoption of green building practices through market-based solutions. GBCA promotes green building programs, technologies, design practices and operations as well as the integration of green building initiatives into mainstream design, construction and operation of buildings. It was established in 2002.

The Property Council of Australia (PCA)

The Property Council of Australia is the peak body advocate for Australia's \$600 billion property industry. It is governed by an industry board and its membership consists of the nation's major investors, property owners and developers, as well as the industry's professional service and trade providers.

The Real Estate Institute of Australia (REIA)

The Real Estate Institute of Australia (REIA) is the national professional association for Australia's real estate sector. REIA is a politically non-aligned organisation that provides research and advice to government, the real estate sector, media and the public on a range of issues affecting the commercial and residential property markets.

REIA's membership comprises the seven state and territory Real Estate Institutes, through which about 80 per cent of real estate firms and licensed agents are collectively represented. REIA was established in 1924.

The Royal Institution of Chartered Surveyors (RICS)

The Royal Institution of Chartered Surveyors (RICS) is a global property professional body of more than 100,000 members. RICS aims to regulate and promote the profession, provide impartial advice, analysis and guidance, and maintain educational and professional standards and a strict code of ethics. RICS was established in 1868.

The Shopping Centre Council of Australia (SCCA)

The Shopping Centre Council of Australia (SCCA) represents investors and managers of shopping centres. The mission of SCCA is to be an effective advocate for these investors and managers and to promote a better understanding of the significant contribution that shopping centres make to economic growth. The SCCA was established in 1998.

What we do

Ratings

NABERS ratings are used by property owners, managers and tenants across Australia to understand, manage and promote their sustainability performance. They provide credible information about the environmental performance of office buildings and tenancies, shopping centres, hotels and data centres. Ratings are available for energy efficiency, water efficiency, waste management and indoor environment quality. Our ratings use a six-star rating scale, where one star reflects poor performance and six stars is market leading.

NABERS ratings are based on verified operational data such as utility bills and on-site measurements. Ratings reflect the environmental impact of the building in operation over a year, and are renewed annually. They provide the market with a common language to understand and evaluate performance and set energy/resource efficiency targets.

Commitment Agreements

We encourage excellence in building design and commissioning by offering developers and tenants the opportunity to sign a NABERS Energy Commitment Agreement. The agreement is applicable to new or refurbished commercial office buildings and tenancies.

Signatories to a NABERS Energy Commitment Agreement agree to design, build and commission the building or tenancy to meet a NABERS Energy star rating of 4 stars or higher once they have 12 months of operational data. The designs are required to be modelled for predicted performance, and the models reviewed by an Independent Design Reviewer appointed by NABERS. In exchange, the Commitment Agreement allows developers to promote the anticipated excellence in energy/greenhouse performance of the new or refurbished commercial office building using the NABERS brand.

Training and accreditation

NABERS ratings can only be conducted by NABERS Accredited Assessors.

During the 2016/17 year, we accredited 74 new NABERS Assessors.

At June 30, 2017, we had a total of 595 NABERS Accredited Assessors (including *85 Assessors also accredited to deliver shopping centre ratings and 36 accredited to deliver data centre ratings*).

We delivered six sessions of our face to face training: the Core Assessor Course and Energy & Water for offices module. There were 79 attendees across sessions in Sydney, Melbourne and Brisbane. 10 Assessors completed training to extend their accreditation to be able to perform shopping centre ratings.

Our development of online training content continued. We commenced development of e-learning modules for Energy and Water for hotels and Indoor Environment for offices. We updated and re-launched our NABERS Essentials course and 194 people signed up for it.

Auditing

To ensure the reliability and integrity of ratings, we routinely perform two levels of audit on ratings. A Level 1 Audit is conducted on 100% of ratings to ensure that the relevant data has been correctly entered, and the Rules for Collecting and Using Data have been applied.

We also conduct a Level 2 Audit on a randomly selected sample of ratings, with a minimum target of 5% of all ratings. A Level 2 Audit is a peer review, quality assurance process of reconstructing the building's rating using the original data and documentation. It verifies whether a rating is correct and fully complies with the NABERS Rules, Rulings, processes and procedures. A Level 2 Audit also aims to identify NABERS Assessor's level of performance when undertaking ratings.

In 2016/17 a Level 2 Audit was conducted on 5.2% of all ratings. Seven ratings were revised and seven NABERS Assessors received a sanction in accordance with the NABERS Rating Auditing Procedure.

In 2016/17, results from Level 2 Audits continued to identify areas for improvement to our Rules, processes and procedures and the NABERS Rate software application.

In September 2016, we also released Version 5 of the [NABERS Rating Auditing Procedure](#). This document details the different stages of the L2 Audit process, and includes the following improvements:

- allowance for Assessors to be the subject of concurrent Level 2 Audits
- clarification regarding timeframes during the different stages of the audit process
- clarification of the different steps involved in the Right of Reply stage
- revision of potential sanctions to NABERS Assessors.

The NABERS Rating Auditing Procedure V.5 significantly improves our program's quality-assurance and continuous improvement process.

Auditing for the Commercial Building Disclosure (CBD) program

NABERS supports the CBD program by providing information and advice regarding ratings and conducting audits on at least 5% of ratings undertaken for the purposes of complying with the Building Energy Efficiency Disclosure Act 2010 (BEED Act). In 2016/17 a Level 2 Audit was conducted on 5.4% of all CBD ratings and six CBD ratings were revised.

Consultation

We work with industry to ensure that stakeholders are informed and consulted about program developments. We have an established *Stakeholder Consultation Policy* and regularly conduct industry consultation with our Stakeholder Advisory Committee, Auditors and Assessors and other targeted industry representatives. We also conduct public consultations.

Expert industry representatives also volunteer to participate in our Technical Working Groups to provide feedback and input into new tool development and tool reviews.

In 2016/17, NABERS led three consultation processes with industry and/or NABERS Assessors for the following:

- proposed changes to NABERS Governance
- proposed changes to the Supplementary Air Conditioning Ruling
- proposed changes to NABERS Indoor Environment Acoustic Comfort Benchmarks.

Tool development and enhancement

Our tools are routinely updated and new tools are periodically developed to meet industry needs. Existing rating tools are reviewed and enhanced to incorporate emerging technical and practical issues, to ensure that they are responsive to new developments in building use and operation. New tools are developed for suitable building sectors in consideration of the potential environmental benefit, the market potential and the technical feasibility of a NABERS environmental performance tool for that sector.

Any proposals for new tools are closely assessed using the *New Tool Assessment Framework* to ensure that they are relevant, practical and supported by industry. Proposals for enhancements are assessed using the *Tool Enhancement Assessment Framework*.

Full details of our tool development activities during 2016/17 can be found in Achievements – Innovation.

NABERS Equipped

NABERS Equipped is a licensed product that enables organisations to incorporate our algorithms into their systems to provide customers with estimates of ratings based on real-time energy data.

In 2016/17, two new companies purchased a NABERS Equipped license, and two companies renewed their licenses.

