

A phone call is all it takes ...



... to support the most vulnerable during heatwaves

- Make phone calls to people at risk during heatwaves to check on their wellbeing.
- Contribute just four hours of your time at convenient call centre locations.
- Daytime, evening and weekend shifts available to suit you.

To get started as a Telecross REDi volunteer or to find out more contact (08) 8100 4663 or email SAVolunteer@redcross.org.au

Telecross REDi

What is Telecross REDi?

The Telecross REDi service supports people by regularly calling them during heatwaves and other extreme weather events. Telecross REDi will be activated by the South Australian Department for Families and Communities, when an extreme weather event is declared.

Why use Telecross REDi?

Telecross REDi assists vulnerable and isolated people to prepare for and cope with extreme weather events.

In January and February 2009, South Australia suffered a heatwave that claimed many lives and hospitalised many more. Since then Telecross REDi has provided assurance for clients, their families and carers who know that their loved ones are regularly contacted during extreme weather events.

How does Telecross REDi work?

Red Cross volunteers call pre-registered clients up to three times a day to check on their wellbeing. The volunteers remind clients of important measures to assist them through the extreme weather and discuss how they are coping.

If a call goes unanswered, an emergency procedure is activated to ensure the safety and wellbeing of the client.

Who can use the Telecross REDi service?

Anyone in the community who is at risk during extreme weather events and wants phone support during these periods is encouraged to register for the service.

In particular people who live alone, have a disability, are experiencing mental illness, are housebound, frail, aged, recovering from an illness or accident, or have an ongoing illness, such as diabetes or a heart condition. Carers of vulnerable people are also encouraged to register as they may be at risk during an extreme weather event.

Is there any cost for Telecross REDi?

Telecross REDi is free. Donations are welcome if you wish to make a contribution.

How can you become involved?

To register

Registrations can be made by phone or email, by you, a carer, social worker, doctor, family member or friend. Some people who receive services from Domiciliary Care or the Royal District Nursing Service may be assisted to register through these agencies.

**To register contact Red Cross on
1800 188 071 or
(08) 8100 4510 or
SAClientServices@redcross.org.au**

To volunteer

You can help people cope with extreme weather events as a Telecross REDi volunteer.

**To volunteer contact Red Cross on
(08) 8100 4663 or
SAVolunteer@redcross.org.au or
www.redcross.org.au**

'I was really worried about how long the weather was going to last. I waited for my call each morning and on the advice of Red Cross, changed some of my appointments so I wasn't out in the heat each day.' **Evelyn, 78 years**

'I had just come home from hospital and my husband had been unwell. It was great to have the support of Red Cross checking on us each morning and night. It made us feel secure.' **Joyce, 84 years**