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Telecross Free Calls Ensure Elderly Are Safe

Dr Mike Nahan, the Member for Riverton said the recent tragic event where an elderly lady passed away in her suburban home without anyone noticing had highlighted the benefits of the Australian Red Cross Telecross phone service.

"The Australian Red Cross has always been known for its compassion and concern for the community. Its free Telecross phone contact service helps to ease the sense of isolation that many people experience within our community," said Dr Nahan.

"Telecross allows members of the community who live alone or who are at risk of sudden health deterioration to register to have a contact telephone call each day to ensure that they are OK."

"The program, which is staffed by volunteers, provides a vital link to the outside world and enables frail, aged or disabled people to continue to live independently in the comfort and security of their own homes."

Dr Nahan said if a daily Telecross phone call is not answered by a resident, a second call is made. If there is still no response, a staff member initiates an emergency procedure and arranges for someone to visit the person's home to check on their wellbeing.

"The program has been running in WA since 1985 and nearly 500 people across the State receive these reassuring phone calls at the same time each day. It provides the recipients and their families with the peace of mind to know that they are safe," said Dr Nahan.

"The service also operates on a temporary basis, such as when a carer is away or during a period of rehabilitation."

"There are currently around 500 volunteers making these important contact calls between 7.30am and 9am each day but more volunteers are always needed."

"I encourage anyone who would benefit from a daily contact phone call or who would like to become a Telecross volunteer to phone Telecross on 9225 8888."

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