

NSW Department of Climate Change, Energy, the
Environment and Water

Solar for Apartment Residents - Boost

Grant guidelines

March 2026

Acknowledgement of Country



Department of Climate Change, Energy, the Environment and Water acknowledges the traditional custodians of the land and pays respect to Elders past, present and future.

We recognise Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to place and their rich contribution to society.

Artist and designer Nikita Ridgeway from Aboriginal design agency – Boss Lady Creative Designs, created the People and Community symbol.

Solar for Apartment Residents- Boost

Published by NSW Department of Climate Change, Energy, the Environment and Water

www.energy.nsw.gov.au

First published: March 2026

ISBN/ISSN: 978-1-76186-158-1

Acknowledgements

This grant initiative is funded by the Australian Government and administered by the NSW Government.

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For Water and Environment <https://www.environment.nsw.gov.au/about-us/copyright-and-disclaimer>

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Grant details and key dates

Details	Dates
Application opening date	30 March 2026.
Application closing date and time	5:00 pm on 4 December 2026 (AEDT) or prior if all funds have been allocated.
Project delivery timeframe (for successful applications)	<p>Solar photovoltaic (PV) system installations must be completed, and final reports provided to the department of Climate Change, Energy, the Environment and Water (the department) by 30 April 2027.</p> <p>Note: By this time, the electricity produced must be distributed to all residential lots in the building and shared proportionately among them.</p>
Approver of funding for projects	Manager Community Energy Delivery Team, Community and Home Programs, Energy, Climate Change and Sustainability Division of the NSW Department of Climate Change, Energy, the Environment and Water.
NSW Government agency administering the grant	NSW Department of Climate Change, Energy, the Environment and Water (the department).
Type of grant opportunity	Demand-driven or 'first-in, first-served'
Grant value (total available funding for the grant and the available individual grant amounts, excluding GST)	<p>Total funding is \$5 million.</p> <p>Individual grant amounts will be up to \$200,000 excluding GST.</p>
Co-funding requirement	Up to 80% of eligible products and installation costs will be covered by grant funding, with the remaining being a co-contribution from the owner's corporation (OC). <u>See section 2.4</u> in this document.
Enquiries	Email: solar.banksnsw@dcceew.nsw.gov.au

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1 About Solar for Apartment Residents-Boost

Purpose:

The NSW Solar for Apartment Residents (SoAR) – Boost program, will fund residents in priority communities that are facing barriers to accessing the benefits of solar energy. This funding stream is designed to reduce energy costs and support an equitable transition to renewable energy.

This stream provides targeted funding to support the installation of shared solar PV systems on eligible apartment buildings and other multi-unit dwellings in the priority communities. Renters often miss out because landlords may not invest in solar when tenants receive most of the benefits. This program addresses these barriers by requiring all electricity generated to be shared proportionally among all residential lots, ensuring both owners and renters benefit.

For this program stream, priority communities are those located in a suburb ranked within deciles 1 to 4 of the Australian Bureau of Statistics' Socio-Economic Indexes for Australia (SEIFA) Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD).

Why equity matters

Priority communities tend to have a greater share of apartments that are rented, rather than owner-occupied, with a significant portion of properties owned by investors. To date, solar programs disproportionately benefitted property owners and free-standing homes rather than apartment buildings and renters. SoAR Boost will address this by directing funding to these groups, to allow them to have fair and equitable access to affordable and reliable clean energy, regardless of income or location.

Program objectives

The program aims to help people living in NSW areas with SEIFA deciles between 1 and 4:

- improve their access to renewable energy,
- reduce their electricity costs
- participate in the clean energy transition.

Funding details

The NSW Government, with financial support from the Australian Government, will provide up to 80% of the funding to eligible OCs or strata managers for installing a shared solar PV systems on apartments or other multi-unit dwellings.

Electricity produced must be shared proportionally among all residential lots.

A total of \$5 million in funding is available through this initiative and up to \$200,000 excluding GST per project.

Impact

By reducing cost barriers and ensuring fair distribution of solar energy, SoAR - Boost will help residents, whether owners or renters, to benefit from lower energy bills and a cleaner energy future.

These guidelines provide details about this initiative for applicants, including eligibility requirements, and information about the assessment process.

Before applying for funding, you must read and understand these guidelines. You can also visit our website for more information including frequently asked questions:

<https://www.energy.nsw.gov.au/households/rebates-grants-and-schemes/solar-apartment-residents/faqs>.

Details in this document may be subject to change. Any updates will be published on <https://www.energy.nsw.gov.au/households/grants-rebates/solar-for-apartment-residents>.

The funding for this initiative is provided through the Australian Government's Community Solar Banks Program and is administered by the department.

1.1 The benefits of this initiative

This initiative supports residents in priority communities in NSW areas with SEIFA deciles between 1 and 4, living in apartments or other multi-unit dwellings to install a shared rooftop solar PV system, with the aim of giving these households access to the benefits of solar energy.

