Thank you for your email highlighting the recent RVA statement advocating for the development and use of critical care guidelines for people living with a rare disease – aimed at informing Australian hospitals and clinicians during the COVID-19 pandemic. The Victorian Department of Health and Human Services (the department) has structures in place and is working closely with health services across the state to ensure that appropriate infrastructure and risk management plans are in place, including the ability to identify all patients at high risk of COVID-19. This work aims to ensure that all patients, including those most at risk of COVID-19 (counting but not limited to the rare disease community), have safe access to the diagnostic services, ongoing care and treatment that they need.