

Telecross REDi

A free life-saving service during extreme weather events

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.

Telecross REDi provides security for clients and their families and carers, who are assured that their loved ones are contacted regularly 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 discuss how they are coping and remind them of important measures to assist them through the extreme weather event.

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 likely to need or want phone support during extreme weather events is encouraged to register for this service.

In particular people who live alone, have a disability, 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 also 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, by you, a carer, social worker, doctor, family member or friend. Some people who receive services from Domiciliary Care, Meals on Wheels and the Royal District Nursing Service can be assisted to register through their staff.

Red Cross is accepting registrations from 14 October 2009.

To volunteer

Contact Red Cross to find out more about becoming a Telecross REDi volunteer.

To contact Telecross REDi

1800 188 071

or (08) 8100 4697 (10 am – 5 pm)

or SAClientServices@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**