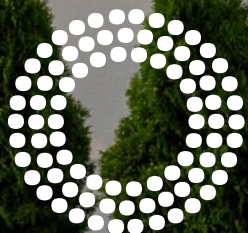




Sustainability Rebates

Program Guidelines 2023-2024

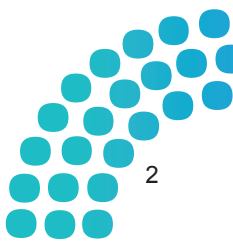


ZERO
EMISSIONS
Shellharbour

*Tackling
Climate
Change
Together*

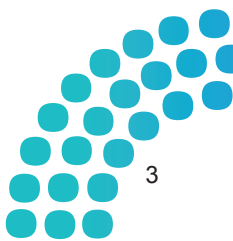
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Definitions

TERM	DEFINITION
Applicant	The owner or landlord who submits the application.
Application Date	The date which the applicant submits their application.
Attachment	The document, image or other information attached to the application for the purpose of verifying that a sustainable product meets the eligibility criteria.
Applicant Property	The property for which the applicant is seeking a sustainability rebate.
Application	The submission by an applicant via Rebately to request a sustainability rebate from Council.
Approval	The confirmation given by Council that an application has been approved and that the applicant will be paid the sustainability rebate.
Council	Refers to Shellharbour City Council.
Declined	The confirmation given by Council that an application has not been approved and that the applicant will not be paid the sustainability rebate.
Eligibility Criteria	The eligibility criteria which a sustainable product must meet to receive the sustainability rebate.
Guidelines	Refers to this Sustainability Rebates Program Guidelines document and all the terms and conditions it includes.
Implementation Date	The date which the sustainable product is installed or undertaken.
Provider	The licensed professional who provides the sustainable product and/or installation service.
Rebately	The grants and rebates application platform used by Council to process applications for sustainability rebates.
Sustainable Product	Technologies or initiatives which reduce a property's energy consumption and for which sustainability rebates are provided.
Sustainability Rebate	The financial amount paid by Council to an applicant for a particular sustainable product.



1. Introduction

Purpose

Council's Sustainability Rebates Program is committed to assisting the Shellharbour community to achieve its net zero 2050 community emissions target, build climate resilience and promote environmental sustainability in alignment with our [Climate & Sustainability Policy](#) and [Zero Emissions Shellharbour Strategy](#).

Sustainability rebates are available for a range of 'sustainable products' which can reduce a household's energy consumption and associated greenhouse gas emissions. A summary of the sustainable products available, as well as their rebate amounts and eligibility criteria can be found on our Sustainability Rebates website.

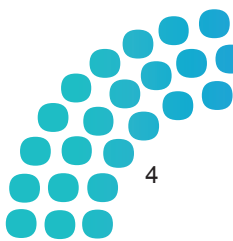
By providing these rebates the program aims to:

- increase community awareness, participation and capacity in reducing household emissions;
- support and incentivise Shellharbour households to implement measurable energy, emissions and financial savings;
- target technologies that will contribute the maximum emissions reduction towards the community net zero 2050 emissions target; and
- upskill the community, and enhance community confidence in sustainability technologies and products.

