



12 July 2011

## **Telecross Service Helps To Limit People's Isolation**

Dr Mike Nahan, the Member for Riverton said the recent tragic situation where a person passed away in a Homeswest unit in Perth without anyone noticing for two years had highlighted the need for people living alone to tap in to the benefits of the daily Telecross phone service provided for free by the Australian Red Cross.

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

"Each day, Telecross volunteers provide a vital link to the outside world through their daily telephone call and enable frail, aged or disabled people to continue to live independently in the comfort and security of their own homes."

Dr Nahan said if a 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 more than 515 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 and well," 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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