Environmental Benefit

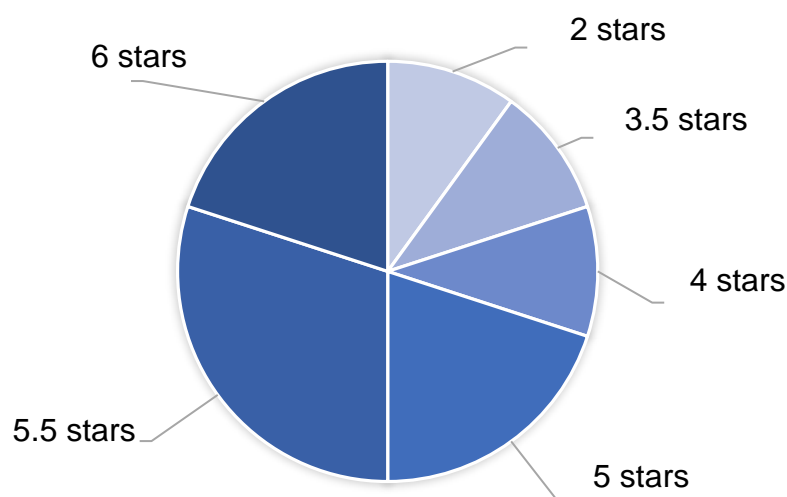
Objective 1 of our Strategic Plan 2013-18 is to deliver environmental benefits by ensuring that our rating tools cover key markets that have an identified environmental need.

Six star ratings on the rise

In 2016/17, 10 office buildings achieved a 6 Star NABERS Energy Rating for their Base Building performance. This more than doubled the number from 2015/16.

The 6 Star NABERS Energy Journey

The graph below displays the results of the first ever NABERS Energy ratings of the 10 buildings which received 6 stars without GreenPower in 2016-17.



Congratulations to the following 10 buildings that achieved 6 stars without GreenPower for their NABERS Energy Base Building Rating in 2016/17:

1. Tower 3, 747 Collins Street, Docklands, VIC – CIMB TrustCapital Advisors (CIMB-TCA)
2. 3 Murray Rose Avenue, Sydney Olympic Park, NSW – Growthpoint Properties Australia
3. 5 Murray Rose Avenue, Sydney Olympic Park, NSW – Growthpoint Properties Australia
4. 171 Collins Street, Melbourne, VIC – Cbus Property
5. Centrelink Lake Haven (3 Forrow Drive) NSW – Stirloch Developments
6. 321 Exhibition Street, Melbourne, VIC – Invesco Australia
7. Bay Centre (65 Pirrama Road) Pyrmont, NSW – Mirvac Real Estate
8. 98-100 Blundell Boulevard, Tweed Heads South, NSW – Clarence Property Corporation
9. 199 Collins Street, Hobart, TAS – 199 Collins Street
10. Sirius Building (23 Furzer Street) Phillip, ACT – Mirvac Group

National Carbon Offset Standard

The National Carbon Offset Standard for Buildings and the National Carbon Offset Standard for Precincts will be voluntary standards for assessing carbon neutrality claims for buildings and precincts in Australia.

Throughout 2016/17, we worked closely with the Australian Government Department of the Environment and Energy as well as the Green Building Council of Australia to develop the draft Buildings Standard which will launch in 2017/18. Once in market, NABERS will be a delivery partner, operating as an official pathway to enable Buildings to be certified carbon neutral against a robust set of requirements, aligning with international rules and best practice.

Over the next year, we will develop and deliver a new training package on the Standards to NABERS Accredited Assessors.

NABERS ratings piloted in Indonesia

In 2016/17 NABERS Assessors Ridho Sinuraya and Lisa Williams of Nett Zero conducted five International Pilot Ratings in Jakarta Indonesia. We then worked with Nett Zero and ClimateWorks Australia to write a detailed report on how NABERS could be applied to Indonesia, and presented it to a conference hosted by the Jakarta Property Institute in August, 2017.

Commitment Agreements doubled

In 2016/17, 16 new NABERS Energy Commitment Agreements were signed. NABERS is expanding Commitment Agreements to include other building types: shopping centres, hotels and data centres. We anticipate this project will be complete by the end of the 2017/18 financial year.

Engagement

Objective 2 of our Strategic Plan 2013-18 is to engage and work in collaboration with industry and other government bodies. This includes informing, consulting and partnering with other organisations to achieve our shared objectives.

Communications snapshot

- 1 television interview
- 3 consultation processes
- 3 sponsored awards
- 3 major media announcements
- 3 training videos
- 13 editorial pieces
- 15 conference and event presentations
- 20 stakeholder surveys
- 23 NABERS e-newsletters
- 1,124 LinkedIn followers
- 1,780 Twitter followers

NABERS Creative Stars

The NABERS 'Creative Stars' Campaign invited building owners and managers to come up with creative ways to promote their NABERS ratings. We teamed up with event and media partner *The Fifth Estate* to help spread the message and inspire our industry to get involved.

We called for project submissions and offered up to \$10,000 in matched funding for the project idea that was the most educational, sustainable and innovative.

After workshops held in Sydney and Melbourne, environmental consultants Ausnviro, in partnership with CBUS property, were judged as the winners. Their concept was based around installing tree holograms in office lobbies that would change in foliage and branches to reflect the building's sustainability achievements. Ausnviro plans to develop the project throughout 2017/18. Following Ausnviro, equal runners up were Dexus and City of Melbourne.

Commercial Building Disclosure roadshow

NABERS supported the Property Council of Australia and the Commercial Building Disclosure team to present a series of seminars across Australia to help industry prepare for the changes to the CBD Program's regulations, which took effect on July 1, 2017. Events were held in all States and Territories in conjunction with the Property Council of Australia (PCA).

NABERSNZ seminars

NABERS continued to support the New Zealand Government in operating NABERSNZ in 2016/17.

Frank Roberson presented at an event series hosted by NABERS NZ in Auckland and Wellington on 8 and 9 November, 2016. A total of 120 representatives from across industry, education and government attended the series.

We'd also like to congratulate NABERSNZ for exceeding its target of certifying 30 ratings during 2016/17.

Partnerships, awards and events

- NABERS teamed up with the Facility Management Association (FMA) as Award Partner for the People & Productivity Category at their 2016 FM Industry Awards for Excellence Gala Dinner, held on 17 November, 2016 at the Grand Hyatt, Melbourne. The Award was won by Crown Melbourne for their Fire Road Map Program.
- NABERS sponsored the Excellence in Sustainability Award at the 2016 AIRAH Awards Night, held on 10 November, 2016 at Luna Park in Sydney. The Award was won by Umow Lai for its sustainable design and services at the School of Design at the University of Melbourne.
- In November 2016, NABERS presented two conference papers at the International Sustainable Built Environment Conference (SBE16), held in Sydney. The papers submitted looked at the life cycle cost comparison of commercial buildings with high NABERS Energy ratings and the correlation between NABERS Indoor Environment (IE) ratings and NABERS Energy ratings.
- NABERS was a supporting partner at See Sustainable Experience (SEE) 2016, from 21 to 23 July 2016 in Sydney.
- In June 2017, Carlos Flores presented on the value of disclosing real energy use in buildings at the Energy in Buildings and Community Event, hosted by the International Energy Agency in the United Kingdom. He also met with the Better Buildings Partnership and CIBSE to explore opportunities in the UK.

