



# Support available at Eating Disorders Victoria (EDV)

A quick guide for referring Victorian consumers, carers and professionals to services available at EDV.

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# Overview

**Eating Disorders Victoria (EDV)** is the leading community-based organisation helping Victorians understand and recover from eating disorders.

This document provides an overview of services available at EDV to Victorian consumers, carers, professionals and the general community. All support services at EDV are available at no-cost, unless otherwise specified.



## Help-Seeking and Psychosocial Support

Service	Service Information & Eligibility Criteria
<p><b>EDV Hub</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p>State-wide helpline service that offers:</p> <ul style="list-style-type: none"> <li>• Eating disorder information, navigation, and peer support</li> <li>• Advice on public and private treatment options in Victoria</li> <li>• Warm links to EDV services</li> </ul> <p>The Hub operates Monday – Friday from 9.30AM – 4:30PM. Contact the Hub via:</p> <ul style="list-style-type: none"> <li>• Phone 1300 550 236</li> <li>• <a href="#">Webform</a></li> <li>• Email <a href="mailto:hub@eatingdisorders.org.au">hub@eatingdisorders.org.au</a></li> </ul> <p>The EDV Hub is not a crisis service. Visit: <a href="https://www.eatingdisorders.org.au/find-support/eating-disorder-helpline/">https://www.eatingdisorders.org.au/find-support/eating-disorder-helpline/</a></p>
<p><b>EDV Telehealth Nurse</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p>State-wide telehealth nurse service that functions to:</p> <ul style="list-style-type: none"> <li>• Understand individual history, needs, and treatment goals</li> <li>• Locate specialised eating disorder health professionals relevant to location and plan next steps of action</li> <li>• Provide useful information and educational resources</li> <li>• Support/consultation with professionals such as GPs, school nurses etc.</li> </ul> <p>Bookings made online. Visit <a href="https://www.eatingdisorders.org.au/find-support/telehealth-nurse/">https://www.eatingdisorders.org.au/find-support/telehealth-nurse/</a></p>
<p><b>EDV Telehealth Counselling Service</b>  Consumers: ✓  Carers: ✓  Professionals: X</p>	<p>State-wide telehealth service offering short form counselling.</p> <p>Suitable for those who are:</p> <ul style="list-style-type: none"> <li>• Early help seeking</li> <li>• On a waitlist for treatment</li> <li>• Looking to re-engage with support or are in relapse</li> <li>• Struggling to access other options in the public or private health system</li> <li>• A carer or support person who wants to talk about their own wellbeing, coping strategies and ways to support their loved one</li> </ul> <p>Bookings made online. Visit <a href="https://www.eatingdisorders.org.au/find-support/eating-disorder-wellbeing-support-program/">https://www.eatingdisorders.org.au/find-support/eating-disorder-wellbeing-support-program/</a></p>

<p><b>EDV Online Support Groups</b>  Consumers: ✓  Carers: X  Professionals: X</p>	<p>An opportunity to draw upon the support, experience and skills of others facing similar issues in their eating disorder recovery.  Facilitated by those with eating disorder lived experience.</p> <p>Support groups available:</p> <ul style="list-style-type: none"> <li>• <b>REACH</b> – for people experiencing restrictive and compensatory behaviours</li> <li>• <b>BEYOND</b> – for people experiencing binge eating and compensatory behaviours</li> <li>• <b>COSMO</b> – for people experiencing an eating disorder and having difficulties with other health conditions such as (but not limited to) alcohol or drug use, chronic pain, fibromyalgia, autism.</li> <li>• <b>BLOOM</b> – for people in the LGBTIQ+ community experiencing eating disorders</li> <li>• <b>VIVA</b>- for people with any eating disorder who identify as being in a larger body.</li> <li>• <b>SE-ED</b>- for people with long-term eating disorders, also known as severe and enduring eating disorders (SE-ED). Any diagnosis welcome.</li> </ul> <p>Bookings made online. Visit: <a href="https://www.eatingdisorders.org.au/find-support/eating-disorder-support-groups/">https://www.eatingdisorders.org.au/find-support/eating-disorder-support-groups/</a></p>
<p><b>EDV SE-ED Program</b>  Consumers: ✓  Carers: ✓  Professionals: X</p>	<p>12-week intensive program for those with severe and enduring eating disorders (usually 10+ years and treatment attempts have thus far been unsuccessful).</p> <p>The program includes:</p> <ul style="list-style-type: none"> <li>• One-on-one sessions;</li> <li>• Group work sessions;</li> <li>• Fortnightly SE-ED carers and significant others group.</li> </ul> <p>Rather than focus on weight or recovery-focused treatment, which demonstrate low engagement for those with SE-ED, the program offers a more holistic approach – taking into consideration well-being, social functioning, connection and belonging, and quality of life.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/edv-se-ed-program/">https://www.eatingdisorders.org.au/find-support/edv-se-ed-program/</a></p>