It delivers a range of benefits for residents and their communities:

- **Improved access to renewable energy**
This funding helps apartment residents in priority communities overcome financial barriers, which will enable more households to participate in the clean energy transition
- **Lower energy costs for residents**
Residents can share locally generated solar power, reducing reliance on grid electricity and lowering household energy bills
- **Fair and inclusive approach**
This initiative ensures solar benefits are distributed proportionally among all residential lots, addressing challenges that exist in rental-heavy areas
- **Environmental sustainability**
More household solar PV systems will reduce greenhouse gas emissions and support the NSW's Government's commitment to net zero targets
- **Community resilience and engagement**
This initiative encourages collective investment in sustainable infrastructure, fostering long-term energy security and stronger community connections
- **Expanded solar adoption across NSW**
This initiative reaches communities previously locked out of installing solar, increasing renewable energy uptake statewide.

1.2 Application timeline

Description	Date	Notes
Applications open	30 March 2026	For exact opening and closing dates see the NSW Grants and Funding Finder website .
Applications close	4 December 2026 at 5:00 pm (AEDT)	The initiative will close prior to this date if the funds are fully allocated.
Stage 1 - submission of expressions of interest (EOI) for funding	30 March 2026	An OC or strata manager on behalf of OC submits an EOI that outlines how they meet the eligibility criteria. <u>See section 2</u> for eligibility criteria.
Eligibility checking and conditional approval	Within 10 business days of submitting an EOI	The OC will be notified of the outcome or contacted for further information within 10 business days of the submission of their EOI.
Stage 2 – full application for funding	Within 40 business days of a successful EOI	Within 40 business days of being notified of a successful EOI, the OC submits an application for funding that provides the department with the required information outlined in the application form. The department allows a one-month extension beyond the original submission deadline, provided that you can demonstrate significant progress toward submission (for example, obtaining quotes or scheduling an Extraordinary General Meeting)
Application approval	Within 30 business days of receiving the application	Within 30 business days of receiving the full application, the department will notify the OC of the outcome or contact them for further information.
Funding deed	Within 10 business days of approval of the application	The department will provide the OC with a funding deed to sign.
Signing funding deed	OCs have 10 business days to get the funding deed signed and return it to the department	Installation of the solar PV system must not commence until the funding deed is signed by both the department and OC.

Description	Date	Notes
<p>Milestone report 1</p>	<p>OCs have 10 business days to submit a signed contract with the solar PV system installer and a correctly rendered tax invoice for the instalment amount. The department will submit the required information to its finance team for processing within 10 business days of the funding deed being signed by both parties</p>	<p>Payment of 40% of the grant funding, as outlined in the funding deed, will be provided once the OC shows an installation contract with the solar PV supplier.</p>
<p>Milestone report 2</p>	<p>The department will submit the required information to its finance team for processing within 10 business days of the receiving and accepting the report</p>	<p>The OC must provide a report in the required template, showing 50% completion of the installation of the solar system.</p> <p>This includes photographic evidence of progress, evidence of invoices from vendors, up to 500 words of any risks and/or issues in installation to date and up to 500 words describing progress towards the milestones in the original application.</p> <p>Payment of 40% of the grant funding, as outlined in the funding deed, for the installation of the solar PV system will be provided.</p>

Description	Date	Notes
Milestone report 3	Within 30 business days of work being completed	<p>The OC must provide a report in the required template to show the solar PV system is completed, installed and operational.</p> <p>This includes a certificate compliance electrical work (CCEW), electrical works statement from the Accredited Service Provider (ASP), photographic evidence of system installation and final costings of the system from the installer.</p> <p>Grantees must also provide up to 500 words describing how they have accomplished the milestones and outcomes in their original application, and up to 500 words on any lessons learned regarding the procurement and installation of the solar PV systems by strata.</p>
Final payment	The department will submit the required information to its finance team for processing within 10 business days of the receiving and accepting the milestone 3 report	Payment of 20% of the grant funding, as outlined in the funding deed, for the installation of the solar PV system will be provided once the milestone 3 report has been reviewed and accepted.

2 Eligibility

To be eligible to apply for funding the following eligibility criteria must be met. If an application does not meet the eligibility requirements, it will not be suitability assessed.

2.1 Eligible applicants

To be eligible to apply for funding you must be one of the following:

- a residential OC responsible for the management of a strata scheme under the *Strata Schemes Management Act 2015*
- a strata managing agent as outlined in the *Strata Schemes Management Act 2015*, if authorised to do so by the OC.

The application can be made by a nominated resident, on behalf of the OC, if they are authorised to do so.

