

# Victorian Energy Upgrades Insulation Survey

Please complete the below survey and submit your responses to [energy.upgrades@deeca.vic.gov.au](mailto:energy.upgrades@deeca.vic.gov.au) by 11:59pm Monday 18 August 2025.

You can also fill out this survey online at <https://engage.vic.gov.au/victorian-energy-upgrades-insulation>

## Insulation survey questions

### About you

<b>1. Your Details:</b>	
Name: (required)	
Organisation: (if applicable)	Energy Savings Industry Association
Contact email address: (required)	comns@esia.asn.au
Contact phone number:	
Stakeholder type:	<input type="checkbox"/> Member of the Public <input type="checkbox"/> Insulation installer or installation company <input type="checkbox"/> Supplier/Manufacturer <input type="checkbox"/> Accredited Provider <input checked="" type="checkbox"/> Industry Association <input type="checkbox"/> Research Institute <input type="checkbox"/> Government department or entity <input type="checkbox"/> Trade union representative <input type="checkbox"/> Training organisation <input type="checkbox"/> Other (please specify):
<b>2. My submission:</b>	<input checked="" type="checkbox"/> Can be made public <input type="checkbox"/> Can be made public, but keep my identity confidential <input type="checkbox"/> Should not be made public
<b>3. Can we contact you regarding your submission?</b>	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No

### General questions

4. Prior to the announcement of the upcoming ceiling insulation activity, had you heard of the Victorian Energy Upgrades (VEU) program?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
5. Have you previously participated in the VEU program?	<input type="checkbox"/> Yes <input type="checkbox"/> No <input type="checkbox"/> Unsure
6. To what degree do you support ceiling insulation to be included in the VEU program?	<input type="checkbox"/> Strongly opposed <input type="checkbox"/> Opposed <input type="checkbox"/> Don't know <input type="checkbox"/> Support <input checked="" type="checkbox"/> Strongly support

7. What do you see are the key barriers to installing ceiling insulation?	<p>Insulation together with other energy efficiency activities suffer from a range of market barriers that results in lower levels of investment than would otherwise be the case. These include (i) high upfront costs, (ii) split incentives with regard to rental properties (iii) lack of information etc.</p> <p>Potential barriers to the rollout of insulation under this activity include (i) ensuring that sufficiently trained workforce are available (ii) ensuring that appropriate controls, assurances and compliance are in place and (iii) ensuring that compliance requirements are not so onerous that they eat up a significant proportion of the VEEC incentive (iv) the incentive is sufficient to cover the cost of an electrician to complete an initial inspection for a certificate of electrical safety.</p>
8. What do you see are they key opportunities or benefits to installing ceiling insulation?	In addition to reducing energy use and emissions other benefits include lower energy bills and improved comfort which leads to improved health outcomes.
9. What will be of most benefit to you/your sector from the proposed insulation activity?	n/a

10. How strongly do you agree that the following activities or processes are considered best practice within the insulation industry?

Activity	Response / Rating				
	Strongly disagree	Disagree	Don't know	Agree	Strongly agree
Customer insulation education	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Clear/consistent customer communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Attending site to quote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Online quote	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Over the phone quote	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Pre-install electrical safety check	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Installation via external roof access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Installation via manhole access	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Thermal camera demonstration after install	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Certificate of installation for customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Job completion photos for customer	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>

11. What else may be considered best practice? Are there any other comments you wish to make on your ratings?

Consumer education is vital to the ongoing participation in VEU activities and the protection of the programs integrity. The more aware the consumer is of their rights, the activities inclusions and the parameters of the program the more likely the consumer will speak up and the more likely they will investigate what they are signing up to participate in.

Our ratings assume most consumers prefer an online experience to get an indication of cost to participate, with a final quote requiring an on site inspection to provide advice on any additional up front costs or barriers based on an inspection of the property to receive an upgrade.

To provide assurance that an activity has been completed by a qualified professional and each of the necessary checks have been completed at the correct stage of the upgrade geotagged, time stamped photographic / video evidence is required with supporting certificates of compliance. It is essential that installers are held accountable for the work they complete, especially when they are qualified or licenced to sign off an upgrade to a specified standard as the regulation of licenced installers often falls outside the control of the retailer / AP.

