



Last updated: 27/03/2020

Life Without Barriers Aged Care services during COVID-19

Life Without Barriers is absolutely committed to providing continuity of care to people who choose our Aged Care Services. To do this safely during the Coronavirus pandemic, we are adjusting our Aged Care services to make sure we can continue to provide the essential supports people need, while protecting everyone's health and wellbeing.

Staff providing Aged Care services are actively practising good hygiene and are abiding by the recommendations regarding social distancing where possible. Where we are providing personal care, we continue to adhere to hygiene guidelines, including the use of Personal Protective Equipment such as gloves. We have also increased hygiene practices to include cleaning surfaces and increased hand washing, in line with recommendations by the Department of Health. Life Without Barriers is continuing to adjust our services based on the latest decisions by the Federal Government.

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

- Continue to speak with people and families using aged care services to keep people updated about their services.
- Work to ensure a support worker is available, even if the persons' regular support worker is unwell
- Connect with people before our scheduled visit to make sure the support is still needed, confirm who is coming to provide support, and to ask if there are any additional needs.
- Provide support workers with protective equipment where required, such as gloves and disinfectant, to ensure that we are maintaining the highest level of hygiene in peoples' home. We are following relevant advice from the Australian Government Department of Health.

Life Without Barriers can also provide shopping support, since accessing supplies and supermarkets is more challenging for some people. Some supermarkets have introduced special shopping hours and grocery delivery for older people and people with disabilities. Our staff are ready to assist people we support to attend this shopping hour, arrange delivery, or visit the supermarket on their behalf.

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 Aged Care services, their families, supporters and staff

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