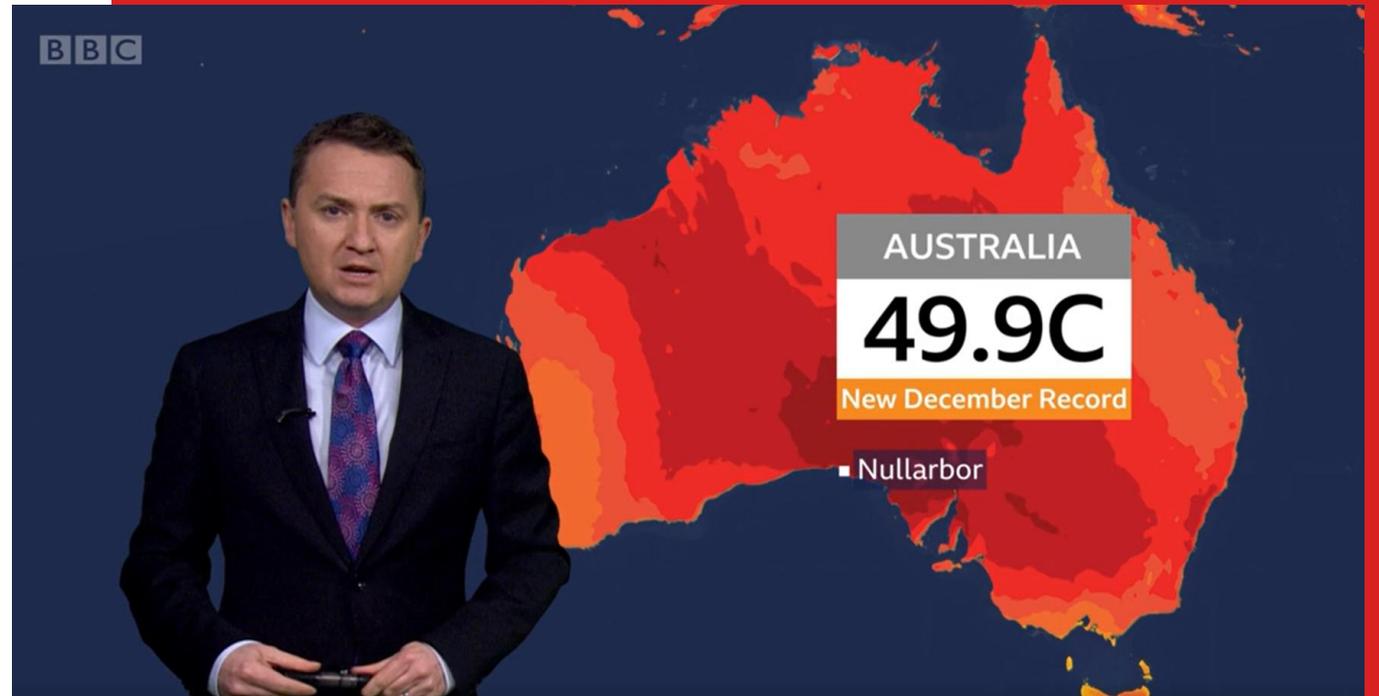


# Telecross REDi Heatwave Service

# Telecross REDI Program Origin

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- In January and February 2009, temperatures in South Australia widely reached their highest levels since at least 1939.
- The 13 day heat wave was related to a 9.5% increase in mortality in South Australia.





