

Frequently asked questions

for people seeking entry to NSW from Victoria on compassionate grounds

In line with the NSW Public Health (COVID-19 Border Control) Order 2020 (which commenced on 8 July 2020), people who have been in Victoria in the last 14 days must not enter NSW, unless authorised.

Border control is necessary for the safety and health of NSW residents.

This information applies only to people who are seeking entry to NSW on compassionate grounds

To seek a permit to enter or return to NSW for other reasons, visit [NSW Government – Border restrictions](#).

Can I enter NSW on compassionate grounds?

In very limited circumstances, permission may be granted for entry to NSW for compassionate reasons. People requesting entry on compassionate grounds must apply for an entry permit with evidence of their situation. Permits will be issued only in extreme situations.

What are 'compassionate grounds'?

We will only consider a granting a compassionate permit where:

- a family member is terminally ill and close to the end of their life
- you are a carer for an immediate family member in significant need
- you are attending a funeral (only in extenuating circumstances - refer to Criteria to attend a funeral in NSW).

Applications are assessed on a case by case basis. We require evidence to assess your situation. Read [Before you apply](#) for the evidence required.

Do I need a permit to enter NSW for hospital or medical services?

A permit is not needed to enter NSW for medical or hospital services. You will be required to carry and present evidence as requested (e.g. evidence of medical appointment).

Can I enter NSW to attend a wedding, religious celebration, family function or funeral?

Due to the current risk of COVID-19, requests to attend weddings, religious celebrations and family functions will not be considered. Permits to attend a funeral may be given only under extenuating circumstances.

Criteria to attend a funeral in NSW

The granting of a compassionate permit to a Victorian resident to attend a funeral in NSW will only be considered if:

- the funeral will have less than 20 attendees - if the funeral has more than 20 attendees, consider if the funeral can be live streamed so you can attend virtually
- the deceased is a first degree relative (father, mother, brother, sister or child) or of significant importance to you (e.g. sole surviving relative)

- you will wear a mask while at the funeral
- you will not attend the wake or any other family gathering while in NSW
- you will only remain in NSW for the minimum amount of time to attend the funeral and arrive and leave by a direct route
- you will not use public transport while in NSW
- you will maintain a distance of 1.5 metres from all other people who are not members of your household, where reasonably practical, while you are in NSW
- a copy of the bereavement verification, which is available from the funeral director, accompanies the application.

If after a permit is granted and you develop symptoms of COVID-19 or are diagnosed with COVID-19 you must not attend the funeral.

Can I enter NSW to provide care for my relative?

Entry to NSW on compassionate grounds is limited to extreme situations. Submitting evidence of your situation will help us make the safest determination.

Will I be allowed to visit my relative in a hospital or health care facility in NSW?

The granting of a compassionate entry permit is with specific strict conditions from NSW Health. People who have been in Victoria in the last 14 days present a high risk to health care facilities and should not enter health care facilities unless it forms part of these strict conditions. It is the duty of the applicant to seek approval from the hospital or health care facility prior to applying for a compassionate grounds permit. A letter of agreement from the facility needs to be submitted by the applicant in order for the application to be considered.

Will I be allowed to visit my relative in an aged care facility in NSW?

Requests to attend an aged care facility will generally not be considered due to the current risk of COVID-19, particularly if it is introduced into this setting.

I have not been in Melbourne or in a 'hot-spot' area. Do I need a permit to enter NSW on compassionate grounds?

Yes, the border restrictions apply to all areas of Victoria from 8 July 2020.

I live in a border community. Can I enter NSW for compassionate reasons?

Border community residents are under an obligation to self-isolate if they have travelled to a place in Victoria outside a Border community. Please visit [NSW Government - Border restrictions](#) for information for people living in border communities. Travel for compassionate reasons within NSW outside the border community requires an entry permit.

Can I transit through NSW to make a compassionate visit in another state?

Transiting through NSW requires an entry permit and is subject to the conditions (if any) specified in that permit. Further, you will be under an obligation to leave NSW by the most practicable direct route. Learn more and apply at [NSW Government - Border restrictions](#).

Can I bring other people or children with me to NSW for compassionate reasons?

Everyone requesting entry to NSW on compassionate grounds must submit a separate application or have someone apply for them. Please include all relevant evidence and the details of people you are travelling with so the applications can be processed together.

What is required of me if I am granted an entry permit on compassionate grounds?

People who are permitted to enter NSW from Victoria will be subject to conditions. The conditions are dependent on their individual situation and the reason for entering NSW. The conditions are determined when a permit is granted and are stated on the NSW Health Conditions of Compassionate Permit document that is provided with the entry permit.

Most people will be required to [self-isolate for 14 days](#), even if you are a returning NSW resident. Other conditions may be applied.

How do I apply for a permit to enter NSW on compassionate grounds?

Read [Before you apply](#) and ensure you have the required evidence to submit with your application.

Steps to apply

1. Visit the [NSW Health Service Now community portal](#) and register for a Service Now account
2. Validate your email address.
3. Log in to the [NSW Health Service Now community portal](#) and complete the application.
4. If information requested cannot be provided (e.g. passport number), please leave blank or state 'NA'.
5. If your situation changes or you would like to cancel your application, please update your application online via NSW Health Service Now.

Before you apply

Please prepare the following information so we can assess your application efficiently:

- Intended date and time of arrival in NSW
- Address where you will self-isolate in NSW
- A plan for how you'll manage self-isolation in NSW: please refer to the [NSW Home Isolation Guideline](#)
- Relevant supporting documentation for your situation which may include:
 - a letter from the senior treating clinician outlining current medical status of your family member and
 - an approval letter from the senior hospital/health service administration where visitation of your family member is taking place or
 - a letter from relevant authority outlining the required care needs of your immediate family member and
 - any additional evidence to support your application.

What happens after I have applied?

Applications are assessed in order of priority. When an outcome has been determined for your application, you will receive an email to the email address registered on the Service Now community portal. You can log in to the [NSW Health Service Now community portal](#) to find out the progress of your application.

What happens if I enter NSW without a permit?

Breaches of the Public Health Order are subject to penalties.

Where can I get more information?

- [NSW Government - Border restrictions](#)
- [NSW Health - Compassionate permits for travellers from Victoria to NSW](#)
- [NSW Health - Public Health Orders and restrictions](#)

If you require additional information, phone Service NSW on 1300 288 222.