

Telephone Linkage

Aim

The aim of this service is to provide a supportive service to older people through telephone linkage in their own homes, to enable them to maintain independence by reducing social isolation and social exclusion. CCA aims to provide a service for people who live alone, are elderly, disabled or suffering from illness.

Service Description

- CCA offers Telephone Linkage for isolated people who prefer a telephone call rather than face-to-face visits by a volunteer.
- Social Contact for those who do not wish to attend groups/clubs
- Be a link to the outside world
- Regular social contact
- Weekly/Fortnightly phone calls to have a friendly chat with people who live alone and are disabled, isolated, frail or medically at risk
- The CCA coordinator will make an appointment to visit the prospective client to assess their eligibility for the service and to explain how the telephone Linkage program works.
- If there is no answer, the volunteer will call again after 10minutes this is repeated if not successful. If there is no answer after 2 attempts the volunteer caller will contact the co-coordinator on 9858-322 who will visit the client to check on the persons health and well being.

How can you access the Service?

This is a free service and available across all backgrounds. The volunteer co-coordinator at CCA runs this service and places will be allocated and prioritized according to the needs of the individual. Your self, a relative or a professional can make referrals.



Marie Wilkie
Volunteer Visiting Coordinator
12 Lakeside Rd Eastwood 2122
Phone: (02)9858 3222
Fax: (02)9858 4286