2.2 Eligible properties

To be eligible for funding, the building must:

- be located in a suburb or location ranked deciles 1 to 4 of the Australian Bureau of Statistics' Socio-Economic Indexes for Australia (SEIFA) Index of Relative Socio-Economic Advantage and Disadvantage (IRSAD)
- under the National Construction Code be a class 2 domestic building or a class 1a building that is an attached dwellings, such as a townhouse, row house, or similar configuration, that is strata managed and includes a shared rooftop area classified as common property for the installation of the solar PV system
- have a minimum of 3 residential lots and no more than 55 residential lots
- be a completed development at the time of application
- have not had a solar PV system installed in the last 10 years¹
- be located in New South Wales
- be registered as a residential strata under the *Strata Schemes Development Act 2015*
- have an active strata insurance policy.

¹The OC may apply for funding to install a solar PV system for residential lots not already connected to an existing system.

2.3 Eligible systems

To be eligible for funding, the proposed solar PV system must meet the following criteria:

- **Payback period:** The system must have a simple payback period of 10 years or less, calculated at the strata level:
 - this is calculated by dividing the total cost of the initial purchase and installation of the solar PV system by the average annual cashflow savings in energy costs
 - the total purchase and installation cost must include both the grant funding and the co-funding by the OC
 - calculations must be based on a flat electricity tariff
 - digital meters can be used to measure electricity use and prices for both common areas and residential lots to support the payback calculation. **Note: The funding can be used for meter board upgrades to accommodate digital meter installations.**
- **Electricity allocation:** No more than 40% of the system's estimated average annual electricity output can be allocated to the building's common areas. The remaining electricity must be distributed to individual residential lots based on their financial contribution to the system
 - This can be achieved through one of the following system types:
 - **Individually connected systems** – solar electricity being distributed through individual retail meters of each lot
 - **Embedded network allocation (if applicable)**– solar energy flows through a central meter reader, which is then distributed to child meters for each lot, or
 - **Solar gateway and splitter system** –solar energy is routed through a splitter to individual lots.
 - Metering data from shared-solar gateways must be stored and made available to the owner's corporation to support management and resolve any disputes.
- **Energy use priority:** Distribute for use in common areas and residential lots within the building before any excess solar is exported to the electricity grid
- **Cost sharing:** Installation costs must be shared proportionally among all owners, based on their share in the strata scheme
- **Installation location:** The system must be installed on roof areas that are designated as common property
- **Product standards:** All components must be listed on the Clean Energy Council approved product list that is current at the time of installation and comply with relevant Australian Standards
- **Installer accreditation:** The system must be designed and installed by a supplier accredited under Solar Accreditation Australia (SAA), as per the “design and install” category of Grid Connected Photovoltaic Systems (GCPV)

- **Approved seller:** The system must be supplied by a seller approved under the [New Energy Tech Consumer Code](#) (NETCC)
 - **Wind load compliance:** The system must comply with AS/NZS 1170.2 standards for wind load bearing
 - **Export limit:** The system must be designed so that no more than 30% of the electricity it generates annually is exported to the grid.
-

2.4 What will be funded

The following table provides a matrix with examples of various items that either eligible or ineligible for grant funding. It also identifies items that are considered eligible as part of enabling works in the application budget.

The majority of the funding must be used on the solar PV system purchase and installations itself. Enabling works, such as meter board upgrades, wiring upgrades or waterproofing, must not exceed 20% of the total project cost. The Department will exclude any expenditure above the threshold for enabling works.

Note: Items not explicitly listed in the table may still be assessed on a case-by-case basis. To be eligible, the item must be directly required to install and operate the solar system in compliance with relevant standards. For any items not listed here, applicants must provide a clear justification as to how it directly relates to the operation, safety, or compliance requirements for the proposed solar PV system.