An update on industry collaborations in 2016/17

- In February 2017, the City of Sydney offered grants for NABERS Accredited Assessments. Up to \$10,000 in funding was made available for NABERS Energy and Water Ratings.
- NABERS remained on the City Switch Program's National Steering Committee.
- In 2015/16, NABERS partnered with the NSW Office of Environment and Heritage's Energy Efficient Business Team for the No More Average Buildings campaign. Throughout 2016/17, six buildings were supported through the Program. The campaign has since been discontinued under the NSW Government's Climate Change Fund.

NABERS in the media

In 2016/17 NABERS was mentioned in 217 articles across 74 publications.

The top four coverage themes were:

1. Preparation in the lead up to the Commercial Building Disclosure (CBD) Program's lowered threshold (July 2016 – June 2017).
2. A public consultation to review proposed changes to the NABERS Governance Structure (February/March 2017).
3. The NABERS Creative Stars Campaign: The dramatic change in how we view sustainability in buildings. (November 2016 – June 2017).

4. A \$100 million investment from the Clean Energy Finance Corporation (CEFC) to AMP Capital for its ambitious sustainability targets. This included lifting the portfolio's NABERS average* to 5.5 Stars by 2030 (March 2017).

*NABERS base building energy rating

Service Delivery

Objective 3 of our Strategic Plan 2013-18 is to ensure that our service delivery to Assessors and customers is efficient, effective and high quality.

Service delivery snapshot

In 2016/17, the average time taken to conduct a Level 1 Audit and certify a rating was 4.6 days. 97% of all ratings were checked and certified within 10 working days. The total number of certified ratings was 1,714.

A Level 2 Audit was conducted on 5.2% of all ratings. As a result, seven ratings were revised and seven NABERS Assessors received a sanction in accordance with the NABERS Rating Auditing Procedure.

We launched customised portfolio reports

In 2016/17, the NABERS Information Analyst worked with customers to develop customised Portfolio Performance Reports. Developed using Tableau software, the reports provide key statistics about portfolio performance, including top performers and most improved buildings. The reports show historical performance, including total ratings and the portfolio average achieved each year as well as detailed information about each building's individual energy, water and greenhouse gas intensities.

We improved our Level 1 Audit processes

In the lead-up to the Commercial Building Disclosure Program changes, the team made changes to Level 1 Audit processes to improve the efficiency for NABERS Accredited Assessors and the National Administrator.

The key improvements included:

- modifications through default values and data presentation
- new automated questions for the Assessors.

NABERS Rate enhancements and Members' Website enhancements

Members' Website update

The NABERS Members' Website is a multi-faceted database and workflow management system that is used as a central tool for managing NABERS ratings and program operations.

This year, we made several upgrades including:

- improvements to the Shopping Centre Module, to reflect the rulings for partially serviced areas, provide better page layout, increase ease of data entry and general performance improvements

- the addition of different supervision flags on the Assessor's user profile to reflect the modularity of the new accreditation process for:
 - Energy for Offices
 - Energy for Hotels
 - Energy for Shopping Centres
 - Energy for Data Centres.

NABERS Rate update

NABERS ratings are submitted by Assessors using a custom-built software platform called NABERS Rate. This year we made numerous process improvements to the software, including:

- improvements to the Level 1 Audit process, through the introduction of additional automated questions designed to address the most common clarifications sought by the National Administrator
- additional columns in the Area Page for Level and Tenancy Name, to enable assessors to provide better details for the functional spaces.

[Key resources were updated](#)

In 2016/17, the following resources were updated:

1. NABERS Essentials online training course - to feature new content, an improved look, full accessibility requirements and responsive mode.
2. The NABERS Indoor Environment Annual Monitoring Report - optimised to:
 - include all states and territories in one spreadsheet
 - have a function to remove weekends and public holidays
 - calculate 40,000 lines of data.

[New and updated Rulings in 2016/17](#)

- **Supplementary air conditioning in meeting and computer server rooms** - to resolve ambiguities and practical issues associated with the allocation of supplementary air conditioning between base building and tenancy ratings for meeting rooms and computer server rooms.
- **NSW Government tenancies** - to provide guidance on the treatment of NSW Government tenancies within an office building, and what constitutes a complete tenancy.
- **NABERS Co-Assess Ruling** - to outline the rating rules for the pilot project.
- **Centrelink public access areas** - to clarify the treatment of public areas in Centrelink offices, which have caused ambiguity since the public (i.e. Centrelink customers) can access these areas.
- **The retirement of large-scale generation certificates (LGC)** - although no official changes were made to the rules, this area was considered.
- **Validity Ruling** - to clarify the scenarios in which a building owner would benefit from the 'Renew' option, and when they would benefit from the 'Replace' option.

Website statistics for 2016/17

- 109,590 total sessions (up 22.2%)
- 57,294 total users (up 28.33%)
- 471,733 page views (up 23.95%)

The most visited pages were:

1. Rating register (82,799 page views | up 39.56%)
2. Home page (80,411 page views | up 11.19%)
3. Rating calculator (66,046 page views | down 11.24%)

Innovation

Objective 4 of our Strategic Plan 2013-18 is to support innovation and ensure that our tools are responsive to technological changes and the emerging needs of the commercial built environment.

NEPP funding received for NABERS innovation projects

In September 2016, NABERS received funding from the Coalition of Australian Governments (COAG), through its National Energy Productivity Plan (NEPP). The funding was to support the development of two NABERS innovation projects. Specifically, funding has been used to develop a NABERS for Apartment Buildings Energy and Water Tool, and to develop the Co-Assess tenancy rating process.

Pilots launched during 2016/17

NABERS had a busy year with the launch of three pilot programs: an energy rating tool for Public Hospitals; NABERS Co-Assess; and an online platform to manage the NABERS Waste rating process.

NABERS Co-Assess tenancy rating process

In May 2017, 13 buildings based around Australia piloted the new NABERS Co-Assess process.

The streamlined application process allows for NABERS Energy tenancy ratings to be lodged alongside a building's base and/or whole building rating, thus making it easier and potentially more cost-effective for tenants of office buildings to rate their office space.

Activities for this pilot included working with building owners and tenants on creating the value proposition for customers, developing a new ruling, terms and conditions, an application spreadsheet and communications materials.

During 2016/17, the NABERS team also began adapting NABERS Rate to accommodate for the full implementation of Co-Assess in 2017/18.

NABERS for public hospitals

State and territory jurisdictions attended face-to-face training in December 2016 for the new hospitals Energy and Water Rating Tool, and then jurisdictions trialed the rating during 2017.

Once fully implemented, the rating tool will allow public hospitals to measure and understand their energy and water use and compare themselves against similar hospitals in their jurisdiction or around Australia.