Background

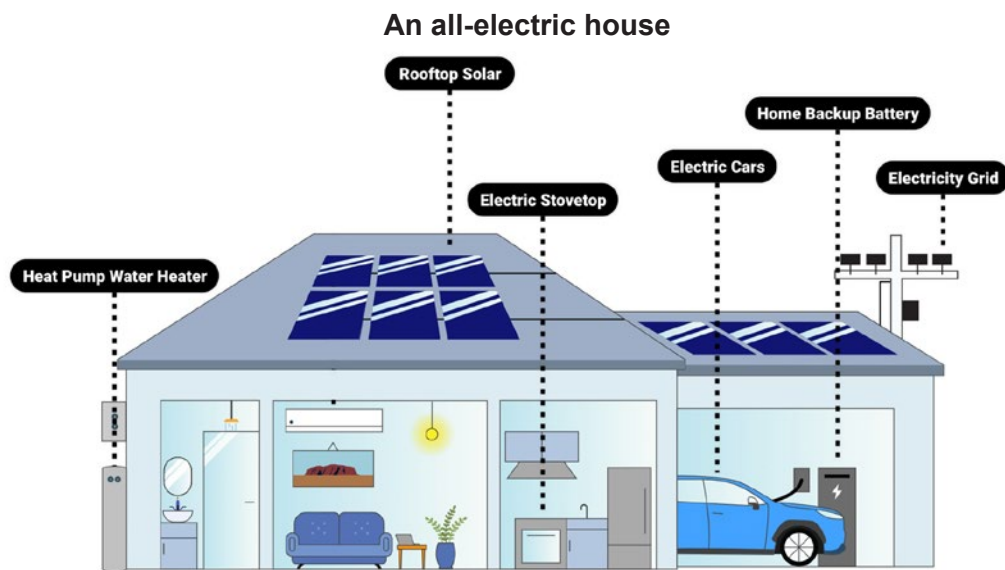
Council has been providing financial support to the community for sustainability initiatives since 2000/01 through the delivery of Council's Small Environmental Projects Fund (SEPF). In 2023/24 the SEPF will support Council's Sustainability Rebates Program by offering targeted rebates to Shellharbour households to purchase sustainable products that address community greenhouse gas emissions via the Rebately platform.

The Sustainability Rebates Program will assist the community to address key emissions sources for the Local Government Area (LGA) by prioritising rebates that target residential electrification, electricity consumption and emissions from on-road transport.



2. Sustainability Rebates

The following sustainability rebates are available for households in the Shellharbour LGA in 2023/24.



Source: [What is an Electrified Household? | Rewiring Australia](#)



Rooftop solar
10% up to \$500



Heat pump
water heater
10% up to \$500



Induction cooktop
10% up to \$250



Electric vehicle
chargers
10% up to \$250

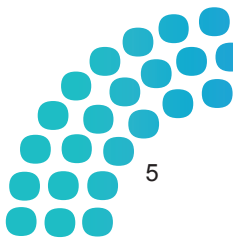


Home battery
5% up to \$500

Applicant properties

Sustainability Rebate amounts are available to households only. Households include free-standing dwellings on Torrens title lots. Eligible applicants include owner occupiers and landlords.

Apartment blocks and businesses are ineligible to participate in the 2023/24 round of the Sustainability Rebates Program but may be considered in future rounds.



3. Application and assessment

Application process

Step
1

Check the Eligibility Criteria

Review the eligibility criteria for your chosen sustainable product. To be eligible to receive a rebate, your sustainable product must be installed from the 1 July 2023 until 30 June 2024.

Step
2

Purchase and install your sustainable product

Purchase your sustainable product from the list above and install using a licensed tradesperson. Ensure that you have met the eligibility criteria for your chosen product.

Step
3

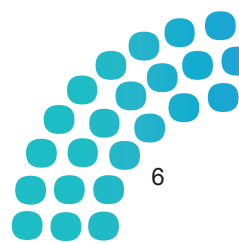
Submit an Application Form

Submit an application form and attach the required documents/images to verify your eligibility to participate in the program. Click 'Apply Now' to submit an Application Form.

Step
4

Receive your sustainability rebate

Rebates are subject to the approval process and availability. If your form is approved by Council you will receive your sustainability rebate via electronic bank transfer. Add claims@rebately.co to your email contacts to ensure you receive your claim status updates.



Approval Criteria

Council either approves or declines applications based on the approval criteria shown in the table below. A range of attachments (see below) are included in the application to verify each of the criteria.

