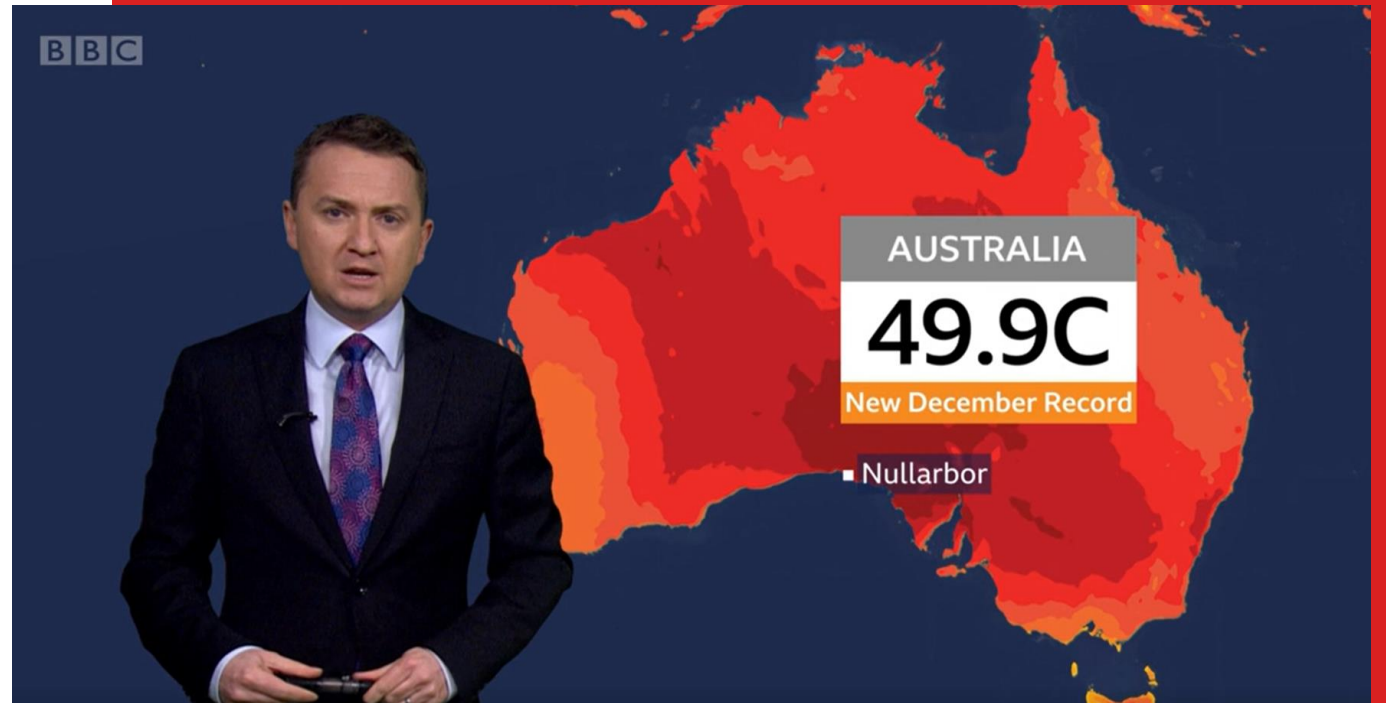


Telecross REDi Heatwave Service

Telecross REdi Program Origin

- 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

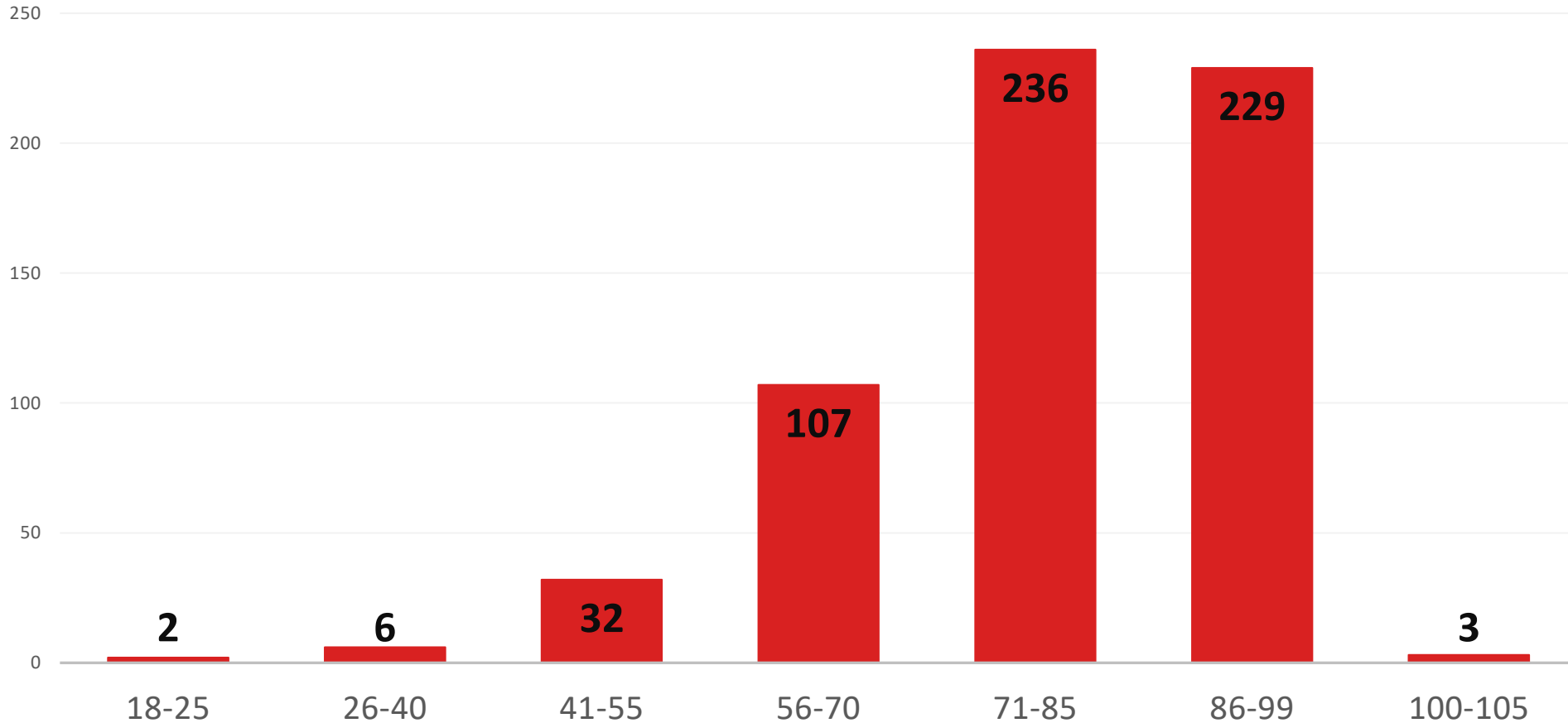
- Support those who are most vulnerable and do not have good support networks within their community.
- Reduce the morbidity and mortality rates during emergency events.
- Reduce the number of hospitalisations and ease strain on healthcare systems.
- Support clients in the lead up to summer to prepare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



Eligibility?

- Living alone
- Socially isolated
 - Vulnerable
- Health concerns

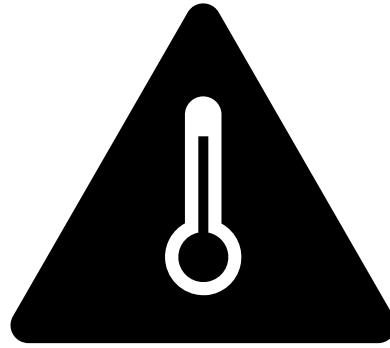
Age Distribution of Telecross REDi Clients Summer 2020/21



