

Insulation Australasia Position Statement

Verification of compliance evidence for insulation products in Australian and New Zealand projects

Insulation Australasia (IA) is a product-agnostic trade association representing insulation manufacturers, suppliers, fabricators and installers across Oceania (Australia and New Zealand). Formed in September 2011, IA exists to support product quality, safety, compliance and performance across the built environment and to promote the adoption of world-class standards, third-party product certification and installation services accreditation.

At the heart of IA's advocacy is a shared commitment to tighter product compliance, higher safety standards, and stronger requirements for independent third-party verification of insulation products—supported by third-party certification.

IA is concerned by recurring documentation and traceability gaps in parts of the building product supply chain. Where compliance claims cannot be verified, project parties are exposed to avoidable safety, performance and liability risks, including remediation cost, delay, insurance impacts and reputational harm. These risks are heightened on publicly funded assets, where procurement governance and public accountability expectations are particularly high.

IA's position is straightforward: insulation and other higher-risk building products should only be specified, supplied and installed where there is verifiable, current and product-specific evidence of compliance with relevant Australian Standards and National Construction Code (NCC) performance requirements. Verification should be treated as a normal part of good procurement practice - not an optional extra.

IA supports a single, science-led and evidence-based approach to verification that gives regulators, procurers and the community confidence that insulation performs as claimed.

What IA supports

1. A minimum evidence standard. Procurers and project teams should require a consistent, minimum set of documents before award and before any substitution approval. At a minimum, this should include:

- clear product identity and traceability (manufacturer, country of manufacture, batch/lot information and intended application);
- the relevant standard(s) and code claims stated plainly.
- independent test evidence that matches the supplied product (including sample details, method and results);
- third-party product certification from an accredited certification body, including scope and currency; and
- installation instructions and evidence of installer competence where installation quality materially affects performance.

2. **'Verify before substitution' controls.** Substitutions are a common point of failure. IA supports project delivery processes that require a like-for-like evidence pack before a substitution is approved, written sign-off by an accountable officer, and retention of an as-built product register for the life of the asset.

3. **Audit rights and transparency.** Public and private clients should include audit rights in procurement and subcontract terms to enable verification, sampling and evidence review where required. Suppliers should provide complete, current and unaltered documentation and be able to support traceability where issues arise.

4. **Clear escalation pathways and proportionate enforcement.** IA supports regulators and asset owners clarifying where suspected noncompliance or misleading claims should be reported, what information is required, and expected timeframes. Targeted compliance activity and guidance, improve market confidence and support a level playing field.

How IA contributes

IA expects members to act honestly, ethically and lawfully, consistent with [IA's Code of Ethics](#) and published Industry Conduct expectations. IA membership settings reinforce third-party product certification (for manufacturers) and accredited training (for installer organisations), helping to lift confidence in evidence and claims. IA will continue to share practical guidance, support education, and collaborate with government and professional bodies on implementable improvements.

IA is not advancing any commercial interest through this statement. IA's objective is to improve market integrity and protect asset owners, specifiers and the community by encouraging consistent verification of compliance evidence.

Call to action

IA calls on:

- Government and regulators to clarify escalation pathways and strengthen targeted compliance and guidance;



The Insulation Industry's Voice

- Public procurement owners to adopt minimum evidence standard, audit rights and substitution controls; and
- Developers, builders, certifiers and specifiers to treat compliance evidence as a core risk decision, maintain evidence packs and retain as-built records.

IA welcomes constructive engagement with governments, asset owners, professional bodies and industry participants to implement these measures in a practical, practical and implementable way.

Approved by: Craig Lovel, Chair - Insulation Australasia

A handwritten signature in black ink that reads 'Craig Lovel'. The signature is written in a cursive, flowing style.

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