This information will help build the business case for more in-depth energy audits, prioritise projects like energy efficiency upgrades in public hospitals, and provide a baseline for health departments to target improved performance in the future.

NABERS Waste Manager

In 2016/17, the NABERS National Administrator made substantial progress with the development of the Waste Platform and the new Waste Rating Tool.

We successfully launched a NABERS Waste pilot involving 15 commercial buildings and several waste management companies. The pilot allowed customers to easily track their operational waste performance and to standardise the waste data they received from waste management companies. We have worked closely with our stakeholders to develop a new waste rating tool incorporating some of the following factors:

- daily waste collection data
- on-site waste density and contamination audits
- data quality and outcome of the waste.

Thank you to our following pilot partners:

1. Lend Lease
2. Frasers
3. Brookfield
4. ISPT
5. Vicinity
6. Charter Hall
7. NSW Government
8. VIC Government
9. Westfield
10. Dexus
11. JLL
12. City of Perth

[NABERS for Apartment Buildings data collection](#)

Development work has commenced on the NABERS for Apartment Buildings energy and water tool which will rate the common areas and services of Australian apartment buildings.

Residential stakeholders will benefit from the information provided through a NABERS rating. Many strata managers, owners corporations, apartment owners and residents are not aware of the energy and water consumed in their buildings, and the opportunities to save costs and increase efficiency.

During 2016/17, we entered the project's data collection phase. Over 200 survey responses were collected from strata managers, apartment owners and building managers from around Australia.

NABERS also appointed a consultant to analyse the data collected and develop benchmarking for the tool.

Accountability

Objective 5 of our Strategic Plan 2013-18 is to ensure accountability by being open and transparent and working closely with stakeholders on the strategic direction of the program.

NABERS governance structure reviewed

In February 2017, NABERS issued a public consultation paper to gain feedback on proposed changes to the program's governance structure. The proposed framework followed an 18-month governance review to determine a future structure that ensures the appropriate strategic and functional support for the long-term success of the program.

Since the NABERS governance consultation closed, the National Administrator analysed the feedback and conducted follow-up discussions to gather additional perspectives. The result has been a revised framework that was discussed at the June 29 National Steering Committee (NSC) and Stakeholder Advisory Committee (SAC) meeting.

We are pleased to report that the NSC have approved the new NABERS governance structure in principle, pending the development of a new terms of reference document.

2016/17 Program Statistics

Office Energy (Base Building and Whole Building) statistics

Unless noted otherwise, all average energy star ratings are without GreenPower

Office - Energy Whole/Base - National

- 16,127,025sqm of office space was rated – a 6.3% increase on last year
- 1,264 buildings were rated – a 9.2% increase on last year
- The average star rating was 4.3 – a 1.8% increase on last year
- The average energy intensity (base building only) was 466MJ/m² – a 0.3% decrease on last year
- The average carbon intensity (base building only) was 104kg-co₂-e/m² – a 0.8% decrease on last year
- 372 buildings achieved 5 stars or higher – a 12.0% increase on last year

Office - Energy Whole/Base - ACT

- 1,195,041sqm of office space was rated – a 13.6% increase on last year
- 100 buildings were rated - a 22.0% increase on last year
- The average star rating was 4.3 – a 2.4% decrease on last year
- The average energy intensity (base building only) was 465MJ/m² – a 3.5% decrease on last year
- The average carbon intensity (base building only) was 83kg-co₂-e/m² – a 3.7% decrease on last year
- 30 buildings achieved 5 stars or higher – a 50.0% increase on last year

Office - Energy Whole/Base - NSW

- 6,097,786sqm of office space was rated this year – a 6.0% increase on last year
- 444 buildings were rated – an 11.0% increase on last year
- The average star rating was 4.4 – a 1.9% increase on last year
- The average energy intensity (base building only) was 460MJ/m² – a 1.3% decrease on last year
- The average carbon intensity (base building only) was 109kg-co₂-e/m² – an 1% decrease on last year
- 152 buildings achieved 5 stars or higher – no change on last year

Office - Energy Whole/Base - NT

- 85,243sqm of office space was rated this year – a 17.0% increase on last year
- 19 buildings were rated – a 35.7% increase on last year
- The average star rating was 4.3 – a 8.0% decrease on last year
- The average energy intensity (base building only) was 472MJ/m² – a 11.2% increase on last year
- The average carbon intensity (base building only) was 102kg-co₂-e/m² – a 11.3% increase on last year
- 6 buildings achieved 5 stars or higher – no change on last year

Office - Energy Whole/Base - QLD

- 2,336,803sqm of office space was rated this year – a 5.3% increase on last year

- 213 buildings were rated – a 5.4% increase on last year
- The average star rating was 4.3 – a 1.9% increase on last year
- The average energy intensity (base building only) was 502MJ/m² – a 5.4% increase on last year
- The average carbon intensity (base building only) was 124kg-co₂-e/m² – a 4.8% increase on last year
- 77 buildings achieved 5 stars or higher – a 22.2% increase on last year

Office - Energy Whole/Base - SA

- 687,189sqm of office space was rated this year – a 11.6% decrease on last year
- 65 buildings were rated – a 15.6% decrease on last year
- The average star rating was 4.4 – a 6.1% increase on last year
- The average energy intensity (base building only) was 401MJ/m² – a 0.5% increase on last year
- The average carbon intensity (base building only) was 62kg-co₂-e/m² – a 1.6% decrease on last year
- 17 buildings achieved 5 stars or higher – no change on last year

Office - Energy Whole/Base - TAS

- 145,360sqm of office space was rated this year – a 26.1% increase on last year
- 24 buildings were rated – a 4.3% increase on last year
- The average star rating was 4.1 – a 0.8% increase on last year
- The average energy intensity (base building only) was 301MJ/m² – a 15.5% increase on last year
- The average carbon intensity (base building only) was 19kg-co₂-e/m² – a 14.8% increase on last year
- 7 buildings achieved 5 stars or higher - no change on last year

Office - Energy Whole/Base - VIC

- 3,936,710sqm of office space was rated this year – a 8.8% increase on last year
- 243 buildings were rated this year – a 7.0% increase on last year
- The average star rating was 4.0 – a 3.8% increase on last year
- The average energy intensity (base building only) was 488MJ/m² – a 5.7% decrease on last year
- The average carbon intensity (base building only) was 115kg-co₂-e/m² – a 4.4% decrease on last year
- 45 buildings achieved 5 stars or higher – a 40.6% increase on last year

Office - Energy Whole/Base - WA

- 1,642,892sqm of office space was rated this year – a 5.4% increase on last year
- 156 buildings were rated - a 18.2% increase on last year
- The average star rating was 4.1 – a 0.9% decrease on last year
- The average energy intensity (base building only) was 450MJ/m² – a 4.9% increase on last year
- The average carbon intensity (base building only) was 94kg-co₂-e/m² – a 0.4% increase on last year
- 38 buildings achieved 5 stars or higher – a 8.6% increase on last year

