

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.

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?
Tallangatta Health service has implemented visitor restrictions as detailed in the orders.
2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these?
Generally speaking visitors and staff to the health service, whilst not happy at times with the restrictions, were agreeable to comply with the restrictions implemented. Ensuring visitors understood the rationale behind the restrictions assisted with people's acceptance.
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.
4. How many applications for visiting exemptions has your organisation received and how many been approved?
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5. What staff member of your organisation has assessed applications for exemptions?
Executive staff and Infection Prevention and Control Consultant.
6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption?
Weekly correspondence via newsletters, social media platforms, articles in local newspaper in every edition during the pandemic, email and signage internal and external to the organization.
7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients?
Weekly Covid Meetings with heads of departments and any additional correspondence via memo's and team meetings.
8. What was your overall impression of the system, and could it have been improved?
The system has been somewhat challenged during the course of the pandemic and lots of learning have resulted as a consequence.
Using plain language speak with all correspondence reduces the likelihood of misinterpretation of information.
In addition it enables organization to copy and paste the information into correspondence for the general community without having to firstly interpret the order thereby reducing the likelihood of providing inaccurate information.
Dating all correspondence is also critical to ensure we remain abreast of current orders.