

## What is EDV's Telehealth Counselling Service?

EDV's Telehealth Counselling is a free phone and web based service available to Victorians who are concerned they may be experiencing, or are currently diagnosed with, an eating disorder. The service also extends to carers and support people. Often, EDV's Telehealth Counselling service helps Victorians who are just beginning their help seeking journey, on a waitlist for treatment, looking to re-engage with support or struggling to access other options in the public or private health system.

## What can I expect from EDV's Telehealth Nurse Service?

You can expect to receive safe, non-judgemental support from a qualified mental health counsellor. The call can be via telephone or on Zoom and each session will last up to 30 minutes. Clients are able to access up to five sessions with a Counsellor. The Telehealth Counsellor will get to know you and your needs and will provide support and information tailored to your unique situation. Telehealth Counselling at EDV is not a substitute for clinical eating disorder treatment, but we can help connect you with clinical services if this is something you want to explore.

### Eligibility

No referral is required to access this free service. Callers can be:

- Experiencing an eating disorder (16 years+)
- Caring for or supporting someone experiencing an eating disorder (parent, partner, sibling, friend etc.)

## Other requirements

EDV's telehealth team may ask for your consent for information to be shared between EDV and other health professionals that you are connected to (GP, Psychologist, Psychiatrist, Dietitian) which will be done with your knowledge. Participation in research may be offered and feedback is welcomed.

**If you are under 16 years of age:** We are happy to receive phone calls and enquiries for appointments from people under the age of 16. However, we do require that you have an adult join you for your phone calls. This can be a family member, friend, clinician, school teacher/mental health worker, youth worker or a support person of your choosing. We do this to ensure that all conversations are clear and transparent and that you have someone to support you with both information and plans.

**For all callers under the age of 18:** If the EDV worker you are speaking to is seriously worried about your safety or the safety of someone else they must, by law, try to keep everyone safe. This means they might have to share their concerns with someone else. Please talk to us about confidentiality to ensure you understand how this works.

## Make an appointment

EDV's Telehealth Nurse is available over phone, video and email.

You can make an appointment with the Telehealth Nurse by booking online at [www.eatingdisorders.org.au/findsupport/telehealth-nurse/](http://www.eatingdisorders.org.au/findsupport/telehealth-nurse/)

More information can also be accessed through speaking to the EDV Hub on 1300 550 236.