Program Statistics													
Office Energy Whole/Base Building Star Ratings - with GreenPower													Total Ratings
ACT	7%	1%	1%	3%	2%	6%	9%	11%	31%	26%	2%	1%	104
NSW	2%	1%	2%	4%	3%	6%	9%	15%	20%	26%	9%	3%	452
NT	0%	0%	0%	5%	5%	10%	15%	15%	20%	20%	10%	0%	20
QLD	11%	2%	2%	6%	5%	5%	6%	12%	15%	26%	10%	0%	215
SA	0%	0%	2%	3%	3%	8%	15%	23%	20%	18%	8%	0%	65
VIC	4%	3%	4%	3%	6%	10%	16%	13%	19%	14%	6%	2%	250
WA	6%	3%	1%	4%	7%	9%	13%	20%	13%	17%	6%	1%	159
TAS	0%	0%	0%	0%	8%	8%	8%	33%	13%	13%	13%	4%	24
NATIONAL	5%	2%	2%	4%	4%	7%	11%	15%	19%	22%	7%	2%	1289
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star	

Program Statistics													
Office Energy Whole/Base Building Star Ratings - without GreenPower													Total Ratings
ACT	7%	1%	3%	1%	2%	8%	9%	16%	25%	26%	1%	1%	104
NSW	2%	1%	2%	4%	4%	6%	8%	17%	23%	27%	5%	1%	452
NT	0%	0%	0%	5%	5%	10%	15%	15%	20%	20%	10%	0%	20

QLD	12%	2%	2%	6%	5%	5%	5%	13%	15%	25%	10%	0%	215
SA	0%	0%	2%	3%	3%	8%	15%	25%	18%	18%	8%	0%	65
VIC	4%	3%	4%	3%	7%	10%	16%	14%	20%	15%	3%	1%	250
WA	6%	3%	1%	4%	8%	9%	13%	19%	13%	18%	6%	0%	159
TAS	0%	0%	0%	0%	8%	8%	8%	33%	13%	13%	13%	4%	24
NATIONAL (%)	5%	2%	2%	4%	5%	7%	10%	17%	19%	22%	6%	1%	1289
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star	

Office Energy (Tenancy) statistics

Office - Energy Tenancy - National

- 1,706,215sqm of office space was rated this year – a 20.7% increase on last year
- 200 tenancies were certified – a 5.3% increase on last year
- The average star rating was 4.3 – a 2.8% increase on last year
- The average energy intensity was 314MJ/m² – a 1.0% increase on last year
- The average carbon intensity was 85kg-co₂-e/m² – a 2.2% increase on last year
- 96 tenancies achieved 5 stars or higher – a 2.1% increase on last year

Office - Energy Tenancy - ACT

- 301,507sqm of office space was rated this year – a 45.7% increase on last year
- 26 tenancies were certified – a 30.0% increase on last year
- The average star rating was 4.3 – a 1.2% decrease on last year
- The average energy intensity was 279MJ/m² – a 6.6% increase on last year
- The average carbon intensity was 76kg-co₂-e/m² – a 5.6% increase on last year
- 18 tenancies achieved 5 stars or higher – an 100% increase on last year

Office - Energy Tenancy - NSW

- 658,248sqm of office space was rated this year – a 17.8% increase on last year
- 79 tenancies were certified – a 12.9% increase on last year
- The average star rating was 4.4 – a 4.2% increase on last year
- The average energy intensity was 359MJ/m² – a 0.5% increase on last year
- The average carbon intensity was 93kg-co₂-e/m² – a 0.3% increase on last year
- 42 tenancies achieved 5 stars or higher – a 10.5% increase on last year

Office - Energy Tenancy - NT

- 10,291sqm of office space was rated this year – none rated last year
- 6 tenancies were certified – none rated last year
- The average star rating was 3.5 – none rated last year
- The average energy intensity was 257MJ/m² – none rated last year
- The average carbon intensity was 56kg-co₂-e/m² – none rated last year
- 0 tenancies achieved 5 stars or higher – none rated last year

Office - Energy Tenancy - QLD

- 109,240sqm of office space was rated this year a 20.4% decrease on last year
- 16 tenancies were certified – a 40.7% decrease on last year
- The average star rating was 4.0 – a 2.9% increase on last year
- The average energy intensity was 330MJ/m² – a 10.5% increase on last year
- The average carbon intensity was 85kg-co₂-e/m² – a 9.9% increase on last year
- 3 tenancies achieved 5 stars or higher – a 75.0% decrease on last year

Office - Energy Tenancy - SA

- 81,787sqm of office space was rated this year – a 8.1% decrease on last year
- 10 tenancies were certified – a 33.3% decrease on last year
- The average star rating was 4.9 – a 2.7% increase on last year
- The average energy intensity was 241MJ/m² – a 16.9% decrease on last year
- The average carbon intensity was 48kg-co₂-e/m² – a 16.9% decrease on last year
- 7 tenancies achieved 5 stars or higher – a 12.5% decrease on last year

Office - Energy Tenancy - TAS

- 25,164sqm of office space was rated this year – a 8.2% decrease on last year
- 4 tenancies were certified this year – a 20% decrease on last year
- The average star rating was 4.9 – a 3.7% increase on last year
- The average energy intensity was 252MJ/m² – a 2.2% decrease on last year
- The average carbon intensity was 16kg-co₂-e/m² – a 3.6% decrease on last year
- 2 tenancies achieved 5 stars or higher – no change on last year

Office - Energy Tenancy - VIC

- 431,482sqm of office space was rated this year – a 150.4% increase on last year
- 41 tenancies were certified – a 7.9% increase on last year
- The average star rating was 4.4 – a 2.7% increase on last year
- The average energy intensity 288MJ/m² – a 3.6% increase on last year
- The average carbon intensity was 103kg-co₂-e/m² – a 4.7% increase on last year
- 18 tenancies achieved 5 stars or higher – a 10.0% decrease on last year

Office - Energy Tenancy - WA

- 88,496sqm of office space was rated this year – a 17.2% decrease on last year
- 18 tenancies were certified – a 20.0% increase on last year
- The average star rating was 3.6 – a 2.3% decrease on last year
- The average energy intensity was 287MJ/m² – a 7.0% decrease on last year
- The average carbon intensity was 66kg-co₂-e/m² – a 7.2% decrease on last year
- 6 tenancies achieved 5 stars or higher – a 20% increase on last year

Program Statistics													Total Ratings
Office Energy, Tenancy - with GreenPower													
ACT	0%	4%	0%	0%	0%	0%	4%	11%	11%	29%	26%	15%	27
NSW	1%	0%	0%	0%	3%	3%	6%	15%	16%	28%	19%	9%	79
NT	0%	0%	17%	0%	0%	17%	17%	17%	32%	0%	0%	0%	6
QLD	0%	6%	0%	6%	0%	0%	13%	25%	31%	13%	6%	0%	16
SA	0%	0%	0%	0%	0%	0%	0%	20%	10%	50%	10%	10%	10
VIC	0%	0%	0%	2%	2%	2%	12%	15%	16%	24%	17%	10%	41
WA	0%	0%	0%	11%	5%	0%	16%	11%	26%	26%	0%	5%	19
TAS	0%	0%	0%	0%	0%	0%	0%	25%	25%	25%	25%	0%	4
NATIONAL	0%	1%	0%	2%	2%	2%	8%	15%	19%	27%	16%	8%	202
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star	