Table 1 – Funding activities

Eligible Items	Enabling Works	Ineligible Items
<p>Solar system components (as required):</p> <ul style="list-style-type: none"> • Solar panels and optimisers • Solar panel mounting equipment (e.g. racking, railing, framing, ballast systems) • Solar inverters (string, micro, or hybrid) • Inverter communications module • Inverter mounting equipment • Solar power sharing device • Grid protection device • Solar PVDB • Monitoring equipment and online monitoring • Balance of system equipment (cables, cable management, circuit breakers, etc.) • Labour for installation • Standard product warranties • Signage / labelling (as per AS5033) <p>Mechanical</p> <ul style="list-style-type: none"> • Equipment for solar installation access (e.g. crane hire, scissor lift, EWP, scaffolding) • Product delivery <p>Connection application and STCs</p> <ul style="list-style-type: none"> • Embedded generation connection application • DNSP Commissioning • Creation and sale of STCs <p>Safety</p> <ul style="list-style-type: none"> • Temporary safety equipment • Structural engineering report (to confirm roof structure can support weight of solar panels and additional wind loading) • Customer care (e.g. post install monitoring, system report, support lines, fault detection services) 	<p>Electrical</p> <ul style="list-style-type: none"> • Essential meter board upgrades, where there is clear evidence that it is required for the solar system to function effectively • Cable upgrades for solar connection purposes only (i.e. upgrading route from MSB to secondary switchboard where solar will be connected) • Communications cabling from network cabinet to inverter • Materials to route cables discretely through building internals (conduit and cable trays) • Cages, enclosures, weatherproof housing or other site-specific additions to secure/protect inverter, people or other related equipment <p>Mechanical</p> <ul style="list-style-type: none"> • Works that support solar cable management (e.g. extensive concrete drilling to run cable to roof) • Internal building works to conceal wiring (e.g. wall chasing, ceiling access panels) • Roof structural repairs or waterproofing where required due to the solar installation • Permanent roof safety or access equipment • Bollards, cages, or shading equipment • Sundries 	<p>Additional equipment</p> <ul style="list-style-type: none"> • Batteries • EV chargers • Fees to protect lift interiors for use for equipment transport <p>Contractor items</p> <ul style="list-style-type: none"> • Home Building Compensation (HBC) • Temporary facilities (e.g. portable toilets) • Backup generators • Other ancillary or temporary site costs <p>Operational costs</p> <ul style="list-style-type: none"> • Claims for project coordination time or internal committee administration • Ongoing maintenance • Removal of an old solar system • 4G or wireless router external to inverter <p>Financial items</p> <ul style="list-style-type: none"> • Interest payments • Warranties (other than standard product warranties) <p>Additional building works</p> <ul style="list-style-type: none"> • Waterproofing of the entire roof area • Rewiring of a whole building • Upgrades to electrical cabling not related to the solar PV system • Patching, painting, surface treatment or other repairs • Relocation of equipment to make space for solar related installs

2.5 What will not be funded

The following table lists applicants, building types and solar PV systems that are not eligible for funding under this initiative.

Applicants that are not eligible include:

- individual property owners
- government agencies
- private sector businesses and agencies
- educational institutions
- local government authorities
- not for profit organisations
- social housing tenants
- community housing providers.

Buildings that are not eligible include:

- class 1a domestic building under the National Construction Code that is detached houses; are not strata-managed property; and do not have shared rooftop space that is common property to install the solar PV system
- retirement villages, commercial buildings, or public housing
- multi-unit dwellings operating under company title
- buildings owned by a local council, property developer, or community housing organisation
- buildings that are still under construction or are a proposed development
- buildings that already have a solar PV system installed
- buildings that have already received funding through this initiative
- properties where the roof is in a state of disrepair and in imminent need of repair or replacement.

The solar PV system is not eligible for funding if it:

- is installed through a third-party power purchase agreement
- connects to apartments with existing solar PV systems that were installed in the last 10 years
- is for maintenance or replacement of existing solar PV systems
- is for the sole purpose of generating income via solar exports, meaning gross metering configurations are ineligible, regardless of if they are installed in front of the meter or behind the meter.

3 Application process

3.1 How to apply

Before applying:

- You must read and understand these guidelines before submitting your application
- Your application and supporting documents must be submitted through the NSW Government's Grant Management System (SmartyGrants).
- You are responsible for ensuring your application is complete and accurate
- Providing false or misleading information is a serious offence under the Crimes Act 1900 No 40 (NSW). If we suspect this has happened, we may investigate and exclude your application from further consideration. See section 6 for more details
- You must not lobby the NSW Government on any issue related to the selection process or seek to gain an unfair advantage for your application. For guidance on acceptable communication, please read the NSW Lobbyists Code of Conduct
- If you notice an error in your application after submitting it, contact us immediately at solar.banksnsw@dcceew.nsw.gov.au
- If we find missing or unclear information, we may ask you for clarification or additional information. A record of any additional information provided, for the purpose of assessment of an application for funding, will be kept by the department
- Keep a copy of your application and all supporting documents for your records.

3.2 Application process (including multiple applications from strata managers)

Strata managers can submit multiple applications. Each strata property must be submitted as a separate application.

The application process consists of **two** stages, which are outlined in the following sections.

3.2.1 Stage one of the application process – expression of interest (EOI)

1. Submit an EOI

- a. Apply online through: <https://netzeronsw.smartygrants.com.au/SoARBoost>.

2. Eligibility check

- a. The department will check your application to confirm it meets the eligibility criteria and notify you of the outcome by email
- b. If your application is eligible, you will be invited to submit a full application by providing the required information and following the steps outlined below.

3.2.2 Research your options and engage your building

1. Contact a Solar Accreditation Australia (SAA) and New Energy Tech Consumer Code (NETCC) accredited solar installer to obtain the best advice for installing a solar PV system on your building. They can explain the different solar technologies available and how they can be used to share the cost saving benefits
2. Obtain quotes from two different solar installers for similar systems. We recommend you read product reviews online before deciding on a system and a solar installer
3. Consider independent advice or a solar feasibility assessment to help the OC and residents understand the benefits. You may also refer to the Australian Government's Solar Consumer Guide for information on choosing, installing, and maintaining a rooftop solar system
4. Communicate the proposed project with residents, including costs and benefits
5. Seek a sustainability infrastructure resolution from the OC at a strata meeting. This must be held and passed before a funding deed can be offered by the department. This is a special resolution to:
 - a) finance sustainability infrastructure
 - b) add to the common property, alter the common property or erect a new structure on common property for the purpose of installing sustainability infrastructure
 - c) update the by-laws of the strata scheme for the purposes of the installation or use (or both) of sustainability infrastructure.

