



OFFICE OF THE AMBASSADOR

AUSTRALIAN EMBASSY, MEXICO CITY

## LETTER TO AUSTRALIANS FROM THE AUSTRALIAN AMBASSADOR

Hello, my name is Remo Moretta and I am the Australian Ambassador to Mexico, based in Mexico City. My team and I also look after Costa Rica, Cuba, Dominican Republic, El Salvador, Guatemala, Honduras, Nicaragua and Panama.

I am reaching out as you have either previously contacted the Australian Embassy in Mexico City, the Australian Honorary Consulate in Cancun or an Australian Honorary Consulate in Central America. I appreciate that this is an unprecedented situation and a stressful time for all Australians. This is made even harder given that Easter is starting this week and many of us continue to remain far from home and our loved ones.

Be assured that I am aware of the challenges faced by Australians in Mexico, Central America, Cuba and the Dominican Republic. The Australian Embassy in Mexico City is still open with essential staff working remotely offsite and we are continuing to support all those in need.

I know that many of you have already given us your details but to help us remain connected, if you have not already done so, please provide by return email to [consularpassports.mexico@dfat.gov.au](mailto:consularpassports.mexico@dfat.gov.au) the following personal details:

- your full name
- current location
- passport number
- passport expiration date
- contact email and telephone numbers, and
- advice if you suffer from a chronic medical condition and you are concerned about access to medications or treatment.

If you're travelling in a group, please provide the details of all your travelling party, including nationality and relationship e.g. friend/partner/child etc. Attached to this email is a template for your use.

*Please also provide the name and Australian contact information for a nominated next of kin so that we are able to contact them on your behalf in the event of an emergency. We are of course bound by the Australian Privacy Act so will not contact other persons about your situation unless it relates to a life-threatening emergency. Please confirm your consent for this in your reply email.*

Email will be the most efficient way for the Embassy to remain in touch but for urgent consular assistance, please contact the Consular Emergency Centre on +61 2 6261 3305.

Where the option still exists for you, I strongly encourage you to depart the region for home. Qantas and Virgin Australia have announced that they will now be taking bookings for a limited number of weekly flights from Los Angeles to Brisbane. This adds to the daily United Airlines flights from San Francisco to Sydney. Connections to return to Australia also exist via the Middle East.

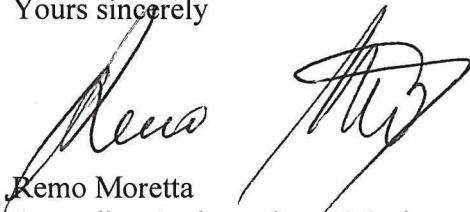
However, if you find that you must stay where you are; follow the advice of local authorities. Given movement restrictions are in place in many countries in the region, including curfews in certain cities, this is particularly important. There is no easy way to say this but if there are no options to depart, you will have to wait. Take care to protect yourself from exposure to COVID-19, ensure you have arrangements in place for an extended stay, and keep in contact with family and friends back home. We have a list of essential service providers available on our website that may be of use.

Continue to monitor the advice on [www.smartraveller.gov.au](http://www.smartraveller.gov.au) and the Embassy's social media channels. If you haven't already, please subscribe to our travel advisories on [www.smartraveller.gov.au](http://www.smartraveller.gov.au), sign up for critical updates by SMS and follow us on Facebook ([/AusEmbMex](https://www.facebook.com/AusEmbMex)) and Twitter ([@AusEmbMex](https://twitter.com/AusEmbMex)). All the information we have on hand will be available there.

Lastly, I would be grateful if you could pass this letter onto other Australians that you are aware of currently in Mexico, Central America, Cuba or the Dominican Republic, and encourage them to connect with us.

I wish you all a good Easter, keep safe.

Yours sincerely

A handwritten signature in black ink, appearing to read 'Remo Moretta', written over a horizontal line.

Remo Moretta

Australian Ambassador to Mexico and accredited to Costa Rica, Cuba, Dominican Republic, El Salvador, Guatemala, Honduras, Nicaragua and Panama.

6 April 2020