

Energy Efficiency in Social Housing – Community Housing Upgrades Stream

Round 2 – Head Contractor Information Session



Source: Solar Victoria

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Energy,
Environment
and Climate Action

Welcome to the Community Housing Upgrades Stream - Round 2 Head Contractor information session

- Please note that this session will not be recorded, but slides will be shared
- Audio and video functionality has been disabled for attendees
- If you have questions throughout, please ask them using the Q&A function or during the Q&A section
- We will address as many questions as possible at the end of the presentation and take all other questions on notice and provide a response through updated FAQs in the next week



We acknowledge and respect Victorian Traditional Owners as the original custodians of Victoria's land and waters, their unique ability to care for Country and deep spiritual connection to it.

We honour Elders past and present whose knowledge and wisdom has ensured the continuation of culture and traditional practices.

DEECA is committed to genuinely partnering with Victorian Traditional Owners and Victoria's Aboriginal community to progress their aspirations.

Agenda

1. Introduction to EESHP and the Community Housing Upgrades Stream
2. Head Contractor introduction
3. Scope of services available to applicants
4. Applicant responsibilities
5. How to engage the Head Contractor
6. Example scenario
7. How to apply for the grant if choosing the Head Contractor
8. Questions and Answers



Introduction to EESHP

- Delivered in partnership with the Australian Government's Social Housing Energy Performance Initiative (SHEPI) to improve the energy performance of Victoria's social housing portfolio.
- Multiple energy upgrades per property to reduce energy bills for residents :
 - Upgrades being delivered to **11,000** social housing **homes** by 2027
 - More than **34,000 upgrades** delivered to date
 - Over **2,300** public housing **homes electrified**
- Additional Australian Government funding announced in April to support upgrades to a further 8,000 public and community housing homes by 2029



Community Housing Upgrades Stream Grant Round 2



Applications opened 24 June 2026



Applications close Friday 21 August 2026, 5pm



\$9 million funding is available for an average of \$18,000 per property across a portfolio



CHOs can make an application for multiple properties



Support is available – **please also see Round 2 Information Session recording on our Webpage.**

About the Victorian Government Head Contractor

- Applicants can choose to utilise the Victorian Government's appointed Head Contractor
- This is **optional only**; the Head Contractor will be assessed the same as any other contractor included in an application
- The Head Contractor is currently delivering electrification of public housing properties under the EESHP program
- Experienced in installing the full suite of eligible energy efficiency upgrades in a property
- Established delivery model, systems, and supply chains already in place
- Please refer to the Application Guidelines on our webpage for more information on process

Things to Consider

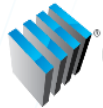
- This is an **optional pathway** — applicants may still use their own delivery model
- Applicants should consider which approach best suits their organisation's capacity and project scope
- Clear roles, responsibilities, and delivery arrangements will still need to be defined in your application

Energy Efficiency Upgrades in Social Housing

Our Offering to Community Housing Organisations



JOHNS LYNG



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At the heart of everything we do is a commitment to helping communities build and thrive. We lead with purpose, resilience and respect, working side by side with partners, governments and locals to create lasting change.

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03.	Upgrades We Deliver	07.	Applicant Responsibilities
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Who We Are.

Forge Solutions – a JLG Company

With the backing of JLG, Forge Solutions provide national capability with local delivery – managing complex works in occupied homes with the care, consistency and communication that social and community housing settings demand.

Our teams manage the full lifecycle of energy upgrade programs: property assessment and scoping, procurement and logistics, installation by licensed trades, and the compliance, rebate and reporting obligations that sit behind every completed home.

JLG Company Overview

Johns Lyng Group is Australia's leading integrated building services provider, delivering building, restoration, strata and energy services nationally and internationally. The Group's core business is built on its ability to rebuild and restore a variety of properties and contents after damage by insurable events including impact, weather and fire events.

With a diversified client base comprising of major insurance companies, insurance brokers, loss adjusters, commercial enterprises, local and state governments, body corporates/owners' corporations and retail customers, the Group have been entrusted to represent some of the world's largest corporations with their brand experience.





Section | Homes Victoria Experience

Homes Victoria Experience.

Delivering EESHP Phase 2 across the state

Forge Solutions delivers Homes Victoria's Energy Efficiency in Social Housing Program (EESHP) Phase 2 – upgrading up to 9,500 gas-supplied public housing properties across Victoria. The program has now been extended to Community Housing Organisations.

