



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 have 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? [There were a couple of instances in 2021 whereby Visitor restrictions were lifting on a Friday and we lifted restrictions the following Tuesday – this being a better outcome for the hospital operationally.](#)
2. Has your organisation received any complaints about visitor restrictions? If so, what were the outcomes of these? [No complaints regarding hospital restrictions.](#)
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? [None.](#)
5. What staff member of your organisation has assessed applications for exemptions? [Any exemptions in relation to Covid -19 restrictions/processes would be approved by Executive management.](#)
6. What steps were taken to inform all visitors and their relatives of visiting rules and capacity to apply for an exemption? [Communication started with Intake and the hospital coordinator outlining the hospital visitor restrictions during the initial phone conversation with the patient/relative/carer prior to actual admission. This communication was continued by Doctor's and ward nursing staff. Frequent memos were provided to patients with regard to visiting rules and same was spoken at the community patient ward meetings.](#)
7. What steps were taken to advise staff of the availability of the exemption process when dealing with the public and visitors to patients? [All exemption queries were directed to the executive management team via staff or via the patient's admitting Psychiatrist.](#)
8. What was your overall impression of the system, and could it have been improved? [Overall, a smooth system with no improvements requied.](#)