

30 March 2020

WE
LIFE WITHOUT BARRIERS
WE

Life Without Barriers Disability Lifestyle Supports services during COVID-19 Information for families of people we support

Life Without Barriers remains totally committed to supporting you and your family, during the COVID-19 (Coronavirus) pandemic. We understand just how important it is for you to be informed about ways we are continuing support for your family, as we adjust to the impact of the virus over the coming months.

We have been making adjustments to how we do some things in order to protect the health and wellbeing of your family member. This means our staff 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 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 Lifestyle Supports in a way that works for your family. This may mean delivering supports at home, one-to-one, on a phone or computer, or in the community respecting 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 essential and if your family really need us.

If you 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.

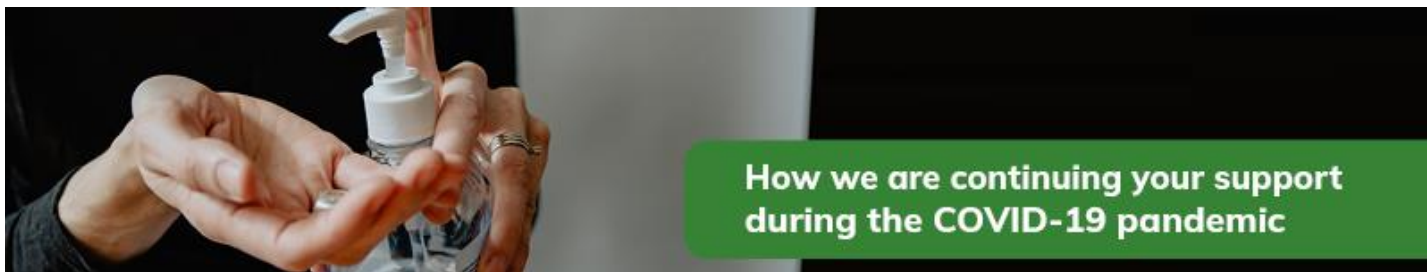
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In the spirit of Reconciliation, Life Without Barriers acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this country, and their connection to land, water and community. We pay our respect to them,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



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 Lifestyle Supports will continue if your family chooses them to, and we will do our best to deliver it in a way that suits your family. I have provided a copy of the information in this letter in easy English form as well.

Stay safe and we will be in touch.

Claire Robbs

Chief Executive and National Emergency Management Controller

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