



**Australian Government**  
**Department of Veterans' Affairs**



## **DHOAS Quality Statement**

The Defence Home Ownership Assistance Scheme (DHOAS) assists current and former Australian Defence Force (ADF) members and their families to achieve home ownership.

The Department of Veterans' Affairs (DVA) is contracted to administer the DHOAS and Defence HomeOwner Scheme (DHOS), which is now closed to new applications, under a Memorandum of Understanding (MOU) with the Department of Defence (Defence). DVA's involvement as administrator of DHOAS and DHOS contributes to DVA's purpose to support the wellbeing of those who serve or have served in the defence of our nation, and their families.

DVA is committed to best practice in the scheme administration of DHOAS, to ensure the effective management of the Scheme and the provision of quality services to our clients. This includes striving for continual improvement, and an assurance that relevant legislative, statutory, regulatory and contractual requirements are satisfied. In support of this commitment, DHOAS operates a Quality Management System in accordance with the requirements of the international standard ISO 9001:2015. This includes annual reviews and audits by an independent certifier to ensure the international standards are maintained, and that quality remains at the forefront for DHOAS.

The main quality objectives in the administration of the Schemes are:

- To support Defence in its recruitment and retention strategy through participation in the DHOAS and DHOS.
- For DVA to administer the DHOAS and DHOS as efficiently and as effectively as possible, working closely with ADF members ensuring their requirements are consistently met.
- For DVA to administer the DHOAS and DHOS efficiently and effectively by liaising with Defence, Home Loan Providers, and other stakeholders to achieve quality outcomes.