

factsheet RTOs

Regional Technical Officers and their role in the NSW HMMS Industry

Regional Technical Officers (RTO)s are skilled licensed Builders who are experienced in the Home Modification and Maintenance Services industry. HMMS in each region nominate two RTOs whose appointments are ratified by State Council. The RTOs also play an integral role in the implementation of the Quality Assurance Program. In accordance with the NSW HACC Service Type Guidelines, Home Modification the current duties and responsibilities of RTOs in their regions are as follows:

- To provide assistance/advice across current tiers of Home Modification & Maintenance Services
- To inspect and supply reports for Quality Assurance Rectification Program Applications
- To liaise with HMMS on technical issues
- To complete post-modification reports on all major modifications funded by Level 2 budget holders, the Level 3 budget holder and all major modification applications funded under the non-recurrent fund held by State Council.
- To provide mentoring and support to new or inexperienced Builders/tradespeople

Voting and Appointment

Each region nominates two Regional Technical Officers biennially before each Biennial HMMS State Conference. This is a democratic process and HMMS vote for two Builders in each region which meet all the essential criteria (Refer to Page 8 and Appendix 1, 2, 3 and 4). The Builders elected must have a commitment to HMMS process and be currently employed by a Home Modification and Maintenance Service.

Essential Criteria when Voting for Regional Technical Officers

RTOs nominated for each region must meet the following essential criteria:

- The RTO must be a licensed Builder with a minimum of 5 years building experience in the residential building industry
- The RTO must have a minimum of 3 years experience in the HMMS industry

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NSW HMMS
state council



Suite 5, DAISI House
109 Molesworth Street, LISMORE NSW 2480
Ph: 02 6622 8386 Fax: 02 6622 8693
Email: promo@nswhmms.org www.nswhmms.org

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- The RTO must have a sound knowledge of the BCA and Standards, the National HACC Guidelines and the HMMS Guidelines
- The RTO must be employed by a Home Modification Service in the region
- The RTO has a commitment to the HMMS process and the Quality Assurance Program
- The RTO has a demonstrated ability to communicate effectively and has the ability to liaise effectively with the Level 2 budget holder in the region, the NSW Statewide Level 3 and the NSW HMMS State Council
- The RTO has a demonstrated ability to analyse situations and implement problem resolution skills

For further and expanded information please refer to the Policies and Procedures for the Regional Technical Advice Fund, NSW HMMS State Council www.nswhmms.org

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