



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

30 March 2020

WE
LIFE WITHOUT BARRIERS
WE

Life Without Barriers Mental Health services during COVID-19

Information for people we support

Life Without Barriers remains totally committed to supporting you, and every other person who chooses our Mental Health 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 continuing to exercise good hygiene and we have increased cleaning in our locations, 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 provide you Mental Health services if you choose to, in a way that works for you. This may mean delivering supports in your home, one-to-one, on a phone or computer, or in the community in line with social distancing rules. This also means our physical centres and some group activities won't operate as they usually do for now.
- Continue to provide respite services if it essential, so we can maintain social distancing but still be available for if you and your family really need us.

Life Without Barriers
National Office
352 King Street
Newcastle NSW 2300

352 King Street, Newcastle

ABN 15 101 252 171

W: 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.



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

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.

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 Mental Health 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

Life Without Barriers
National Office
352 King Street
Newcastle NSW 2300

352 King Street, Newcastle

ABN 15 101 252 171

W: 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.