



Australian Government

Energy Efficient Homes Package Checklist for householders installing ceiling insulation

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Before you engage an insulation installer, it is important that you read the Program Guidelines and carefully assess your eligibility under the Home Insulation Program. While the checklist below outlines the steps in the process, you are responsible for reading the guidelines and assessing your eligibility. The guidelines are available at www.environment.gov.au/energyefficiency.

Before the installation

- Read the guidelines and carefully assess your eligibility.
- Select at least two (2) installers from the Installer Provider Register at www.environment.gov.au/energyefficiency or call 1800 808 571.
- Contact the installers and arrange physical site inspections and written quotes. By contacting a number of installers you can explore a range of insulation options to find the best solution for your particular needs.
- Check that your installer has appropriate skills, experience and insurance.
- Once you have selected an installer you are responsible for entering into a contractual arrangement with the installer for the installation of ceiling insulation.

For the installation

- When the insulation has been installed, the installer will complete all parts of the work order form (except the householder section) and will sign the installer section. The installer will then give you the form to complete the householder section.
- Before you sign the work order form, read it carefully and make sure you understand what you are about to sign. Then, if you are satisfied with the work, sign the form.

After the installation

- Keep copies of the written quotes, tax invoice, completed work order form and any other proof of purchase documents that the installer gives you. You need to keep these for five years for Australian Government audit purposes.
- The Australian Government will not be responsible for paying the installer any amount in excess of the Australian Government's assistance (which is up to \$1,200 for householders) or the full cost of the installation if you are not eligible.

Please note

- You must use an installer who is listed on the Installer Provider Register. You cannot install the insulation yourself.
- The installer will lodge a claim for payment on your behalf from the Australian Government for the cost of the installation by logging on to the online payment system.
- The Australian Government does not endorse any installer on the Installer Provider Register or their work. The Government does not accept liability for any loss, damage, injury or cost incurred as a result of, or relating to, the installation of ceiling insulation or the installation process.
- If you also apply for insulation assistance under a state or territory government scheme, the maximum you are eligible to receive under the combined Commonwealth and state/territory programs cannot exceed the cost of your ceiling insulation installation.

For further information: Phone: 1800 808 571, Visit the website: www.environment.gov.au/energyefficiency, Or write to: Energy Efficient Homes Package (Insulation), Department of the Environment, Water, Heritage and the Arts, GPO Box 787, CANBERRA ACT 2601

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