



Customer
Service

Local Government Toolkit NSW / VIC border closures

9 July 2020 – DRAFT

www.customerservice.nsw.gov.au

Purpose

- As you know the border between NSW and Victoria is closed temporarily.
- NSW Government is aware that the rapid decision to close the NSW / VIC border is causing frustration and confusion.
- We know you are waiting on the answers to a number of questions and appreciate your patience. We are working hard to develop the detail you need and will get it to you as soon as we can.
- We also know when things are changing rapidly Local Government is the first point of contact for many in the community.
- While we are working through the detail we have developed some content that may be helpful to use with your community through your channels.
- It should be used in conjunction with information at nsw.gov.au which is being updated continuously. This is also where you will find answers to commonly asked questions.
- We will send updates and answers to your specific questions as soon as possible.
- We appreciate these are challenging times and hope that we can work together to help support the community and all of NSW.

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Example messaging: NSW / VIC Border closure

We must protect the gains made

- The NSW Government has closed the border with Victoria
- We have protected each other and our local community by doing the right thing
- Now we must protect the gains we've made. Our priority must and always will be the health of NSW communities, including our own
- This is the right decision. This is about saving lives

Let's do the right thing

- This closure of the border with Victoria means new restrictions are in place. Those who don't do the right thing will face heavy fines and penalties. There will be little or no tolerance
- We know it will be particularly hard for communities on the border and those with family in Victoria
- People travelling from Victoria will be prevented from entering NSW unless they have a permit. There are rules governing the movement of communities in a border community and who can and how to apply for a permit
- This includes for essential and emergency service workers, if you provide care for someone, if you have children attending school/taking your child to school or if you need to see a doctor or access services
- As the situation is constantly changing, the requirements may also be adapted so we all stay safe – and to minimise inconvenience
- The most up to date information can be found at nsw.gov.au or by contacting 13 77 88
- We ask that people remain patient during this difficult time

We know what needs to be done to maintain the path we are on

- We cannot risk keeping our borders open for people coming from areas of Victoria right now
- If we want to keep our community safe, to continue to open businesses, to get sport back, we must do what is needed
- We are confident the Victorian Government, and the people of the State, will get to grips with this outbreak soon
- But NSW is not immune from the risk of renewed outbreaks, so we have to take action
- If we do the right thing, we will be back together again

NSW-VIC border closure: Protecting the health of our community

We protected our local community by doing the right thing. Now we must protect the gains we've made.

Our priority must and always will be the health of NSW communities, including our own.

People travelling from Victoria will be prevented from entering NSW unless they have a permit. There are rules governing the movement of communities in a border community and who can and how to apply for a permit.

This includes for essential and emergency service workers, if you provide care for someone, if you have children attending school/taking your child to school or if you need to see a doctor or access services.

As the situation is constantly changing, the requirements may also be adapted so we all stay safe – and to minimise inconvenience.

The most up to date information can be found at nsw.gov.au or by calling 13 77 88.

Those who don't do the right thing face heavy fines and penalties. We can't take chances - the health of the community is again on the line. There will be little tolerance for people not doing the right thing.

The nature of the virus means setbacks were always a possibility and unfortunately Victoria is facing one right now. Victoria is taking the steps to control the spread. But NSW is not immune to outbreaks and must protect its citizens wherever they live.

We know it will be particularly hard for those on the border and those with family in Victoria.

We ask that people remain patient during this difficult time. Your choices are protecting every person in the State – we thank you.

Local Government Social posts

Tiles:



Post:

The safety of our community is the most important thing right now and we ask that everyone does the right thing.



Post:

Make sure you know the facts and don't risk a fine. We know border closures will be tough on our community, but this is about saving lives. Do the right thing.



Post:

This will be a challenging time for many communities and the citizens of NSW. Tough penalties will apply to those who don't do the right thing. Don't risk it – help us save lives.



Post:

As a State and a local community, we must protect the gains we've made. Let's do the right thing together.



Post:

We know this will be a challenging time for our community – especially if the border closure impacts your work and how you go about your day to day life. Thank you for doing the right thing.



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