3.2.3 Stage 2 of the application process - a full application

1. **Complete the online form:**
 - a. Complete all mandatory questions in the online application form, which will be available in your SmartyGrants account. This form will only be attached to applications that have successfully passed the EOI stage: <https://www.energy.nsw.gov.au/households/grants-rebates/solar-for-apartment-residents>.
 - b. Applicants need to clearly explain how they meet each assessment criterion in Section 4.1 when they submit their Stage 2 application
2. **Attach supporting documentation:**
 - a. Two quotes for installation of a solar PV system from the SAA and NETCC accredited solar installers, clearly noting the preferred quote
 - b. **Each quote must include:**
 - i. the final system design (including the products to be installed)

- ii. total cost to supply and install the eligible system excluding GST and after small-scale technology certificates (STC) discount has been applied
 - iii. the location on the building where the system will be installed and any relevant connection details
 - iv. the quoted cost must be the upfront cost, not a financed amount, as interest payments are not funded by this program.
- c. **Payback period assessment:** Provide a simple payback calculation at the strata level, based on the total cost after STCs have been applied.
- d. **Evidence of OC approval:**
- i. evidence that the OC has been authorised to enter into a contract with their preferred PV system supplier and have accepted the final quote for the purchase and installation of the solar PV system on common property. This can be evidenced by providing:
 - ii. a letter signed by 2 owners corporation members from separate individual lots or other evidence confirming that a sustainability infrastructure resolution, in the form required by the NSW Government, has been passed
- e. **Details showing:**
- i. the proposed solar PV system will share the energy cost savings proportionately with all residents (relative to their share in the strata scheme)
 - ii. the purchase and installation cost will be shared proportionately with all residents (relative to their share in the strata scheme).
- f. **If the building is in an embedded network:** Provide confirmation from the electricity retailer or exempt seller that the existing contract will not prevent solar benefits from being shared with residents.
- g. **Resident breakdown:**
- i. state the number of lots that will benefit from the solar PV system
 - ii. include a breakdown of owner-occupied and rented lots, based on the vote on the sustainability infrastructure resolution. This information is used for reporting only and does not influence eligibility or funding provided.

3. Department assessment:

After submission, the department will then assess the information you have provided. See [section 4](#) for details on the assessment process.

3.2.4 Funding being offered

This program funds the installation of shared solar PV systems. Each project is eligible for up to 80% of the total solar system purchase price up to a maximum amount of \$200,000 ex GST.

Please note:

- This program will not fund any interest payments for solar PV installation costs
 - If you wish to take up a financed option for solar PV system installation, any interest payments will need to be covered by the strata capital works fund
 - The total system cost quoted in your application must be the upfront cost, not the financed cost that includes interest repayments.
- Items deemed ineligible will not be funded and must not be included in the total cost of the solar PV system. These include, but are not limited to:
 - Home Builder's Compensation (HBC)
 - warranties (other than standard product warranties)
 - interest payments
 - ancillary or temporary site costs (e.g. wireless connections, portable toilets)

It is recommended that your quote provide a clear breakdown of each cost item to ensure eligibility and timely assessment of your application.

- The funding amount outlined in the application form must exclude GST and apply any STC discounts.
 - Grant recipients will only receive GST on the grant amount if they are registered for GST
 - Any GST related to the STC must be paid directly to the Australian Taxation Office (ATO) by the applicant. For more information, please refer to [GST and the Small-scale Renewable Energy Scheme | Australian Taxation Office](#)

Note: If your OC is not registered for GST, this program cannot include GST in your funding payment.

3.3 Support for applicants

For any enquiries about the grant initiative, email solar.banksnsw@dcceew.nsw.gov.au .

4 Assessment process

4.1 Assessment of grant applications

Applicants must directly address each assessment criterion in their Stage 2 application responses and attachments. This will help the panel assess fitness for purpose, value for money, delivery approach, and capability.

Pass/fail suitability check:

Each application will first be reviewed against the following suitability assessment criteria and marked as pass or fail based on the documentation provided:

- the assessment of the payback period for the shared solar PV system is within 10 years
- the OC has held and passed a sustainability infrastructure resolution and agreed to share both the costs and benefits of the solar PV system with all residents.

Scored assessment:

A numerical scoring system will then be used to assess applications against the following criteria:

- the project's ability to achieve the initiative's objectives, including how benefits will be shared fairly among residents
- value for money and whether the project cost is reasonable compared with similar projects
- the strength and practicality of the proposed delivery method
- the applicant's capacity and capability to complete the project effectively.