# The Telecross REDi Program Outcomes

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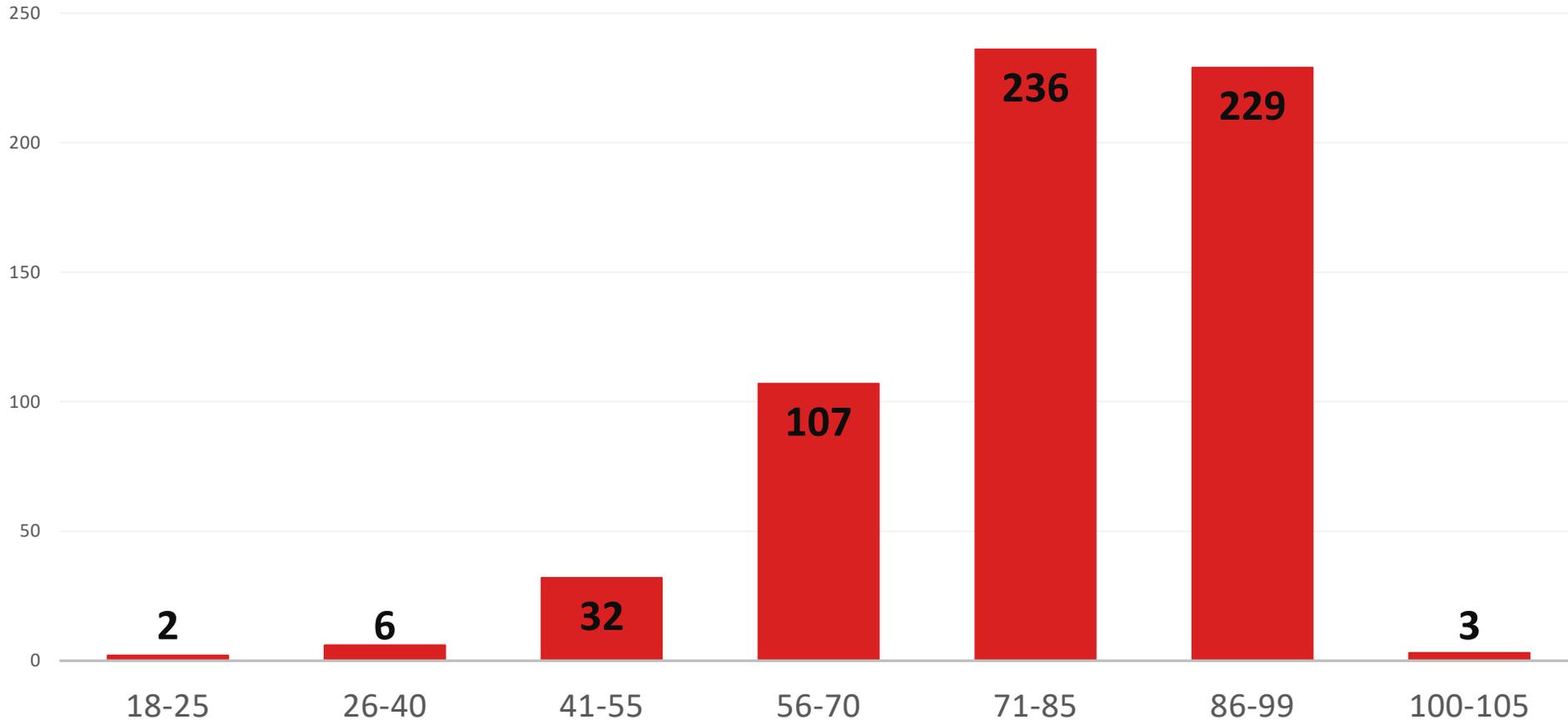
- Support those who are most vulnerable and do not have good support networks within their community.
- Reduce the morbidity and mortality rates during emergency events.
- Reduce the number of hospitalisations and ease strain on healthcare systems.
- Support clients in the lead up to summer to prepare for extreme heat events.



