

# factsheet **Quality assurance**

## **The Quality Assurance Program and Its Value Added Benefits for HMMS**

### **What's in it for HMMS ?**

Auspiced by the NSW HMMS State Council, the Quality Assurance (QA) Program aims to achieve a consistent and controlled approach to quality assurance mechanisms for major modifications in the HMMS industry in NSW. Implemented in November 2010, it is anticipated the new QA Program's processes will encourage greater supervision by local HMMS, improved compliance documentation and a satisfactory standard of work. The following are a list of benefits for HMMS when participating in the QA Program:

- Independent monitoring of your product and quality achieved
- Demonstrated transparency of your product
- Demonstrated involvement in a continuous improvement program
- Progression towards the adoption of legal contractual requirements
- Ability to advise clients of your adopted method of quality control
- Reduction of call back expense and the amount of rectification work required
- Coverage of any unforeseen rectification costs arising from the initial modification (QARP)
- Participation in a systematic quality assurance process from the beginning of a modification through to completion of the modification work
- An extensive historic record and auditable trail for completed major modification work
- Having your product inspected and the finished standard compared to a consistent state wide level

The QA Program is an investment into continuous quality improvement for the HACC HMMS sector regarding home modifications. Quality is never an accident. It is the result of intention, innovation and skilful execution.

***For further advice consult your local  
HMMS Builder or Technical Officer.***

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Please refer to the table below which provides an overview of the QA processes.

#### The Quality Assurance Program's Mechanisms

STAGE	QA MECHANISM	COMMENT
Stage 1	Industry-Specific Contract	Legally binding on all parties i.e. Fund Holders/HMMS/Principal Contractors/Clients.
Stage 2	Progressive Sign Off Form	Signed by the HMMS Qualified Works Supervisor at critical stages of the work's progression. This gives responsibility to the HMMS.
Stage 3	OT Evaluation and Sign Off	Final Inspection by the OT to make sure work meets OT's written and diagrammatical specifications and the client's functional abilities.
Stage 4	Final Inspection/Report	Completed by a Contracted Building Inspector to make sure the quality of the workmanship is of an acceptable standard and compliant with all relevant standards.
Stage 5	Certificate of Completion	Certification of work. HMMS able to access Rectification Funding in the event the work fails throughout the statutory warranty period.

For further information, please contact Specialist Technical Officer, NSW HMMS State Council, [tech.officer@nswhmms.org](mailto:tech.officer@nswhmms.org)

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