

Guidance on government program compliance: insulation installation

Right people + right product + right oversight = success

To ensure the best outcomes for households and reduce risk for governments, the AIIC endorses a 'triple guarantee':

1. Use of Certified Insulation Installers;
2. Use of independent third-party certified product; and
3. Rigorous audit and compliance activity.

Certified Insulation Installers

Installers contracted to undertake insulation work should hold an [EEC Certified Insulation Installer certification](#), or equivalent.

Governments should require the collection of evidence (which can be supplied to the funder and/or auditor) that installers are certified. This includes sign off from the installer (or lead installer, if appropriate) with provision of the certification ID number(s). Evidence should also include geotagged and timestamped photos of the installer(s) on site.

Installers should collect photographs of key high risk control measures, such as lock out of electrical board, working at height controls, and exclusion zones to prevent access to workspace. They should also maintain record of a completed safe work method statement for the property.

Installer companies

Installer companies should show that they have the required procedures in place to manage installations. This would include quality control, collection of job information, appropriate equipment, technical support for installers, and procedures for safety and rectification if something goes wrong.

Electrical safety

In addition to using a certified installer, the AIIC recommends an electrical safety inspection is undertaken by a licensed electrician prior to installation. Evidence that this has taken place should be collected by the installation business and include a document provided by an electrician, which includes their sign off and license number. This should be reviewed at the time of audit.

The AIIC makes further recommendations regarding electrical safety in, '[Information for trades and others working around insulation.](#)' This includes the recommendation that downlights be upgraded to IC4.

Independent third-party building product certification

Insulation materials used should have independent third-party building product certification through the Australian Building Codes Board administered [CodeMark Certification Scheme](#), or similar JAS-ANZ governed certification scheme. It should also have a fit for purpose application supported by appropriate warranties.

Rigorous audit and compliance activity

Installation audits should be performed across at least 5% of installation work associated with government schemes, programs, or regulations.

Installers who fail to accommodate an audit request within a two-month timeframe, assuming installation work is available to audit, should be suspended from claiming program funds until such time as they provide the requested evidence.

Where a panel is being run via a third-party provider or otherwise, at least one installation project should be audited within one month of the first installation as an approved provider. This would provide timely feedback on any early issues. Audit volumes could be highest in the beginning but decrease for businesses that have passed enough audits to be considered a trusted provider. However, random audit should always remain a feature.

Who should undertake audits?

Auditors should be highly knowledgeable in insulation and its installation and authorised by the funder to work independently.

Governments should consider supporting the development of a training and certification option for insulation audit and assessment. Once in place, this should be a requirement of audit programs.

Installer businesses should not be contracted to audit other installer businesses in their jurisdictions. This represents a clear conflict of interest.

There are presently companies that specialise in building inspections. These businesses would be a good place to start in terms of recruiting auditors.

Continual non-compliance

In a panel scenario where an auditor has identified an issue and this issue has not been rectified within one month of identification, the installer business should be suspended from accessing program funds. If the issue is never rectified, the suspension should remain indefinitely. Appropriate protections will need to be put in place for installers who wish to query or contest outcomes.

Where a panel is not in operation, government should consider a mechanism to prevent the installer business accessing program funds. This could be through running an approved installer list (which differs from a formal panel process and offers less safeguards). This would at least give governments the option to remove installers from the list in the case of continued non-compliance.