## Eligibility?

- Living alone
- Socially isolated
  - Vulnerable
- Health concerns

# Age Distribution of Telecross REDi Clients Summer 2020/21



# Activation Process



# Activations Summer 2020/2021



3 activations

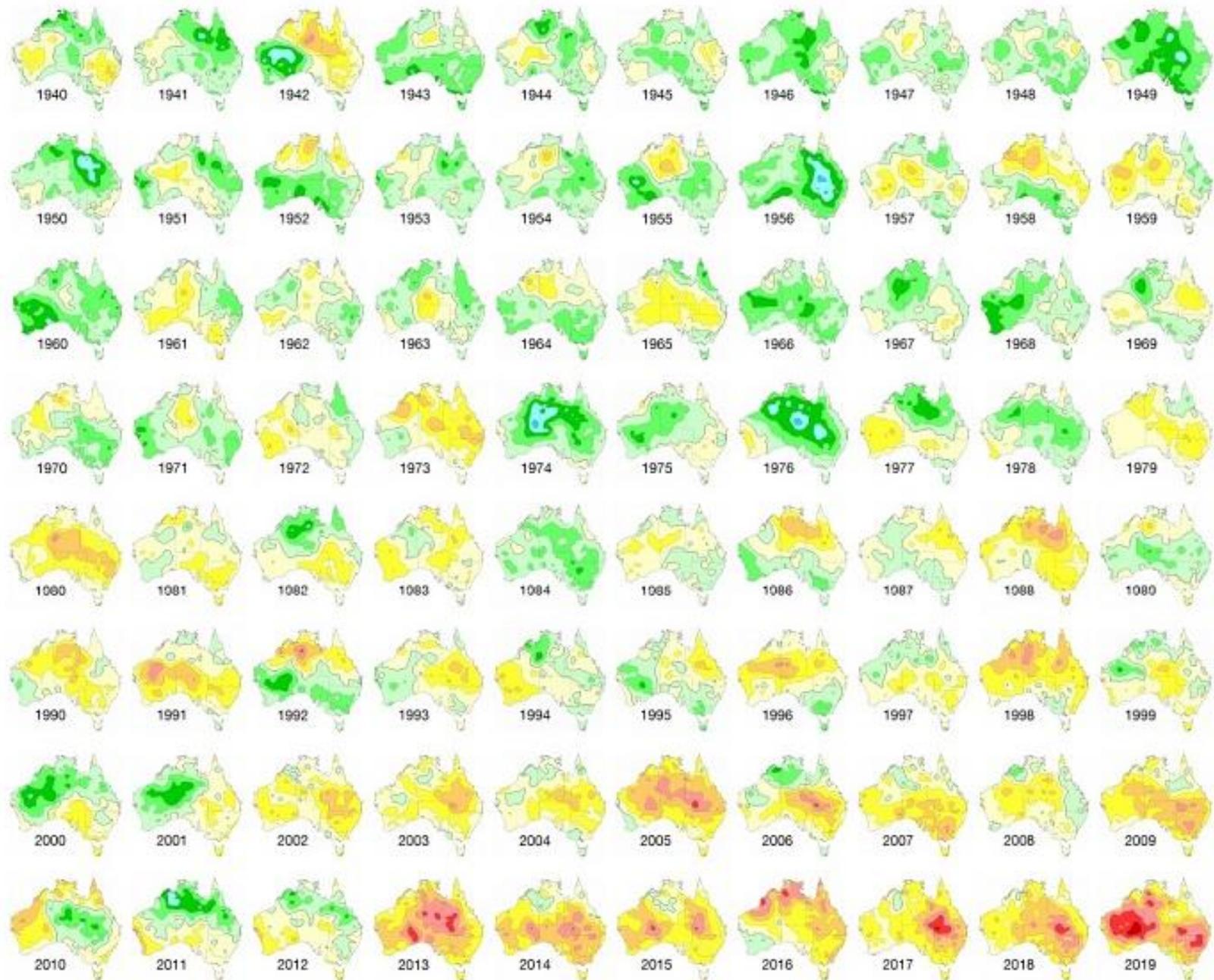


2,493 calls made

