

similar outcomes, and ensure that regulatory enforcement processes are consistent, and decisions are reliable and fair (similar action in similar circumstances to achieve similar results).

## 6. SCOPE AND APPLICATION

6.1 This policy shall be applicable to—

- 6.1.1 The OHSC Board;
- 6.1.2 Employees of the OHSC;
- 6.1.3 Health establishments; and
- 6.1.4 Relevant authorities.

## 7. COMPLIANCE MONITORING

7.1 The Office monitors compliance with the norms and standards in several ways including, but not limited to—

- 7.1.1 Inspections;
- 7.1.2 Complaints investigations; and
- 7.1.3 Early warning system.

## 8. EDUCATION, ADVICE AND GUIDANCE ON COMPLIANCE

8.1 The purpose of education, advice and guidance is to—

- 8.1.1 raise awareness of all stakeholders' rights and obligations in relation to the prescribed norms and standards;
- 8.1.1 support the person in charge of the health establishments on how to comply with the norms and standards and other applicable legislation; and
- 8.1.3 empower and capacitate health establishments to address breaches of norms and standards within a reasonable time and achieve compliance.

## 9. INSPECTIONS

9.1 The purpose of inspections is to assess the extent of compliance by health establishments with the prescribed norms and standards and to provide support where necessary.