

**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 we have followed the orders.**

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

**We have received one complaint for a visitor who is not vaccinated and unhappy that he needed to do regular RAT's. After discussion he visits on compassionate grounds and wears a N95 mask and visits in a private room.**

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?

**One and one approved.**

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

**Director of Clinical Services**

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

**Social media, EGHS Web page, email, letter, phone calls, signage, local media and newspaper**

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

**Information was widely circulated, staff communique, staff meetings, face-to-face, policy and procedures.**

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

**Multiple changes can be difficult and sometimes the timing of the changes late in the week made it challenging. Overall our patients, residents and the general community have been very understanding of the need to protect vulnerable groups during the pandemic.**