

Keeping people connected



For older tenants living alone, Housing NSW and the Australian Red Cross provide a reassuring service which has the potential to save lives.

Through Tenant Connect, Red Cross volunteers make a daily phone call to older tenants who may not have regular contact with friends or family, to check on their safety and wellbeing.

Currently more than 950 older tenants receive this free service. Since its launch in 2008, there have been 28

instances where the service found that a client required emergency assistance.

Participating tenants receive a daily phone call from a Red Cross volunteer at an agreed time, keeping in touch and ensuring the wellbeing of older tenants.

Maureen, who is 82 years old, relishes regular contact with the volunteers.

"I don't know what I'd do without them," she said.

"One morning I had a fall and hurt myself. No one in the building could hear me calling for help. Not long after,

a Red Cross volunteer called and rang an ambulance to come and assist me.

"I hate to think what would've happened if they didn't call. I'm so thankful for their help."

Tenants aged 70 and over or Aboriginal tenants aged 45 and over who live alone in public, community or Aboriginal housing can register with the Red Cross on 1800 827 677 to receive this free service.