

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?

Yes, we have at times to align with the Aged care directions. Most of our business is Aged Care so this was done to ensure consistency of processes for our staff

2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these?

None specially, although in our Aged Care facilities, residents and families found the restrictions most upsetting

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, but often the directions required thorough examination to understand

4. How many applications for visiting exemptions has your organisation received and how many been approved?

Unsure of how many.

5. What staff member of your organisation has assessed applications for exemptions?

Exemptions were approved by the General Manager of Care Services

6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption?

We utilised SMS messaging platforms, social media and signs at the doors

7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients?

We utilised SMS messaging platforms, social media and signs at the doors

8. What was your overall impression of the system, and could it have been improved?

At times it was difficult to align rules for hospitals with rules for Aged Care facilities.

The process of highlighting changes within documents was useful