This assessment will consider technical merit, cost effectiveness and expected project outcomes. Applications must score **5 out of 10 or higher** on each criterion and pass the two suitability check questions to be eligible for funding.

Incomplete applications:

Incomplete applications will not be assessed and will be declined.

Assessment panel:

The assessment panel will be comprised of external technical advisors, with expertise in solar PV system design and delivery. A probity advisor will also assist, as required, to ensure fairness and integrity in assessment outcomes.

Probity oversight:

The independent probity advisor provides oversight of the assessment process and outcomes to help ensure applicants are treated fairly, impartially and consistently.

Requests for additional information:

We may request additional information during the assessment. Applicants will be given at least three business days from the date of our written request to provide the information, with longer

timeframes provided where multiple items are requested. If you do not respond by the due date, your application will be closed.

Unsuccessful applications:

Unsuccessful applicants will be contacted by the program team to advise that their application has been unsuccessful. Unsuccessful applicants can seek further feedback. If an applicant requests feedback, the program team will use the results from the assessment panel to form the basis of the feedback. Applicants may submit a new application should they wish to address the feedback provided.

Final decision:

The assessment team will provide written funding recommendations to the Manager Community Energy Delivery, who will make a final decision.

4.2 Final decision

Applicants will be notified of the outcome of their application via email. The decision is final in all matters and not subject to appeal, including:

- approval of applications to progress from the eligibility stage to the assessment stage
- the amount of funding awarded
- the terms and conditions of funding.

The submission of an application does not constitute an agreement to negotiate an offer, nor does it guarantee funding from the department. No binding agreement exists between the parties until a funding deed has been fully executed by both parties.

4.3 Publication of grants information

The department may publicly announce and publish the following information associated with successful projects:

- recipient location (Local Government Area)
- description of the project and its aims
- amount of funding awarded.

We will also share information about any project when required to under law.

5 Successful applications

5.1 Funding deed

If your application is successful, the applicant will enter into a funding deed with the department.

The application will have 10 business days from the date of receipt to sign and return the funding deed. Failure to return the deed within this timeframe may result in the withdrawal of your funding offer.

The funding deed must be signed by an individual with the authority to enter into contracts on behalf of the OC.

The funding deed is not legally binding until it has been signed by both parties.

5.2 Solar installation

Once the funding deed has been signed by the OC and the department, the OC or strata manager may notify the solar installer to proceed with the installation.

Successful applicants must promptly inform the department via email at solar.banksnsw@dcceew.nsw.gov.au if any circumstances arise that affect their ability to continue with the project. In such cases, they will be required to provide the reasons for not proceeding.

5.3 Unspent funds

The NSW Government requires that any unspent funds granted to you under this initiative be returned to the department upon project completion. If this occurs, please contact the department to discuss the process via email at solar.banksnsw@dcceew.nsw.gov.au

5.4 Reporting and acquittal requirements

This initiative will be monitored through reporting measures that track progress and other relevant measures. Details of these requirements will be outlined in the funding deed between the department and the successful applicant.

Successful applicants will be required to provide the following information once the solar PV system installation is completed:

- a certificate of compliance for electrical work (CCEW) provided by the solar installer confirming that the site was inspected and signed off by a licenced electrician
- an electrical works statement from an Accredited Service Provider (ASP), confirming the system has been installed and is fully operational
- photographs clearly showing the installed solar PV system on the building

- final documentation detailing the total costs for the installation, noting that the department will only provide funding for the amount specified in the funding deed.
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5.5 Evaluation

The department may use an applicant's deidentified application and project data in training materials, case studies, and evaluations.

Successful applicants may be contacted by the department, or by a third party on the department's behalf, to provide feedback as part of an evaluation of this initiative. To support this evaluation, the department requires successful applicants' authorisation to access their electricity bill and usage data from your electricity retailer, distribution network service provider, or the Australian Energy Market Operator (AEMO).

By providing their electricity bills or billing data directly, successful applicants are providing personal information to the department. This information will be used solely to assist the department in administering and evaluating this initiative, as well as in designing other NSW Government programs. The responses will be stored in an identifiable form but will not be used to identify successful applicants in any analysis or in decisions regarding the administration of SoAR - Boost initiative.

The department is bound by the [Privacy and Personal Information Protection Act 1998 \(PPIP Act\)](#) when managing personal information. The department's Privacy Management Plan describes how these obligations are met.

This Privacy Notice explains how the department will handle your personal information at all relevant stages of the SoAR - Boost initiative. Personal information refers to any information or opinion about an individual whose identity is apparent or can reasonably be ascertained from the information or opinion.

5.6 Variations

Projects are expected to be delivered in accordance with the budget and timeframe set out in the funding deed. As the department has limited capacity to carry forward funds between financial years, variations should be avoided wherever possible.

Budget or timeline variations will only be considered in exceptional circumstances and are not guaranteed. Any request for additional funding will be assessed on its individual merits and subject to available funds.