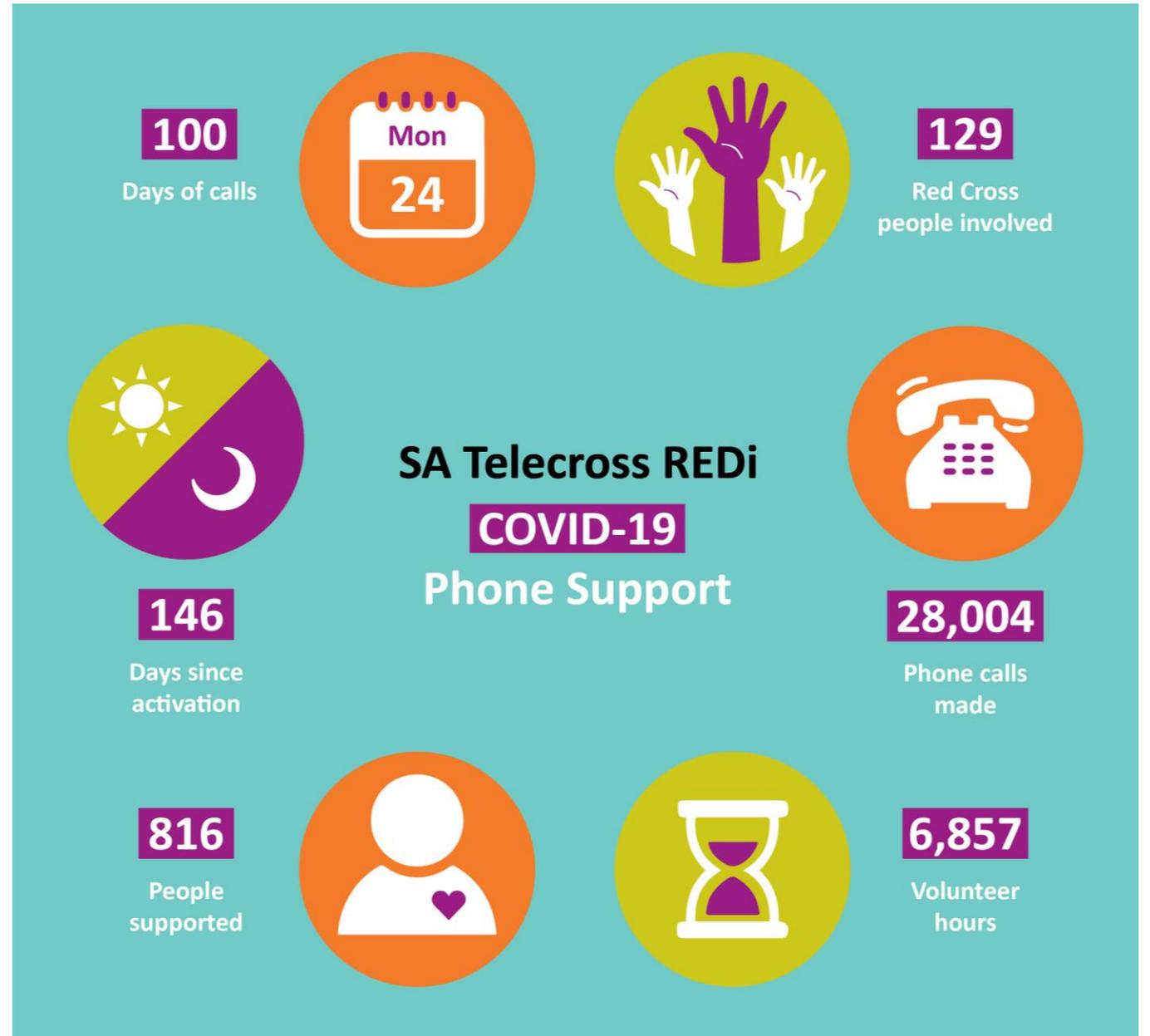
413 Escalations to  
Emergency Contacts



32 Police or Ambulance  
Welfare Checks



# Adaption of program model for all disasters



# Moving forward



**For more information contact**

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