We deliver both Tranche 1A full electrification works and Tranche 1B streamlined upgrades across all 17 Homes Victoria regions – metro and regional – working in occupied homes and managing renter engagement, trades, rebates, compliance and reporting end-to-end.



9,500 homes

Phase 2 capacity, now extended to CHOs

Tranche 1A & 1B

Full electrification & streamlined scopes

17 regions

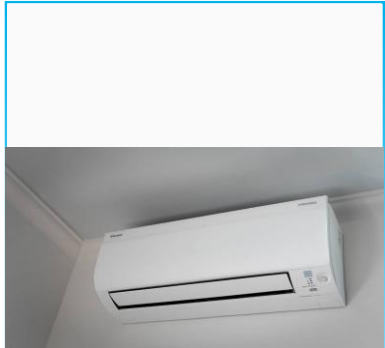
Metro & regional delivery statewide

Occupied homes

Workforce trained for vulnerable renters

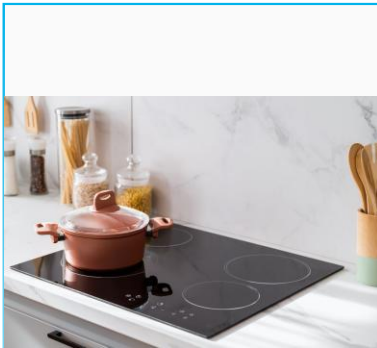
Upgrades We Deliver.

We deliver full home electrification, including switchboard and mains power supply upgrades where required. All works are delivered by licensed trades to the technical specifications developed for the Homes Victoria program



Reverse Cycle Air Conditioning

Replacing wall gas heaters with efficient reverse cycle split systems for heating and cooling.



Induction & Electric Cooking

Replacing gas stoves and cooktops with electric or induction alternatives.



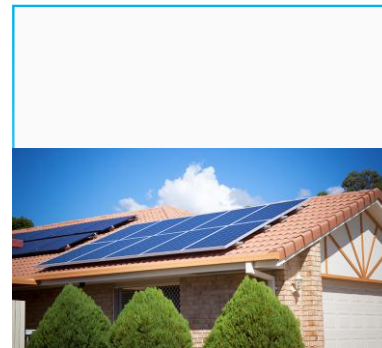
Heat Pump Hot Water

Replacing gas and electric storage hot water systems with efficient heat pump units.



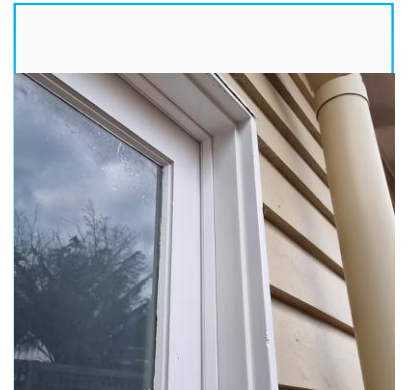
Insulation Upgrades

Ceiling insulation upgrades by certified installers, with safety inspections.



Solar PV & Electrical Upgrades

Rooftop solar, switchboard and mains upgrades, and gas capping at the meter.



Draught & Gap Sealing

Sealing windows and doors to improve comfort and reduce energy demand.

Accreditation & Training.

Our workforce is licensed, accredited and trained specifically for social housing environments. Every worker completes a program induction – covering diverse and vulnerable populations, on-site safety protocols and task-based training – before attending a property.

VEU Accredited Provider

Accredited to deliver Victorian Energy Upgrades (VEU) rebates, with STC rebates managed through the Clean Energy Regulator.

Licensed Trades

Licensed electricians, plumbers and certified insulation installers, plus specialist licences such as asbestos removal.

Inductions & Safety Clearances

Current police checks, Working with Children Checks and White Card training for all field personnel. Dedicated in person program induction for all individuals to discuss guidelines and implement vulnerable person training.

Safety Systems

SWMS for all high-risk works, daily sign-on, incident reporting and subcontractor OHS onboarding.

Services for Applicants.

We offer Community Housing Organisations an end-to-end delivery capability under the program. Engage us across the full lifecycle, or only for the stages where your organisation needs support.

Renter Engagement

Communication, consultation and consent management by staff trained for vulnerable renters.

Site Assessment

Property assessments confirming eligibility, capturing asset data and identifying upgrade opportunities.

Scoping & Costing

Scope of works plans aligned to the schedule of rates, with cost breakdowns, photos and consent records.

Project Management

Planning, scheduling, trade and supply chain coordination, variations and issue resolution.

