

HOW WE HELP

Telecross

A free reassuring daily phone call for people living alone

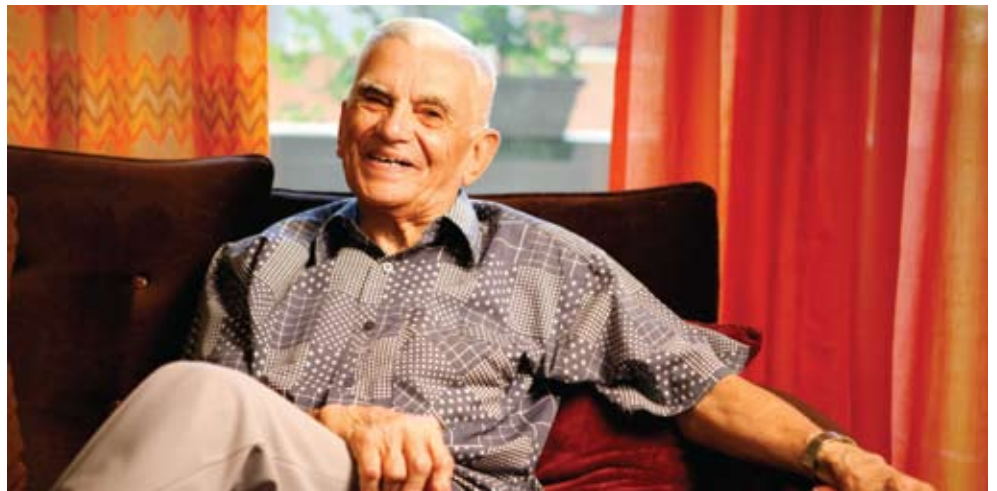


Photo: Helen White

Helping people to remain independent in their own homes

About Telecross

With more older people living on their own, Red Cross is helping older Australians remain connected with their community and live independently in their own homes.

Telecross is a community program which provides a free reassuring daily phone call to people living alone to confirm they are safe and well. The service runs 365 days a year throughout Australia and has been successfully operating for over 20 years.

Every day thousands of people who live alone are contacted by trained Red Cross volunteers.

Although it is mostly older people who use our Telecross service, people with disabilities or younger clients who are medically dependent may also be eligible. Telecross may also be arranged for people who need temporary assistance during a period of rehabilitation or when a primary carer is absent.

Receiving a free daily phone call

If you do not have access to a landline phone we can help you gain access via a service provider free of charge. If you would like to receive a daily phone call, it's just a matter of going through the following easy steps:

1 – Make an enquiry

- by calling your nearest Red Cross office or
- emailing nswtelecross@redcross.org.au

2 – Arrange a home visit and assessment

Red Cross will contact you to:

- arrange a time to visit you at home
- gather information to complete your application and
- provide information about the service and how the program operates.

Red Cross will then assess your application to see if you are eligible.

3 – Start receiving your daily calls

After your application is approved you will start receiving your morning calls from a Red Cross volunteer.

HOW WE HELP

**Over
one million
calls were
made by 4,500
volunteers
last year**

Becoming a volunteer

Becoming a volunteer is very rewarding. It helps broaden your skills and helps others in your community. Full training and ongoing support is provided.

Telecross volunteers are currently rostered on a monthly basis to make one or two brief phone calls to clients between 8am and 9am each morning from the convenience of their own home or office.

We have a number of volunteers from businesses who also make daily phone calls to people at home.

For further information on becoming a Telecross volunteer, please send us an email or contact your nearest Red Cross office.



Photo: Helen White

Contact information

Email: nswtelecross@redcross.org.au

Sydney

Red Cross House
159 Clarence Street
SYDNEY NSW 2000
Tel: 02 9229 4222 or
02 9299 6777

Central Coast

Chapman House
Henry Wheeler Place
GOSFORD NSW 2250
Tel: 02 4324 3411

Murray Riverina

Cnr. Olive &
Guinea Streets
ALBURY NSW 2640
Freecall: 1800 422 717
Tel: 02 6041 2190

Southern

6 Foley Street
GWYNNEVILLE
NSW 2500
Freecall: 1800 621 433
Tel: 02 4227 3433

Greater Western Sydney

Level 1, Suite 105
30 Cowper St,
PARRAMATTA NSW 2150
Freecall: 1800 352 220
Tel: 02 9229 4272

Hunter

Level 2, 165 Lambton Road
BROADMEADOW
NSW 2292
Freecall: 1800 660 066
Tel: 02 4941 3217

Northern

130 Keen Street
LISMORE NSW 2480
Freecall: 1800 150 058
Tel: 02 6622 0788
or 02 6622 3244

Western

85 Wingewarra Street
DUBBO NSW 2830
Freecall: 1800 088 586
Tel: 02 6884 7057

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