

Professional Standard issues are identified by the applicant/complainant, the agency or OVIC as part of the assessment and triage of new review and complaint applications and/or during the conduct of a review or the handling of a complaint.

Where necessary, OVIC will make preliminary enquiries.

The Professional Standard issue is recorded in OVIC's case management system

Minor or technical breach established

Tools:
Educational and informal

Possible actions

- Request further information, a written submission or response from the agency
- Request that an agency participate in an educational activity/refer agency to online resources
- Meet with the agency to discuss obligations
- Address non-compliance in covering letter to the agency
- Ongoing monitoring of performance

Substantial, persistent, or systemic breach established

Tools:
Educational, informal or formal

Possible actions

- Request further information, a written submission or response from the agency
- Request that an agency participate in an educational activity/refer agency to online resources
- Meet with the agency to discuss obligations
- Correspond with the agency's Principal Officer
- Ongoing monitoring of performance
- Make a finding of breach
- Report the breach in OVIC's annual report
- For complaints, make recommendations under s61L
- Internal referral for consideration of an own motion investigation