



Last updated: 27/03/2020

Life Without Barriers National Immigration Support Service during COVID-19

Life Without Barriers remains totally committed to supporting people who receive our National Immigration Support Services during the COVID-19 (Coronavirus) pandemic. We understand how essential continuity of support is for people, particularly in the months ahead as we adjust to the impact the virus has on our lives.

We are adapting our services for refugees and asylum seekers to make sure we continue to provide the supports needed, while protecting every person's health and wellbeing. Staff are also actively practising good hygiene and following the Australian Government's recommendations around social distancing where possible.

As the Australian Government makes changes to social distancing measures and access to facilities, Life Without Barriers is making further service adjustments so that we can continue to provide support in a way that is agile.

This means that from **Friday, 27 March 2020, Life Without Barriers will:**

- Continue to provide National Immigration Support Services by connecting with clients using technology, such as phone calls and video calls, instead of face-to-face appointments
- Continue to conduct home visits if it is necessary and only if the client approves
- Continue to provide emergency and pharmaceutical support if necessary, assessed by the Case Coordinator

If people who receive National Immigration Support Services are facing financial hardship as a result of the COVID-19 pandemic, they are encouraged to speak with their Case Coordinator to discuss additional support options.

Got a question? Contact us!

For more information about our Life Without Barriers services during the COVID-19 pandemic, call the **Life Without Barriers National COVID-19 Response Call Centre on 1800 313 117.**

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

This information is for people who receive our National Immigration Support Services, their supporters and staff

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