If a variation is required:

- Email solar.banksnsw@dcceew.nsw.gov.au to request a variation form.
- Where appropriate, the department will make a variation form available in the application portal.

- Complete and submit the variation form, providing clear justification and supporting evidence for any proposed changes to the budget or project timeline.
- The department will assess the request and notify you of the outcome.

6 Additional information and resources

6.1 Access to information

The *Government Information (Public Access) Act 2009* (GIPA Act) provides members of the public with an enforceable right to access government information held by an agency, including Ministerial offices. Access to government information may only be restricted where there is an overriding public interest against disclosure.

The department may release any information submitted in connection with your application in response to a GIPA request, or as otherwise required or permitted by law.

For more information, please visit:

<https://www.ipc.nsw.gov.au/resources/government-information-public-access-act-2009-gipa-act>

6.2 Ethical conduct

The department reserves the right to disqualify individuals and organisations from participating in this initiative for a specified period. This may occur if the department believes, on reasonable grounds, that an individual or organisation has engaged in misconduct relating to any stage of the grant process.

In deciding whether to impose disqualification, the department may consider whether the individual or organisation has:

- breached the guidelines for participating in the grant process
 - failed to comply with a direction given by the department in relation to the grant process
 - been involved in, or is suspected of being involved in, conduct intended to affect the integrity of the grant process.
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6.3 Conflict of interest management

The department will adhere to its conflict-of-interest procedures, and all staff involved in administering or assessing this initiative must declare any interests. All advisors engaged by the department are required to disclose any conflicts of interest relating to applicants and may be excluded from participating in discussions about affected projects.

Applicants who are aware of any actual, perceived, or potential conflicts of interest must submit a written declaration via email to solar.banksnsw@dcceew.nsw.gov.au. Applicants must comply with any directions issued by the department regarding the management of such conflicts.

Mitigation measures are in place to ensure conflicts of interest arising at any stage of the grant initiative are promptly managed, supporting a fair and equitable grant process.

6.4 Confidentiality and disclosure of information

Unless otherwise stated, any confidential information you provide as part of, or in connection with, a registration, EOI, full application or negotiation process will be treated confidentially by the department.

The department may disclose confidential information provided by an applicant to the following parties:

- the Minister or Minister's office
- the NSW Ombudsman and Audit Office of NSW
- departmental staff, consultants and advisers
- any NSW Government agency or body, or any other organisation or individual that the department considers has a need or an entitlement to know the information. This need or entitlement must relate to the department's assessment, verification or due diligence of any aspect of an application
- the Australian Government department that funded this initiative
- any party where disclosure is authorised or required by law.

The department will use reasonable efforts to ensure that any information marked '*commercial-in-confidence*' or '*confidential*' is treated as such. All information provided as part of your application remains subject to the GIPA Act.

If we disclose confidential information to any of the parties listed above, we will inform them that the information is strictly confidential. We will only disclose your confidential information to others with your consent.

6.5 Privacy

The department must comply with the [Privacy and Personal Information Protection Act 1998](#) (Privacy Act) and will handle any personal information collected for this initiative in line with the Privacy Act and the [Department's Privacy Policy](#).

Information provided as part of an application will be stored in a database and used only for the purposes for which it was collected. This may include disclosure to other government agencies to assess the merits of an application or as otherwise permitted by the Privacy Act.

Applicants must take reasonable steps to ensure any individual, whose personal information is included in their application, has:

- been informed of the purposes for which their information has been collected and may be used
- consented to their information being provided to the department and other government agencies.

If your application is successful, the details of the project will be published, including but not limited to:

- the name of the applicant and any partnering organisations involved in the project
 - project title, description, project location, expected completion timeframes, and total grant amount awarded.
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6.6 Probity

The department appointed Procure Group Pty Ltd (ABN 22 130 908 824) as an independent probity advisor for this grant initiative. The probity advisor will monitor the conduct of the administration of this initiative and ensure it is delivered impartially and with integrity and accountability. If applicants have questions or concerns about the probity of the grant and the application process, they can email solar.banksnsw@dcceew.nsw.gov.au

Any probity issues raised by applicants will be referred to the independent probity advisor. The probity advisor provides oversight of assessment outcomes to ensure fairness and integrity throughout the process.

6.7 Provision of false or misleading information

The department takes fraud very seriously. It is an offence to provide false or misleading information. If an individual or organisation provides any information, or makes any representations that the departments considers inaccurate, misleading, deceptive, deceitful, or otherwise fraudulent, we may take one or more of the following actions:

- refuse to consider their application
 - refuse to accept or consider any further applications from them
 - withdraw any funding offer
 - require the return of any payments received that the department determines the applicant was not entitled to under these guidelines and the terms of the funding deed
 - report the matter to the NSW Police.
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6.8 Complaint handling for applicants

- Complaints concerning SoAR - Boost should be emailed to solar.banksnsw@dcceew.nsw.gov.au
- The complaints will be reviewed by the program team in the first instance. If the program team cannot resolve the complaint within 30 business days, they will provide details of a nominated complaints and review officer from the NSW Government, who will advise the next steps. If the complaint is still not resolved satisfactorily, the NSW Ombudsman can be engaged for external review of the administrative actions of the NSW Government.