Activation Process



Activations Summer 2020/2021

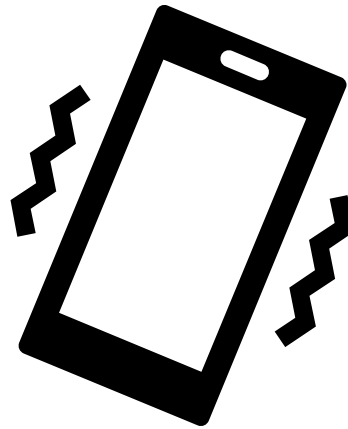


3 activations

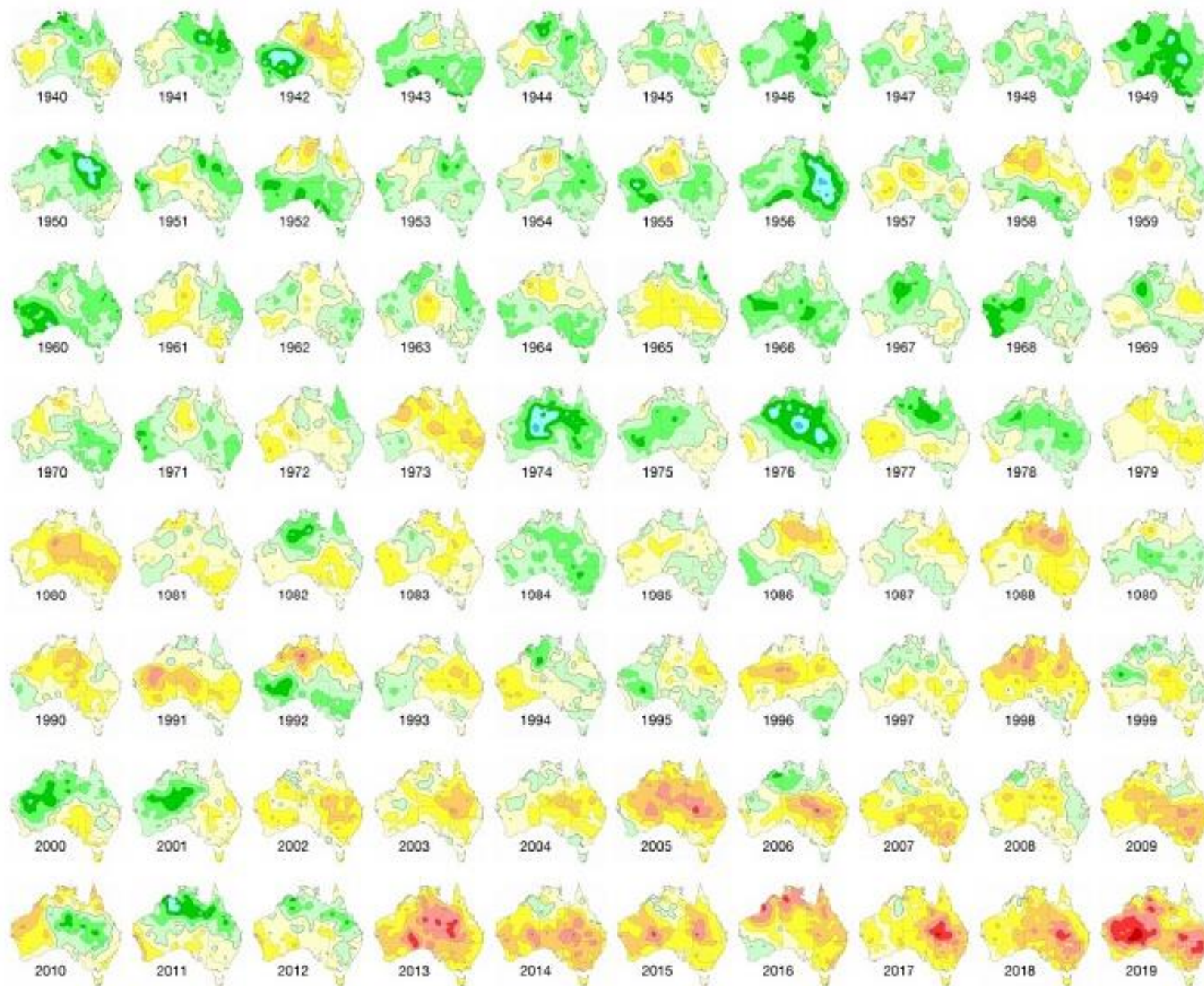


2,493 calls made

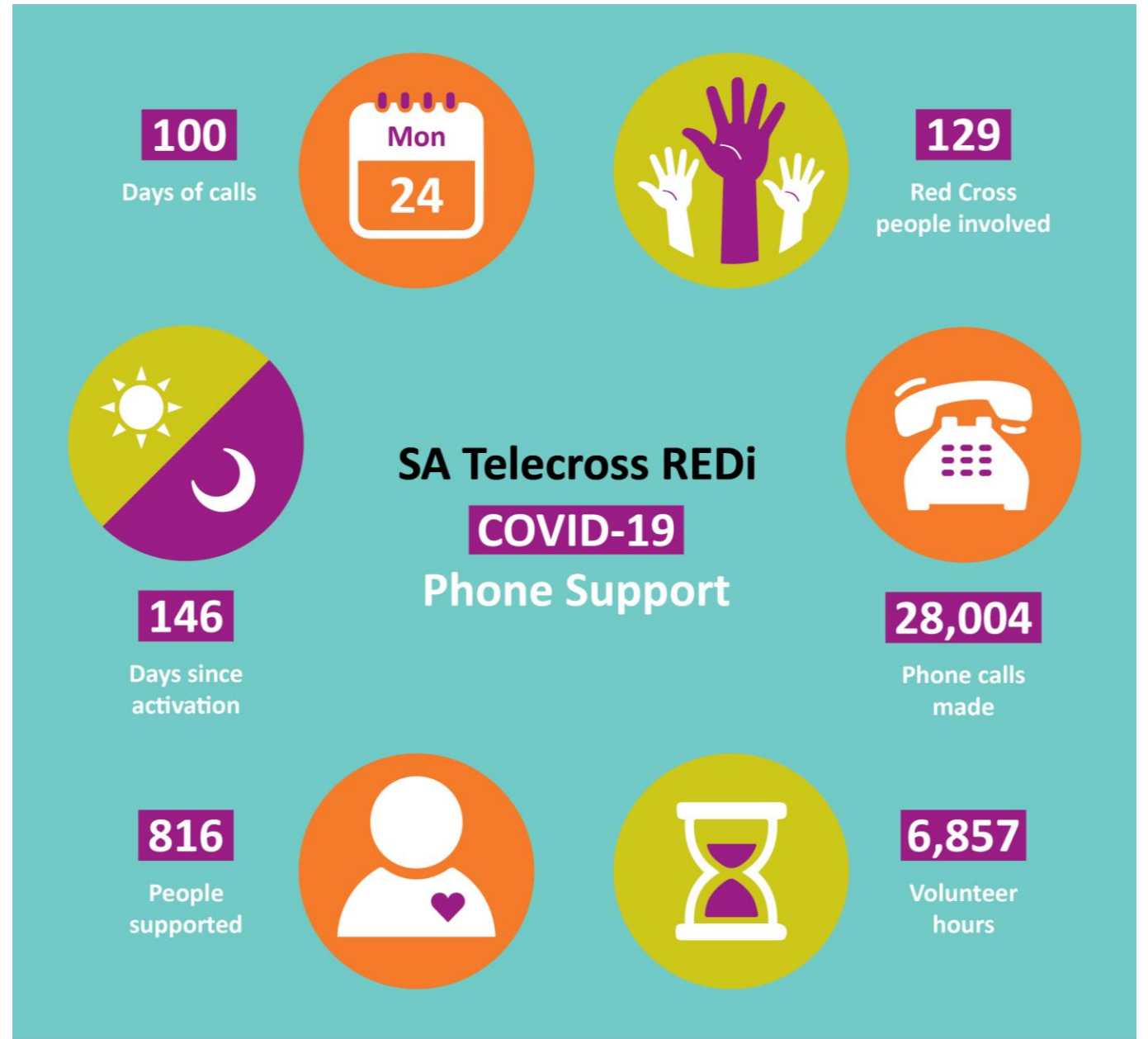
413 Escalations to
Emergency Contacts



32 Police or Ambulance
Welfare Checks



Adaption of program model for all disasters



Moving forward



For more information contact

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