



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

30 March 2020

WE
LIFE WITHOUT BARRIERS
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Life Without Barriers Supported Independent Living services during COVID-19 Information for people we support

Life Without Barriers remains totally committed to supporting you during the COVID-19 (Coronavirus) pandemic. As your service provider, we understand just how important it is to have choices about how we 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 our staff who support you are practising good hygiene, as well as following advice from the Australian Government around access to facilities and social distancing, where possible.

As the Australian Government updates 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 your Supported Independent Living service so that you remain supported in your home.
- Continue to provide you community access if that is what you need, in line with official advice on social distancing. This means some group activities won't operate as they usually do for now.
- We have asked that only essential visitors can visit your home, including staff and families, to reduce the risk of infection and keep you safe.

If you, your family or supporters have any questions about our services during the COVID-19 pandemic, talk to your Life Without Barriers support worker or Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117. You can also visit our website where we have information for you at www.lwb.org.au

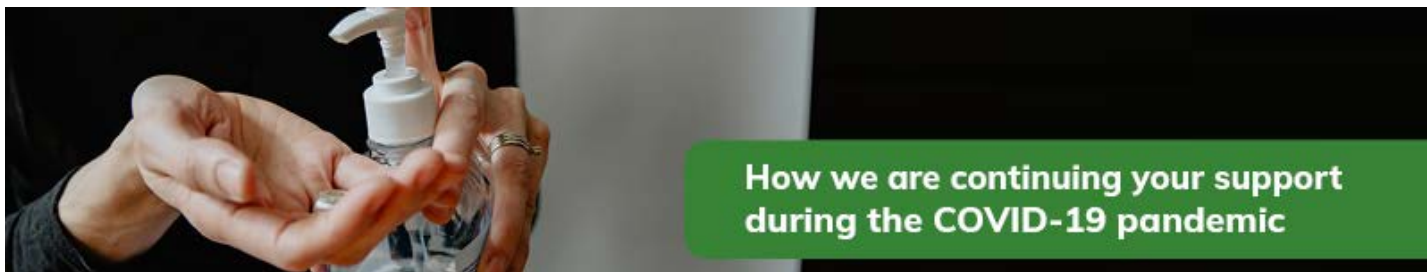
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In the spirit of Reconciliation, Life Without Barriers acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country, and their connection to land, water and community. We pay our respect to them,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



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

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

I know it feels like an uncertain time with lots of changes, but I want you to know that your supports will continue and we will do our best to deliver it in a way that suits you. I have included a copy of this letter in Easy English for you as well.

Take Care

Claire Robbs

Chief Executive and National Emergency Management Controller

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