



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 families of people we support**

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

We are making some adjustments to how we do some things in order to protect your family member's health and wellbeing. This means that the staff who support them 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 support in a way that reflects the latest rules and advice to keep your family safe.

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

- Continue to provide Mental Health services if your family member chooses to, in a way that works for them. This may mean delivering supports at 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 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](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.



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

If you or your family 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 our Mental Health services will continue if you choose to, and we will do our best to deliver it in a way that suits your family.

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](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.