Applicant Property

- The applicant property must be located in the Shellharbour Local Government Area.
- The applicant property must not already have received the maximum rebate of \$2000 within the current financial year.
- Each applicant property may only receive one of each of the sustainability rebates available in 2023/24, subject to availability.
- The applicant property must not have breached these guidelines in the current financial year.

Applicant

- The applicant must include all attachments and information required in the application.
- The applicant must be either the owner or landlord of the applicant property.

Sustainable Products

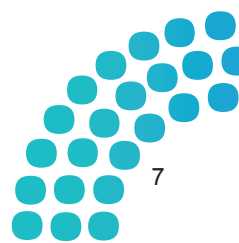
- The sustainable product must be installed at the applicant's property from 1 July 2023 until 30 June 2024.
- The sustainable product must meet the eligibility criteria outlined in these guidelines.
- The sustainable product installed must be new and must not have been previously used.
- The applicable works must be carried out by a licensed tradesperson and meet all necessary installation standards. For rooftop solar and battery installations, this includes Clean Energy Council accreditation.
- The sustainable product must not have been purchased as a requirement for BASIX and Development Application compliance.

Additional Approvals

- If the sustainable product required development approval, then a development approval (DA) number must be provided.

General

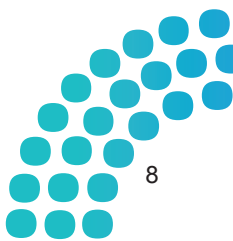
- The applicant must agree to have read and understood these guidelines.
- The applicant must agree to give permission for Council staff to visit the applicant property to undertake on-site verifications.
- The applicant must agree to Council collecting data on the sustainable product installed for purposes of reporting and performance of the Small Environmental Projects Fund.
- The applicant must agree to Council using personal information submitted via the application for the purpose of evaluating eligibility to receive a rebate
- The application must be submitted via Rebately and include all required attachments.



Attachments

Attachments are the documents, images and other information attached to the application to verify that the sustainable product/s which have been purchased meet the eligibility criteria. A description of each attachment can be found below.

ATTACHMENTS	DESCRIPTION
Personal identification	Personal identification showing the details of the applicant who is applying for the rebate. This may include a driver's licence or passport or photo card.
Proof of home ownership	A copy of your most recent electricity bill or rates notice showing the address of the applicant property where the sustainable product has been installed.
Invoices and receipts	Itemised tax invoice(s) showing <ul style="list-style-type: none">• sustainable product purchase• installation at an applicant property• confirmation of payment for product and service.
Photo proof of installation	The photo taken by the applicant to show that the sustainable product has been installed at the applicant property.
STC Form	<p>This requirement is only relevant for rooftop solar installations and heat pump water systems.</p> <p>The Small-Scale Technology Certificate (STC) Assignment Form provided by installers of rooftop solar and heat pump hot water when installation has been completed.</p>



4. Terms and conditions

The following terms and conditions apply:

General

- Council reserves the right to make changes to Sustainability Rebates Program at any time, including (but not limited to), the available budget, the application opening and closing dates, and the sustainable products' rebates and criteria.
- The application must be completed as required in the Rebately application. This includes attaching all mandatory attachments.
- A property cannot receive more than one rebate for the same sustainable product within a five-year period.

Sustainability rebate payment

- If an application is approved by Council, the applicant will receive payment of their respective sustainability rebate via electronic bank transfer to the applicant's preferred back account within 14 days of final approval.
- Sustainability rebates will be prioritised in application date order.
- Payment of sustainability rebate is not guaranteed and is subject to the approval process and availability of grant funding. Payment of the sustainability rebate is only confirmed once final approval has been granted.
- The sustainability rebate amount cannot exceed 50% of the cost paid by the applicant for the sustainable product post any financial incentives (as shown on the invoice). If this does occur, the sustainability rebate will be matched to 50% of the cost paid by the applicant for the sustainable product (as shown on the invoice).