Program Statistics													Total Ratings
Office Energy Tenancy - without GreenPower													
ACT	4%	0%	0%	0%	0%	0%	4%	11%	15%	36%	26%	4%	27
NSW	1%	0%	0%	0%	3%	4%	10%	10%	19%	26%	24%	3%	79
NT	0%	0%	17%	0%	0%	17%	17%	17%	32%	0%	0%	0%	6

QLD	0%	6%	0%	6%	0%	0%	13%	25%	31%	13%	6%	0%	16
SA	0%	0%	0%	0%	0%	0%	0%	20%	10%	60%	0%	10%	10
VIC	0%	0%	0%	2%	5%	2%	12%	15%	20%	24%	20%	0%	41
WA	0%	0%	0%	11%	5%	0%	16%	11%	26%	26%	0%	5%	19
TAS	0%	0%	0%	0%	0%	0%	0%	25%	25%	25%	25%	0%	4
NATIONAL	1%	0%	0%	2%	2%	2%	10%	13%	21%	29%	18%	2%	202
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star	

Office Water (Base Building and Whole Building) statistics

Office - Water - National

- 11,416,399sqm of office space was rated this year – a 8.2% increase on last year
- 637 buildings were rated – a 12.35% increase on last year
- The average star rating was 3.6 – a 2.0% decrease on last year
- The average water intensity was 0.9kL/m² – a 8.9% increase on last year
- 64 buildings achieved 5 stars or higher – a 28.0% increase on last year

Office -Water - ACT

- 657,986sqm of office space was rated this year – a 1.9% decrease on last year
- 45 buildings were rated – a 2.2% decrease on last year
- The average star rating was 3.7 – a 1.5% increase on last year
- The average water intensity was 0.8kL/m² – a 26.8% decrease on last year
- 5 buildings achieved 5 stars or higher – a 25.0% increase on last year

Office - Water - NSW

- 4,981,417sqm of office space was rated this year – a 9% increase on last year
- 279 buildings were rated – a 15.3% increase on last year
- The average star rating was 3.5 – a 2.2% decrease on last year
- The average water intensity was 1.0kL/m² – a 21.9% increase on last year
- 18 buildings achieved 5 stars or higher – a 28.6% increase on last year

Office - Water - NT

- 27,911sqm of office space was rated this year – no change on last year
- 4 buildings were rated – no change on last year
- The average star rating was 4.1 – a 0.1% increase on last year
- The average water intensity was 0.6kL/m² – a 12.3% increase on last year
- 1 building achieved 5 stars or higher – no change on last year

Office - Water - QLD

- 1,559,892of office space was rated this year – a 14.1% increase on last year
- 88 buildings were rated – a 8.6% increase on last year
- The average star rating was 4.1 – a 1.8% increase on last year
- The average water intensity was 0.6kL/m² – a 3.0% decrease on last year
- 10 buildings achieved 5 stars or higher – a 42.9% increase on last year

Office - Water - SA

- 258,793sqm of office space was rated this year – a 4.4% decrease on last year
- 14 buildings were rated – a 6.7% decrease on last year
- The average star rating was 3.7 – a 2.2% decrease on last year
- The average water intensity was 0.8kL/m² – a 10.5% increase on last year
- 0 buildings achieved 5 stars or higher – no change on last year

Office - Water - TAS

- 21,624sqm of office space was rated this year – a 114.0% increase on last year
- 2 buildings were rated – a 100% increase on last year
- The average star rating was 4.9 – a 17.9% decrease on last year
- The average water intensity was 0.4kL/m² – a 155.6% increase on last year
- 1 building achieved 5 stars or higher – no change on last year

Office - Water - VIC

- 2,614,280sqm of office space was rated this year – a 6.9% increase on last year
- 102 buildings were rated – a 13.3% increase on last year
- The average star rating was 3.5 – a 5.4% decrease on last year
- The average water intensity 0.9kL/m² – a 6.4% increase on last year
- 18 buildings achieved 5 stars or higher – a 12.5% increase on last year

Office - Water - WA

- 1,294,497sqm of office space was rated this year – a 8.6% increase on last year
- 103 buildings were rated – a 17.0% increase on last year
- The average star rating was 3.5 – a 1.6% decrease on last year
- The average water intensity was 0.9kL/m² – a 2.6% increase on last year
- 11 buildings achieved 5 stars or higher – a 57.1% increase on last year

Program Statistics													
Office Water Star Ratings													Total Ratings
ACT	4%	6%	0%	6%	2%	6%	17%	22%	27%	4%	6%	0%	49
NSW	3%	2%	2%	5%	11%	15%	23%	25%	8%	2%	2%	2%	284
NT	0%	0%	0%	0%	0%	0%	50%	0%	25%	0%	0%	25%	4
QLD	1%	0%	0%	0%	2%	1%	18%	42%	24%	6%	0%	6%	89
SA	7%	0%	0%	0%	7%	7%	22%	36%	21%	0%	0%	0%	14
VIC	6%	5%	1%	4%	7%	21%	16%	9%	14%	8%	5%	4%	107
WA	5%	2%	4%	7%	8%	13%	21%	20%	10%	8%	2%	0%	106
TAS	0%	0%	0%	0%	0%	0%	0%	50%	0%	0%	0%	50%	2
NATIONAL	4%	2%	2%	4%	8%	13%	20%	24%	13%	5%	2%	3%	655
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star	

Office Indoor Environment statistics – (Base and Whole building)

Office - Indoor Environment - National

- 49 buildings were certified this year - a 14.0% increase on last year
- The average star rating was 4.5 - a 4.5% decrease on last year

Office Indoor Environment statistics – (Tenancies)

Office - Indoor Environment - National

- 0 tenancies were certified this year

Office Waste statistics – (Base and Whole building)

Office - Waste - National

- 3 buildings were certified – a 25.0% decrease on last year
- The average star rating was 3.3 – a 3.8% decrease on last year

Office Waste statistics – (Tenancies)

Office - Waste - National

- 1 tenancy was certified – a 42.9% decrease on last year
- The average star rating was 4.5 – a 20.7% increase on last year

Shopping Centre Energy statistics

Shopping Centre - Energy - National

- 131 centres were certified – a 1.6% increase on last year
- The average star rating was 3.6 – a 2.6% increase on last year
- The average energy intensity was 371MJ/m² – a 3.6% increase on last year
- The average carbon intensity was 99kg-co₂-e/m² – a 2.7% increase on last year
- 11 centres achieved 5 stars or higher – a 37.5% increase on last year

Program Statistics												
Shopping Centre Energy Star Ratings - without GreenPower												
NATIONAL	1%	2%	3%	5%	9%	14%	18%	26%	14%	5%	1%	2%
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star

Shopping Centre Water statistics

Shopping Centre - Water - National

- 112 centres were certified – a 0.9% increase on last year
- The average star rating was 3.1 – a 4.3% increase on last year
- The average water intensity was 1.1kL/m² – a 5.6% decrease on last year
- 4 centres achieved 5 stars or higher – no change on last year

