

**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?  
No, our organisation has followed the advice provided at all times.
2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these?  
Although some community members were disappointed with some of the restrictions, no formal complaints have been received by the organisation. In fact, the community has been supportive and understanding.
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, changes to orders have been interpreted and instigated when received.
4. How many applications for visiting exemptions has your organisation received and how many been approved?  
Our facility exempted visitors for palliative care patients as per guidelines. Aside from this, no applications for visiting exemptions were received.
5. What staff member of your organisation has assessed applications for exemptions?  
Normally, the Director of Clinical Services has assumed this responsibility however on weekends and after hours the task has been assessed by the In Charge at the facility.
6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption?  
The organisation has utilised local media, the facility's website and Facebook page to communicate with our community. Signage was placed at entrances for information of relatives and visitors.
7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients?  
Official advice and communications from the Director of Clinical Services were communicated face to face with staff as well as through the Organisation's email system that all staff have access to.  
Health Alerts have also been communicated to staff through the email system, daily.
8. What was your overall impression of the system, and could it have been improved?  
Overall, the system has worked well. At times, there were numerous changes to orders however these were implemented as received.