<p><b>EDV Peer Mentoring Program</b>  Consumers: ✓  Carers: X  Professionals: X</p>	<p>6-month, one-on-one mentoring with an EDV Peer Mentor who has recovered from an eating disorder.</p> <p>Participants and Mentors meet on a fortnightly basis for 13 sessions. The mentor supports the participant by working together to develop a recovery focused Mentoring Journal and undertaking activities to achieve identified goals. Common goals include engaging with community life and developing self-care. -</p> <p>The program aims to provide complimentary support alongside clinical treatment to help individuals sustain better recovery outcomes. Participants must have a GP and mental health clinician on their treatment team.</p> <p>Visit <a href="https://www.eatingdisorders.org.au/find-support/peer-mentoring-program/">https://www.eatingdisorders.org.au/find-support/peer-mentoring-program/</a></p>
<p><b>EDV Carer Coaching Program</b>  Consumers: X  Carers: ✓  Professionals: X</p>	<p>8-week online program designed to get families off to a good start in supporting their young person's recovery from a newly diagnosed restrictive eating disorder.</p> <p>Consisting of:</p> <ul style="list-style-type: none"> <li>• 60-minute coaching session per week with a Carer Coach who has lived experience of supporting a loved one to recovery</li> <li>• Psychoeducational resources</li> </ul> <p>The person with an eating disorder must be on a waitlist to access formal treatment and under the care of a GP or paediatrician.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/edv-carer-coaching-program/">https://www.eatingdisorders.org.au/find-support/edv-carer-coaching-program/</a></p>
<p><b>EDV Carer Courses</b>  Consumers: X  Carers: ✓  Professionals: X</p>	<p>Online courses for carers (parents, grandparents, partners and other loved ones in caring roles) providing a structured space for practical skill-building amongst peers.</p> <p>EDVs offers two options for carers/support people:</p> <ul style="list-style-type: none"> <li>• <b>UPSKILL:</b> suitable for families and carers who are currently utilising a family-led refeeding (or FBT/Maudsley) approach for their child and need skills and support to manage this process. This course aims to upskill carers with practical tools to best support the person they care for. 6-week duration.</li> <li>• <b>RENEW:</b> suitable for families/carers who are not currently participating in family-led refeeding and who's loved one has been unwell for an extended period and may be experiencing other challenges to their recovery. 4-week duration.</li> </ul> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/edv-carer-courses/">https://www.eatingdisorders.org.au/find-support/edv-carer-courses/</a></p>