Program Statistics												
Shopping Centre Water Star Ratings												
NATIONAL	5%	5%	6%	3%	12%	13%	16%	20%	16%	3%	0%	1%
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star

Hotel Energy statistics

Hotel - Energy - National

- 4 hotels were certified – a 33.3% decrease on last year
- The average star rating was 3.7 – a 5.5% increase on last year
- The average energy use was 58,769MJ/room p.a – an increase of 14.2% on last year
- The average carbon emissions were 10,042 kg CO₂e/room p.a – a 0.8% decrease on last year

Program Statistics												
Hotel Energy Star Ratings - without GreenPower												
NATIONAL	0%	0%	0%	0%	0%	25%	0%	50%	0%	25%	0%	0%
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star

Hotel Water statistics

Hotel - Water - National

- 3 hotels were certified this year – a 50.0% increase on last year
- The average star rating was 2.9 – a 18.3% decrease on last year
- The average water intensity was 104.7kL/room p.a. – a 6.6% increase on last year

Program Statistics												
Hotel Water Star Ratings												
NATIONAL	0%	0%	0%	33%	0%	0%	34%	33%	0%	0%	0%	0%
	0 Star	1 Star	1.5 Star	2 Star	2.5 Star	3 Star	3.5 Star	4 Star	4.5 Star	5 Star	5.5 Star	6 Star

Data Centre - Energy - National

Data Centre - Energy - National

- 12 centres were certified this year – a 9.1% increase on last year
- The average star rating was 4.1 – a 4.3% increase on last year
- 6 were in NSW, 1 in QLD, 4 in VIC and 1 in WA
- There was 1 IT Equipment rating and 11 Infrastructure ratings

Life of Program Statistics

Number of individual buildings rated at least once over the life of the program	
Office Energy	2903
Office Water	1187
Office IE	104
Office Waste	45
Shopping Centre Energy	218
Shopping Centre Water	195
Hotel Energy	74
Hotel Water	66
Data Centre Energy	16

	National Office Market Penetration NABERS Office Tools																		
Energy Ratings	0%	3%	4%	4%	6%	8%	14%	20%	23%	27%	32%	36%	50%	59%	65%	71%	75%	78%	81%
Water Ratings							0%	4%	9%	16%	21%	25%	33%	39%	42%	46%	50%	53%	55%
	199 8/9 9	199 9/0 0	2000 /01	2001 /02	2002 /03	2003 /04	2004 /05	2005 /06	2006 /07	2007 /08	2008 /09	2009 /10	2010 /11	2011 /12	2012 /13	2013 /14	2014 /15	2015/16	2016/17

Based on the rated area of all buildings that have obtained at least one or more NABERS Energy ratings (Base or Whole Building) since the launch of the program, as a percentage of the NLA or the national office stock. (Source: PCA 2016, NABERS data).

Number of Unique Buildings and Tenancies Rated																			
	19 98 /9 9	1999 /00	2000 /01	2001 /02	2002 /03	2003 /04	2004 /05	2005 /06	2006 /07	2007 /08	2008 /09	2009 /10	2010 /11	2011 /12	2012 /13	2013 /14	2014 /15	2015/1 6	2016/17
Office Energy Ratings	2	30	38	10	41	66	297	214	200	332	390	495	1122	1316	1348	1389	1414	1347	1464
Office Water Ratings	-	-	-	-	-	-	-	51	106	212	242	253	416	510	519	548	562	567	637
Office Indoor Environ ment Ratings	-	-	-	-	-	-	-	-	-	-	-	11	14	14	22	44	34	48	49
Office Waste Ratings	-	-	-	-	-	-	-	-	-	-	1	14	4	15	11	12	5	7	4
Shoppi ng Centre Energy Ratings	-	-	-	-	-	-	-	-	-	-	-	0	31	76	85	59	109	129	131
Shoppi ng Centre Water Ratings	-	-	-	-	-	-	-	-	-	-	-	0	28	74	78	53	88	111	112
Hotel Energy Ratings	-	-	-	-	-	-	-	-	-	-	2	19	32	29	22	26	15	6	4

Hotel Water Ratings	-	-	-	-	-	-	-	-	-	-	2	19	36	27	20	14	12	2	3
Data Centre Ratings	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	5	11	12
TOTAL	2	30	38	10	41	66	297	265	306	544	637	811	1683	2061	2105	2146	2244	2228	2416

Energy Star Rating (Without Greenpower)	Distribution % of Office Energy Ratings over Life of the Program											
	0	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6
1998/99	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
1999/00	13.0%	0.0%	0.0%	26.1%	8.7%	26.1%	4.3%	21.7%	0.0%	0.0%	0.0%	0.0%
2000/01	6.1%	0.0%	3.0%	6.1%	12.1%	21.2%	18.2%	27.3%	6.1%	0.0%	0.0%	0.0%
2001/02	0.0%	0.0%	0.0%	16.7%	0.0%	33.3%	0.0%	16.7%	0.0%	33.3%	0.0%	0.0%
2002/03	13.2%	2.6%	10.5%	0.0%	21.1%	28.9%	21.1%	0.0%	2.6%	0.0%	0.0%	0.0%
2003/04	10.9%	0.0%	4.3%	6.5%	13.0%	17.4%	17.4%	10.9%	4.3%	15.2%	0.0%	0.0%
2004/05	8.1%	4.9%	7.1%	10.0%	13.9%	25.2%	12.3%	9.1%	3.9%	5.5%	0.0%	0.0%
2005/06	5.9%	4.5%	7.2%	11.8%	14.0%	17.6%	20.4%	9.5%	4.1%	5.0%	0.0%	0.0%
2006/07	5.8%	4.3%	4.8%	9.1%	17.3%	19.7%	18.8%	11.5%	4.8%	3.8%	0.0%	0.0%
2007/08	3.6%	3.1%	5.9%	12.6%	9.2%	20.1%	15.1%	14.0%	9.5%	7.0%	0.0%	0.0%
2008/09	3.0%	3.0%	5.5%	7.0%	9.3%	17.5%	16.0%	16.0%	12.0%	10.5%	0.0%	0.0%
2009/10	5.1%	3.2%	2.8%	7.9%	6.5%	14.8%	14.6%	16.2%	15.6%	13.4%	0.0%	0.0%
2010/11	10.8%	3.8%	5.4%	9.5%	8.2%	12.1%	14.7%	12.9%	11.7%	8.8%	1.8%	0.3%

2011/12	8.7%	2.9%	4.3%	6.1%	8.8%	10.9%	14.2%	14.6%	14.8%	10.7%	3.6%	0.3%
2012/13	6.8%	2.4%	3.7%	4.5%	7.5%	9.2%	11.1%	17.2%	19.5%	14.1%	3.7%	0.4%
2013/14	5.4%	2.2%	2.1%	4.2%	7.3%	8.3%	10.9%	16.6%	19.6%	17.5%	5.6%	0.3%
2014/15	4.7%	1.7%	1.9%	3.2%	5.2%	9.1%	12.1%	16.0%	20.1%	19.6%	5.9%	0.4%
2015/16	4.6%	1.4%	2.3%	2.9%	4.9%	7.6%	10.7%	14.6%	20.5%	22.3%	7.6%	0.6%
2016/17	4.4%	1.5%	2.1%	3.4%	4.6%	6.8%	10.3%	16.2%	19.4%	23.1%	7.2%	1.1%