6.9 Amendments to the guidelines

The department reserves the right to amend, supplement or replace these grant guidelines at any time in its sole discretion. The current version of the guidelines will be published at:

<https://www.energy.nsw.gov.au/households/grants-rebates/solar-for-apartment-residents>.

6.10 Glossary of terms

Table 1: Glossary of terms regarding the program

Term	Definition
Accredited Service Provider	A business that employs suitably qualified individuals to connect a home, business or other property to the electricity distribution network.
Annualised return on investment	The annual financial return from a solar photovoltaic system, calculated by comparing the cost of the system to the annual savings generated from reduced electricity purchases from the grid.
Behind the meter	This refers to energy systems located on the customer side of the utility meter. The energy produced or stored in these systems is used for the building's own consumption and reduces the electricity used from the grid.
Class 1a building	A single dwelling, such as a detached house, or one of a group of attached dwellings like a townhouse, terrace, or villa unit, forming a permanent home for one household.
Class 2 building	Multi-unit residential buildings where people live above or below each other; includes single storey attached dwellings sharing common space.
Common property	Common property is all the areas of the land and buildings not included in an individual lot. It is jointly owned by all owners, and the owner's corporation is responsible for its management. The lot and common property will be defined on your individual strata plan.
The department	The NSW Department of Climate Change, Energy, the Environment and Water, which administers SoAR - Boost and is responsible for assessing applications, awarding funding, and overseeing program delivery.

Term	Definition
Embedded network	<p>An embedded network is where electricity is supplied to a multi-tenanted building or site through a privately owned and managed electricity network. Electricity is typically on-sold to residents by a third-party retailer or exempt seller, or the site owner.</p> <p>Often found in apartment complexes where electricity is supplied through a private network and on-sold to residents.</p>
Enabling works	Ancillary works required to install a solar PV system, such as meter board upgrades or minor roof repairs, capped at 20% of total project cost.
Exempt seller	A seller of electricity within an embedded network who is exempted by the Australian Energy Regulator from the requirement to hold a retailer authorisation.
Flat tariff	A tariff where the consumer pays the same price for electricity, no matter what time of the day electricity is used.
Grid Connected Photovoltaic (GCPV) system	A solar energy system that's connected to the electric grid. GCPV systems generate electricity from the sun and feed excess power back into the grid.
Multi-unit dwelling	A building containing three or more residential units within a strata scheme.
New Energy Tech Consumer Code (NETCC)	A voluntary code of conduct designed to help protect Australian consumers buying 'new energy tech', such as solar power systems, battery storage and EV chargers.
Owners' Corporation (OC) resolution	A formal decision made by an owners' corporation at a strata meeting, required for approving sustainability infrastructure projects.
Owners' corporation (OC)	An Owners' Corporation (formerly body corporate) manages the common property of a residential property.
Payback period	The time it takes for the cost of installing a solar PV system to be recovered through energy savings.
Priority communities	Areas ranked in deciles 1 to 4 of the SEIFA Index of Relative Socio-Economic Advantage and Disadvantage, as defined by the Australian Bureau of Statistics (ABS).

Term	Definition
Proportionally	This represents the proportion of solar PV installation costs and energy-related costs savings to each lot within a strata building, which matches the lot's share of the overall property.
SEIFA (Socio-Economic Indexes for Australia)	A set of indexes created by the ABS to rank suburbs or locations according to relative socio-economic advantage and disadvantage.
Small scale technology certificates	The Australian Government provides incentives called small-scale technology certificates (STCs). When you install a rooftop solar system, your solar retailer or installer will normally apply for the STC discount and sell them on your behalf.
Solar Accreditation Australia (SAA)	An accreditation body certifying adequate solar PV system design and installation.
Solar gateway and splitter system	A system that physically splits the energy from a single rooftop solar system and divides it between multiple dwellings.
Solar inverter	A device that converts direct current (DC) electricity, which is what a solar panel generates, to alternating current (AC) electricity, which the electrical grid uses.
Solar panel	A panel designed to absorb the sun's rays as a source of energy for generating electricity.
Solar photovoltaic (PV) system	A solar photovoltaic (PV) system combining one or more solar panels with an inverter and associated hardware to generate electricity from sunlight.
Sustainability infrastructure	Infrastructure that improves environmental performance, such as solar PV systems, EV chargers, or energy-efficient upgrades.
Sustainability infrastructure resolution	A change to common property that relates to sustainability infrastructure, agreed to by a simple majority vote in favour of the change.
Third party power purchase agreement	An agreement that enables commercial and industrial entities to directly buy electricity from renewable energy sources without the need for owning the generation assets.