Upgrade Delivery

Installation by licensed trades to specification, with site audits and quality assurance.

Compliance & Reporting

Completion reports, VEU and STC rebate submissions, live dashboards and safety reporting.

Why a Head Contractor?

Engaging Forge as head contractor gives you one contract and one accountable partner – while your existing local trades can still deliver the works within our subcontractor network, supporting local content commitments.

Single Point of Accountability

One contract, one warranty and DLP position, and full transfer of coordination, defect and OHS risk in occupied homes.

Program Capability

Wholistic program wide management of all properties ensures all occupants receive the same level of care and service

Rebates & Buying Power

Accredited Provider VEU and STC rebate recovery, plus bulk procurement of compliant appliances.

Reporting

Program live reporting and job status updates through our client/customer portal. This can be used to manage renter satisfaction, program progress, job approvals and auditing mechanisms.

Applicant Responsibilities.

What we need from your organisation

We manage the heavy lifting of delivery, but a successful program is a partnership. As the applicant, your organisation retains a small number of responsibilities that shape the program's scope, pace and renter experience.

We work with your teams to make each of these as simple as possible – providing templates, data requirements and clear decision points from day one.

Your Key Responsibilities

Asset Selection

Nominate eligible gas-supplied properties and share available asset data.

Tenant Engagement

Introduce the program to renters and support consent – we can lead engagement end-to-end.

Approvals

Timely approvals at key points – scope sign-off, variations and property access.

Program Inputs

Confirm funding, priorities and timing, and nominate a key contact for decisions.

Engaging with Renters.

Building trust in every home

Work undertaken at properties may present unique and unpredictable challenges, including health, safety and wellbeing risks to workers and others.

Understanding diverse renter backgrounds is key to building trust. Every Forge worker is trained in our five principles of renter engagement before attending a property.

Our Five Principles of Renter Engagement



SAFETY

People are at their best when they feel emotionally and physically safe. When threatened, the stress response can cause negative reactions.

TRUST

Provide clarity, set expectations and follow through. Be transparent, answer questions and disclose information clearly, maintaining respectful, professional boundaries.

RESPECT

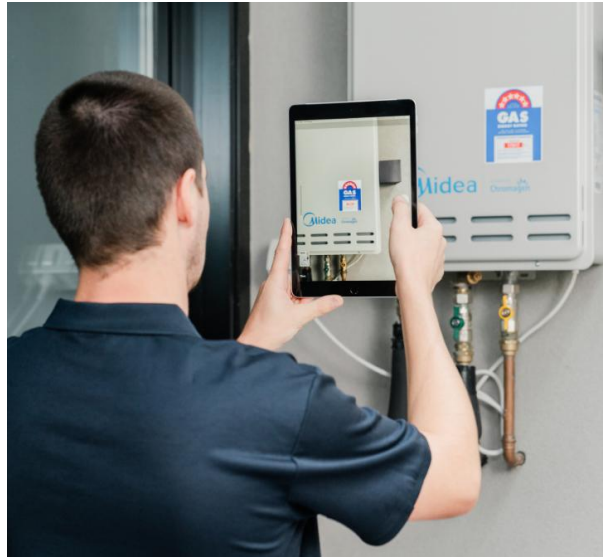
Respond respectfully and effectively to people of all backgrounds, in a manner that recognises, affirms and values their worth.



Example Scenario.

A CHO portfolio of 200 eligible homes

A community housing organisation identifies around 200 gas-supplied properties across metro and regional Victoria. Before applying, Forge completes a desktop portfolio review and samples a set of properties to confirm eligibility and typical scope – providing indicative per-property costs aligned to the schedule of rates to support the CHO's application and funding case.



On award, Forge mobilises: renters are engaged and consented, assessments confirm final scopes, and works are delivered in scheduled waves by licensed trades. The CHO nominates properties and approves scopes, while Forge manages rebates, compliance evidence and completion reporting — handing back upgraded, efficient homes with a defect liability period and warranty coordination.

Thank You

We look forward to partnering with you.

Johns Lyng Group | Forge Solutions



Contact Us

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Application timing

- **Questions close:** 5pm Friday 14th August 2026
- **Applications close:** 5pm Friday 21st August 2026
- Funding Agreement execution and project commencement expected by November/December 2026
- Activities completed and final reports submitted within 12 months of commencement

Contact us: EESHP@deeca.vic.gov.au



Questions and Answers

Please use the raise hand function or type your questions into the Q&A chat.