Office Energy Star Rating (With GreenPower)	Distribution % of Office Energy Ratings over Life of the Program											
	0	1	1.5	2	2.5	3	3.5	4	4.5	5	5.5	6
1998/99	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%	0.0%	0.0%	0.0%	50.0%	0.0%	0.0%
1999/00	10.0%	0.0%	0.0%	20.0%	10.0%	23.3%	3.3%	20.0%	0.0%	13.3%	0.0%	0.0%
2000/01	5.1%	2.6%	2.6%	5.1%	10.3%	23.1%	15.4%	28.2%	5.1%	2.6%	0.0%	0.0%
2001/02	0.0%	0.0%	0.0%	10.0%	0.0%	30.0%	0.0%	20.0%	0.0%	40.0%	0.0%	0.0%
2002/03	11.9%	4.8%	9.5%	0.0%	19.0%	26.2%	23.8%	0.0%	4.8%	0.0%	0.0%	0.0%
2003/04	7.6%	0.0%	4.5%	7.6%	15.2%	16.7%	21.2%	12.1%	4.5%	10.6%	0.0%	0.0%
2004/05	6.4%	3.5%	6.7%	8.3%	12.8%	22.4%	14.1%	10.6%	4.8%	10.3%	0.0%	0.0%
2005/06	4.1%	4.1%	6.3%	8.6%	12.7%	15.8%	21.7%	12.2%	5.9%	8.6%	0.0%	0.0%
2006/07	4.8%	2.9%	4.3%	8.7%	14.9%	17.8%	17.3%	17.3%	4.3%	7.7%	0.0%	0.0%
2007/08	2.8%	2.5%	4.7%	9.2%	8.9%	16.2%	12.6%	15.4%	14.0%	13.7%	0.0%	0.0%
2008/09	2.3%	2.5%	3.3%	7.0%	6.8%	13.3%	14.8%	17.0%	14.5%	18.5%	0.0%	0.0%
2009/10	3.9%	3.2%	2.4%	6.9%	4.3%	12.2%	11.6%	13.6%	19.1%	22.7%	0.0%	0.0%
2010/11	10.6%	3.3%	4.9%	8.2%	7.6%	10.8%	13.7%	11.9%	12.4%	11.6%	2.7%	2.4%
2011/12	8.4%	2.9%	4.1%	5.5%	7.8%	10.1%	13.5%	13.3%	15.7%	11.6%	4.5%	2.8%
2012/13	6.2%	2.3%	3.5%	4.4%	6.6%	8.9%	10.5%	15.0%	20.1%	14.6%	5.2%	2.7%
2013/14	5.3%	2.2%	2.0%	3.9%	6.5%	7.9%	10.7%	15.3%	18.6%	18.8%	6.2%	2.6%
2014/15	4.6%	1.6%	2.1%	3.1%	4.5%	8.5%	11.8%	14.9%	19.2%	20.5%	7.1%	2.1%
2015/16	4.6%	1.2%	2.4%	2.8%	4.5%	7.1%	10.2%	13.5%	20.1%	21.7%	9.5%	2.4%

2016/17	4.3%	1.6%	1.9%	3.4%	4.1%	6.3%	10.5%	15.4%	18.8%	22.5%	8.6%	2.5%
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Average reduction in energy use after multiple ratings (MJ/m2)										
NABERS Energy for Offices (Base and Whole Buildings)										
Reduction	5%	6%	12%	16%	20%	25%	29%	31%	35%	36%
	2nd rating	3rd rating	4th rating	5th rating	6th rating	7th rating	8th rating	9th rating	10th rating	11 th rating

Average reduction in emissions after multiple ratings (kg/co2-e/m2)										
NABERS Energy for Offices (Base and Whole Buildings)										
Reduction	6%	10%	16%	21%	25%	30%	33%	36%	40%	41%
	2nd rating	3rd rating	4th rating	5th rating	6th rating	7th rating	8th rating	9th rating	10th rating	11 th rating

NABERS Energy Commitment Agreements

Targeted star ratings over the life of the program

Star Rating	4	4.5	5	5.5	6
Total	12	112	99	2	2

	Ratings and Government Policy NABERS Energy for Offices (Base Building, Whole Building + Tenancy ratings)																		
Number of Energy Ratings	2	30	39	10	42	66	312	221	208	358	399	507	1146	1380	1422	1475	1441	1393	1491
Number of Energy Ratings over 4.5 stars	1	4	3	4	2	10	47	32	25	99	132	212	333	476	607	682	704	747	782
	98/99	99/00	00/01	01/02	02/03	03/04	04/05	05/06	06/07	07/08	08/09	09/10	10/11	11/12	12/13	13/14	14/15	15/16	16/17

NSW Energy Saving Scheme

Energy Savings Certificates and \$ claimed using the NABERS method per year

Year	Number of ESCs claimed	Average price	Total \$ claimed
2009/10	4,073	\$19.80	\$80,645.40
2010/11	14,339	\$26.88	\$385,432.32
2011/12	37,577	\$30.40	\$1,142,340.80
2012/13	58,645	\$26.84	\$1,574,031.80
2013/14	72,934	\$14.50	\$1,057,543
2014/15	40,221	\$14.39	\$578,780.19
2015/16	56,613	\$25.46	\$1,441,367
2016/17	20,047	\$17.98	\$360,445

Labels

2003/04 NSW Greenhouse Performance of Government Office Buildings required all owned and leased offices to be rated

2006/07 Energy Efficiency in Government Operations introduced by Commonwealth requiring all owned or leased office spaces rated over 4.5 stars

2007/08 NSW Sustainable Government Policy introduced requiring all government owned or leased office spaces to be rated over 4.5 stars

2009/10 Commercial Building Disclosure introduced by Commonwealth making NABERS rating mandatory for all office buildings over 2000m²

2017/18 Commercial Building Disclosure threshold dropped to 1000m²

Financial Statement 2016/17

NABERS Finance Report 2016 - 2017	
Receipts	
NSC Member Contributions	(402,878)
Other Government Partnerships	(529,580)
NABERS ratings and products	(1,941,506)
Training fees	(316,822)
Accreditation fees	(367,302)
NABERS agreements and licenses	(128,973)
Total Revenue	(3,687,061)
Expenditure	
Salaries	2,280,674
Operational expenses related to the delivery of ratings	178,748
Training and accreditation	175,475
Stakeholder and communication activities	231,192
Development & Innovation projects	230,910
Website development and maintenance (incl Capital)	343,452
General operation costs	183,481
Total Expenditure	3,623,933
Net Result	(63,128)
Cash Reserves	(406,882)