Maximum rebate

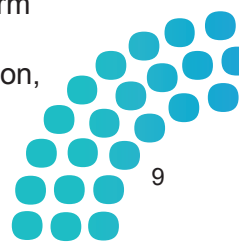
- The maximum rebate is the total financial amount that an applicant property can receive from the Sustainability Rebates Program each financial year.
- Each applicant property may only receive one of each of the sustainability rebates available in 2023/24, subject to availability, up until the maximum rebate has been reached.
- The maximum rebate is \$2000 per property per financial year

Warranties and faulty products

- The applicant acknowledges and agrees that Council accepts no liability in respect of any claim, cause of action or loss or damage arising out of, or in relation to, any sustainable product procured under the Sustainability Rebates Program, or the consumption or use of any electricity that is the subject of the sustainable product.
- Any issues which occur due to the purchasing of any sustainable product must be resolved between the applicant and the sustainable product provider based on the advertised warranties and standard service provisions of the sustainable products involved.
- All sustainable products must be provided and/or installed by licenced professionals.

Data and reporting

- Council makes use of a managed service provider to provide the grants administration platform which is provided by **REBATELY PTY LTD**. Council will not share applicant information with any other organisation other than Rebately for the purposes of directly administering the application, assessment and awarding of the rebates.



- Applicants of the Sustainability Rebates Program must agree to Council using personal information submitted via the application for the purpose of evaluating eligibility to receive a rebate. All Council held information will be stored on Council's electronic records management system and is subject to *Government Information (Public Access) Act 2009*, *Privacy and Personal Information Protection Act 1998* and associated regulations. You may apply to Council to access and correct this information. Please see Council's [Privacy Management Plan](#) or contact Council's Privacy Officer on 4221 6111 for more information.
- Applicants of the sustainability rebates must agree to be contacted by Council throughout and following the application process for purposes of surveys and reporting.
- Any program case studies which are prepared by Council will require permission from the applicant before any specific information related to individuals or properties is made public. Applicant details are not disclosed to the public as a matter of public record.

On-site verification

- By participating in the Sustainability Rebates Program the applicant permits Council staff to visit the applicant property for the purpose of on-site verification if required.
- During an on-site verification, a Council officer will enter an applicant property to verify that a sustainable product has been installed in accordance with its relevant eligibility criteria.
- A suitable time for an on-site verification will be arranged with applicants before the visit. All applicants of the Sustainability Rebates Program must agree to give permission for Council staff to enter the applicant property for the purpose of an on-site verification if required.

Small Environmental Projects Fund budget

- Council's SEPF started in 2000/01, providing financial assistance to a variety of local community groups, schools and childcare centres to deliver sustainability projects and environmental education.
- The Sustainability Rebates Program is funded by Council's Small Environmental Projects Fund which has a 2023/24 rebate budget of approximately \$25,000.
- This budget can be adjusted subject to Council approval.

Council staff applications

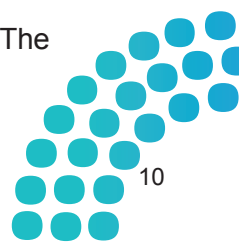
- Council staff are eligible to receive sustainability rebates if they meet the eligibility criteria of the program.
- Council staff involved in the assessment of applications cannot apply.

Dispute resolution

- Council, applicants and sustainable product providers will attempt in good faith to resolve via negotiations any dispute or claim arising out of or in relation to the sustainability rebates and these guidelines.

Disposal of old products

- Old products such as used hot water systems should be disposed of responsibly by either the sustainable product installer or the applicant.
- Visit [Dunmore Recycling & Waste Disposal Depot](#) to see if your old products can be recycled. The Dunmore Recycling and Waste Disposal Depot is located at 44 Buckleys Road, Dunmore.





Tackling Climate Change together

All enquiries should be directed to 4221 6111
or sustainability@shellharbour.nsw.gov.au

www.shellharbour.nsw.gov.au