12. What do you think would be a suitable minimum co-payment for insulation upgrades?	<input type="checkbox"/> \$200 <input type="checkbox"/> \$300 <input type="checkbox"/> \$400 <input checked="" type="checkbox"/> \$500
13. Do you feel that replacement of halogen downlights prior to installing insulation would be a barrier to you/your customers?	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
14. Do you or your business undertake insulation installations?	<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No  <b>If Yes:</b> Please complete the <a href="#">Workforce development and training section</a> below.  <b>If No:</b> You may skip to the <a href="#">Activity Scope, Upgrade Type and Accredited Person Requirements</a> section.

## Workforce development and training

Please complete if you answered 'yes' to question 13.

15. When a property has non IC-4 rated recessed luminaires including halogen downlights, what do you think should happen to safely install insulation?	<input type="checkbox"/> have a licenced electrician replace all halogen downlights with IC-4 rated fittings <input type="checkbox"/> create a cut out of the insulation with minimum clearance around the fitting as per AS3999 <input type="checkbox"/> cover the existing light fitting with an appropriately rated light covering <input type="checkbox"/> Other (please specify):
16. What processes or practices do you have in place to assess the safety and quality of insulation installs? <i>(Select all that apply)</i>	<input type="checkbox"/> Job Safety Assessment <input type="checkbox"/> Safe Work Method Statements (SWMS) <input type="checkbox"/> Internal inspections or audits <input type="checkbox"/> Independent inspections or audits <input type="checkbox"/> Electrical safety check <input type="checkbox"/> Installation procedures for employees <input type="checkbox"/> Installation training for employees <input type="checkbox"/> Job management software program (eg. Dataforce, ServiceMate) <input type="checkbox"/> None of the above
17. Is there anything missing? Or anything else you want to tell us about safety and quality in your business?	
18. Regarding your workforce:	Do you have any installers with current Energy Efficiency Council (EEC) Insulation Installer certification? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many:  Do you have any installers who have recently completed the training units required to meet the EEC certification requirements (ie. they are trained but have not applied for EEC certification)? <input type="checkbox"/> Yes <input type="checkbox"/> No If yes, how many:

---

If your workforce is currently untrained and/or uncertified – how many of the installers that you currently employ would need to be trained/certified to meet VEU requirements (ie. all installers onsite must be EEC certified)?

How many:

---

19. Based on your experience, is there any other formal training you would recommend for insulation installers (excluding training units required for EEC certification and manufacturer's product-specific training)?

Yes  No

If yes, please list:

---

## Activity Scope, Upgrade Type and Accredited Person Requirements

20. Do you believe the proposed definition of a residential ceiling area in <i>Section 2.1 – Residential ceiling area only</i> is appropriate?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
21. Do you agree with the proposed minimum R value requirement of R5.0?	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Strongly agree
22. Do you think an alternative R value, other than R5.0, should be allowed for certain ceiling types?	<input type="checkbox"/> Yes <input type="checkbox"/> No
23. Do you have any further details or feedback to provide about your answers above or the insulation requirements? E.g. what type of ceilings may need an alternate R-value?	VEU eligibility should also be provided for wall and underfloor insulation as the initial phase of the activity passes and confidence has been generated by the regulators. Effective insulation requires control from beneath, walls and ceiling.
24. Do you agree the proposed competent and capable requirements in <i>Section 4.1 – Competent and capable requirements for Accredited Persons</i> undertaking the insulation activity are appropriate?	<input checked="" type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Agree <input type="checkbox"/> Strongly agree
25. Do you have any other feedback on the competent and capable requirements? Are there any other considerations or additional competency requirements you would suggest are considered for Accredited Persons? See <i>Section 4.1</i>	The requirements that an AP should be in the construction industry or insulation industry is too onerous and unworkable. Our member experience tells us that the administrative burden and costs associated with operating as an AP for small businesses is excessive and is the reason by aggregation APs exist. The requirement should be open to an AP with effective controls in place and their supply partners or contractors having this capability.

