

**PARLIAMENT OF VICTORIA**

Pandemic Declaration Accountability  
and Oversight Committee



# Restrictions on hospital visitation under Pandemic Orders

## Questionnaire

## **Purpose of questionnaire**

The Pandemic Declaration Accountability and Oversight Committee, as part of its functions issued under the *Public Health and Wellbeing Act 2008*, is conducting a review of the Pandemic (Visitors to Hospitals and Care Facilities) Orders (Nos. 1 to 5) and the Pandemic (Public Safety) Order.

The Committee has issued this questionnaire to all Victorian hospitals to understand how the Orders has been implemented and to identify any issues hospitals have experienced related to the Orders.

The Committee notes that as of 11.59 pm 22 April 2022, restrictions on hospital visitation (except for the requirement to wear masks) were revoked. However, the Committee still wishes to understand the experience your organisation has had with the Orders, including the implementation of previous orders. In particular, challenges faced in enforcing the Orders and managing exemption requests.

Please note, this information may be used and published by the Committee as part its reporting.

## **Response**

Please provide a response to the questionnaire by **9 May 2022**.

The completed questionnaire should be sent to: [pdaoc@parliament.vic.gov.au](mailto:pdaoc@parliament.vic.gov.au).

## Questions

1. Has your organisation implemented visitor restrictions that are in excess of the restrictions detailed in the orders? If so, when did this occur and in what circumstances?  
Yes, BDH applied the aged care visitor restrictions to both our aged care facility AND our acute ward because we have aged care residents occupying up to 3 or our 7 acute beds.
2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these?  
no nothing formal other than general frustrations and in those instances our senior executives offered alternate means for visiting such as window visits, facetime and drive bys.
3. Have there been instances where your organisation has misinterpreted the restrictions under the orders (e.g., when orders have changed or through confusing language in the content of the orders)?  
no not really, it was more the frequency of changes that we found hard to keep track of
4. How many applications for visiting exemptions has your organisation received and how many been approved?  
none that were outside the scope of for eg: palliative or mental health support reasons
5. What staff member of your organisation has assessed applications for exemptions?  
N/A
6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption?  
information was text and emailed to relatives and NOK/POA of our residents and patients, it was posted on our facebook and website and intranet and there were regular mailouts of relevant information
7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients?  
BDH staff were educated at staff meetings, via our internal staff newsletter and our intranet of all our changed processes during the pandemic
8. What was your overall impression of the system, and could it have been improved?  
The difficulty we faced was different recommendations for aged care facilities in comparison to acute care and then again with what was being recommended and implemented regionally. Consistency in the rules and messaging would have made it much easier to implement and ensure we were providing the best possible response during the pandemic