## Wider Community-Based Resources

Service	Service information & Eligibility Criteria
<p><b>EDVs eLearning Platform</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p><i>'LearnED'</i>, a central place to access micro-learning modules about eating disorders. Courses are suitable for those in recovery, carers/support people and professionals.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/edvs-e-learning-platform/">https://www.eatingdisorders.org.au/find-support/edvs-e-learning-platform/</a></p>
<p><b>EDV Newsletters</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p>Monthly psycho-educational newsletters for consumers and carers. Content is driven by the lived experience and professional expertise of the EDV team.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/get-involved/subscribe/">https://www.eatingdisorders.org.au/get-involved/subscribe/</a></p>
<p><b>EDV Podcast</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p><i>'Candid Conversations'</i>: Talking candidly about eating disorders, answering the tricky questions our community really want to know, and sharing practical strategies to help listeners ride the waves of recovery.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/edv-podcast/">https://www.eatingdisorders.org.au/find-support/edv-podcast/</a></p>
<p><b>EDV Recovered Speakers and Stories</b>  Consumers : ✓  Carers: ✓  Professionals: ✓</p>	<p>Trained EDV recovered Ambassadors share their story in-person and online to educate and inspire hope around recovery.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/engage-a-lived-experience-ambassador/">https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/engage-a-lived-experience-ambassador/</a></p> <p>Stories of Recovery are also available to read on the EDV website.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/find-support/stories-of-recovery/">https://www.eatingdisorders.org.au/find-support/stories-of-recovery/</a></p>

## Workforce Development and System Linkages

Service	Service information & Eligibility Criteria
<p><b>EDV Education for Professionals</b>  Consumers: X  Carers: X  Professionals: ✓</p>	<p>Online and in-person training options focused on awareness, early identification and early intervention. Trainings are suitable for those who are looking to up-skill in general eating disorder knowledge and helping skills, including school wellbeing staff, teachers, fitness and sporting professionals, youth workers, and community health workers.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/eating-disorder-training/">https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/eating-disorder-training/</a></p>
<p><b>Body Project Australia</b>  Consumers: ✓  Carers: X  Professionals: ✓</p>	<p>Accredited training and delivery of the evidence-based Body Project Collaborative Program. Suitable for professionals working with young people aged 14-18.</p> <p>Visit: <a href="https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/body-project-australia/">https://www.eatingdisorders.org.au/early-intervention-identification-for-professionals/body-project-australia/</a></p>
<p><b>Consultation and Co-Design</b>  Consumers: ✓  Carers: ✓  Professionals: ✓</p>	<p>Individuals with consumer/carer lived experience of eating disorders available for consultation and co-design opportunities. Payment for consumers/carers must be provided by the requesting party for this service.</p>

## Matrix of Support Services at EDV

Help seeking and psychosocial support								
Service	Consumers	Carers	18+	16+	Email	Phone	Video	Face to Face
EDV Hub	x	x	x	x	x	x		
EDV Telehealth Nurse	x	x	x	X (with adult)	x	x	x	
EDV Telehealth Counselling	x	x	x	X (with adult)	x	x	x	
EDV Peer Mentoring Program	x		x				x	x
EDV SE-ED Program	x	x	x		x	x	x	x
EDV Online Support Groups	x		x				x	
EDV Carer Coaching Program		x	x		x	x	x	
EDV Carer Skills-based Online Courses		x	x				x	
EDV Mental Health Clinic (private)	x	x	x	x			x	x
EDV Dietetics Clinic (private)	x	x	x	x			x	x



Wider Community-Based Resources								
Service	Consumers	Carers	18+	16+	Email	Phone	Video	Face to face
EDV eLearning Platform 'LearnED'	X	X	X	X			X	
EDV newsletters, podcast	X	X	X	X				
EDV Recovered Speakers (Stories of Recovery)	X	X	X	X			X	X
Workforce Development and System Linkages								
Service	Consumers	Carers	18+	16+	Email	Phone	Video	Face to face
EDV Education for Professionals			X			X	X	X
Body Project Australia			X				X	X
Co-design and consultation	X	X	X			X	X	X

## Contact EDV

For further information about any EDV service or program, please visit [www.eatingdisorders.org.au](http://www.eatingdisorders.org.au).

To speak to a member of the EDV team, please phone **(03) 9994 0354** and follow the prompts for Reception or the EDV Hub. You can also email **hub@eatingdisorders.org.au** for service enquiries OR **reception@eatingdisorders.org.au** for business enquiries.

EDV is located at Level 2 of the Magpies Community Centre, 16 Lulie St Abbotsford, VIC 3067.

Please contact us if you would like to visit in-person