## Installation procedures and onsite requirements

26. Do you agree with the proposed requirement that all products must have CodeMark certification?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
27. Based on your experience, do you have any feedback on the CodeMark certification or recommend a different independently recognised product certification?	
28. To what degree do you support that a pre-installation electrical checklist, carried out by a licensed electrician or registered electrical contractor, is mandatory for the program?	<input type="checkbox"/> Strongly opposed <input type="checkbox"/> Opposed <input type="checkbox"/> Don't know <input type="checkbox"/> Support <input checked="" type="checkbox"/> Strongly support
29. Do you agree that the electrical safety inspection should be completed prior to anyone entering the ceiling space for any insulation work including the removal of existing insulation where required?	<input type="checkbox"/> Strongly disagree <input type="checkbox"/> Disagree <input type="checkbox"/> Don't know <input type="checkbox"/> Agree <input checked="" type="checkbox"/> Strongly agree
30. What timeframe do you think is appropriate for the completion of the electrical safety check before installation?	<input type="checkbox"/> Within 30 days <input type="checkbox"/> Within 45 days <input checked="" type="checkbox"/> Within 60 days
31. Do you have any other feedback on the proposed pre-install requirement in <i>Section 8.1 – Pre-insulation installation electrical safety check</i> ?	
32. To what degree do you support that a pre-installation safety checklist (completed by the insulation installer) is mandatory for the program?	<input checked="" type="checkbox"/> Strongly opposed <input type="checkbox"/> Opposed <input type="checkbox"/> Don't know <input type="checkbox"/> Support <input type="checkbox"/> Strongly support
33. Do you have any other feedback on the proposed pre-install requirement in <i>Section 8.2 – Pre-insulation installation installer safety check</i> ?	OH&S standards require a SWMS or a JSA to be used when a worker is entering into a confined space or working at heights. Providing these are in place an additional safety check should not be required. Layering an electrical certificate of safety over the top then also covers any additional risks associated with wiring and halogen lights.
34. To what degree do you support the requirement to notify ESC no later than 24 hours prior to installation occurring?	<input type="checkbox"/> Strongly opposed <input type="checkbox"/> Opposed <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Support <input type="checkbox"/> Strongly support
35. Are there any considerations for DEECA in implementing a requirement to notify ahead of installation in <i>Section 8.3 – Notifications</i> ?	We support the requirement to notify the ESC prior to an upgrade commencing, provided that it is a streamlined online process and that ESC approval is not required. Careful consideration should be taken into account regarding the practicalities of the notification including the customer rescheduling last minute, customers forgetting the installation date and time, emergencies in the workplace that may divert the installer to another location and or illness.
36. To what degree do you support the proposed controls on insulation products in the	<input type="checkbox"/> Strongly opposed

program outlined in <i>Section 8 – Onsite requirements</i> ?	<input type="checkbox"/> Opposed <input type="checkbox"/> Don't know <input checked="" type="checkbox"/> Support <input type="checkbox"/> Strongly support
37. Is there any other information you can provide to support the development of appropriate, safe, and practical installation requirements for this activity?	Returning to the co-payment section, the ESIA would like to see a lower out of pocket cost for consumers that can demonstrate financial hardship. The out of pocket incentive should come close to the assumed average savings for the first year in both heating and cooling costs.

## Follow up

38. Would you like to request a follow up meeting with the VEU insulation program team to discuss further?	<input checked="" type="checkbox"/> Yes <input type="checkbox"/> No
39. If 'Yes', what topic areas are you interested in discussing further?	Refinement of the activity rules, roll out and future expansion of the program.
40. Do you have any other comments or considerations you would like to share?	When developing the activity guide we suggest including more detailed information to educate all participants within the industry rather than referring to a specific standard.

### Disclaimer

This publication may be of assistance to you but the State of Victoria and its employees do not guarantee that the publication is without flaw of any kind or is wholly appropriate for your particular purposes and therefore disclaims all liability for any error, loss or other consequence which may arise from you relying on any information in this publication.