

How we are continuing your support  
during the COVID-19 pandemic

30 March 2020

**WE**  
**LIFE WITHOUT BARRIERS**  
**VE**

## **Life Without Barriers Aged Care services during COVID-19**

### **Information for families of people we support**

Life Without Barriers remains totally committed to supporting you, and every other person who chooses our Aged Care services, during the COVID-19 (Coronavirus) pandemic. As your service provider, we understand just how important it is to have the choice to continue your support, as we adjust to the impact of the virus over the coming months.

So that we can continue to deliver the support you choose, we are making some adjustments to how we do some things in order to protect your health and wellbeing. This means that the staff who support you are practising good hygiene and more cleaning, as well as following advice from the Australian Government around access to facilities and social distancing, where possible.

As the Australian Government continues to update their advice, Life Without Barriers will provide you support in a way that reflects the latest rules and advice to keep you safe.

**This means that from Monday, 30 March 2020, Life Without Barriers will:**

- Continue to speak with you and your family to keep you updated about your services.
- Provide you with your regular scheduled service and where your usual worker is not available or unwell, we will do our best to provide another worker or contact you to discuss.
- Connect with you regularly to make sure you still want our services, provide support and check if you have any additional needs.
- Offer alternative supports for any services that you usually receive, which fall within the Australian Government's latest restrictions, such as not having gatherings with more than 2 people and only leaving the house for essential requirements.

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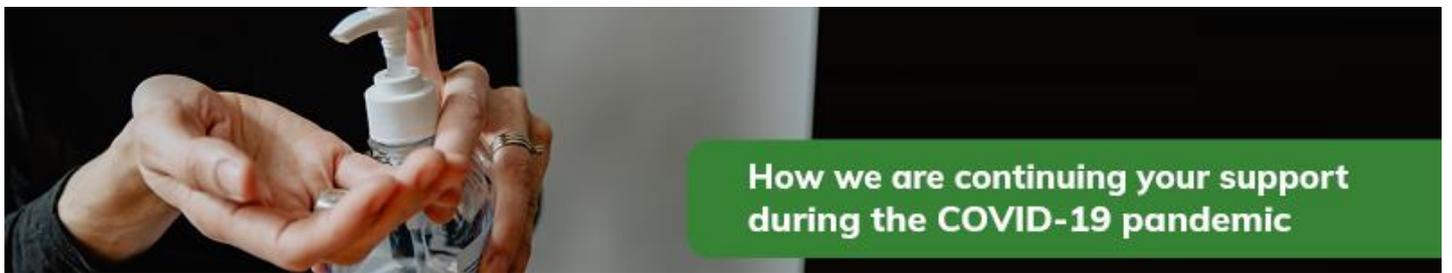
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National Office  
352 King Street  
Newcastle NSW 2300

352 King Street, Newcastle

ABN 15 101 252 171

**W:** [www.lwb.org.au](http://www.lwb.org.au)

In the spirit of Reconciliation, Life Without Barriers acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country, and their connection to land, water and community. We pay our respect to them, their cultures and customs, and to Elders both past and present.



- Provide your support worker with protective equipment where required, to ensure we are maintaining the highest level of hygiene in your home. We are following relevant advice from the Australian Government Department of Health.

## Support with Shopping

Life Without Barriers can also provide you shopping support, since accessing supplies and supermarkets can be challenging for some people. Some supermarkets have introduced special shopping hours and grocery delivery for older Australians, and our staff are ready to support you to attend this shopping hour, arrange delivery, or visit the supermarket on your behalf, if you would us to.

## Free Flu Vaccine

It is also important that we help you to avoid the flu (influenza) over the coming months, so Life Without Barriers is offering free flu vaccinations. You can already receive the flu vaccine for free under the Australian Government's National Immunisation Program if you are aged 65 years or older, identify as Aboriginal or Torres Strait Islander, or have a medical condition. If none of these apply to you, we will cover the cost of your vaccination. Please speak with your support worker if you would like support booking your free flu shot at your local chemist or pharmacy.

If you, your family or supporters have any questions about our services during the COVID-19 pandemic, you can call the Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117, or visit our website for updates at [www.lwb.org.au](http://www.lwb.org.au).

For health information from the Australian Government, you can call the Coronavirus Health Information Line on 1800 020 080.

While it may feel like an uncertain time, I want to assure you that your Aged Care services will continue if you choose to, and we will do our best to deliver it in a way that suits you.

Stay safe and we will be in touch.

**Claire Robbs**

Chief Executive and National Emergency Management Controller

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