

Online safety protocol

Meridian's mental health and wellbeing services use the **COVIU platform** for telehealth appointments.

Before your first telehealth appointment, you must review and agree to this Online safety protocol. You must let us know whenever your relevant information changes.

Your physical location

Similar to a face-to-face session, your telehealth sessions should be safe and confidential. Please arrange a quiet, private space to join from.

Public spaces (such as a cafe or park) are usually not suitable for a telehealth session. Please discuss any accessibility needs, questions or concerns with your clinician.

Please let your clinician know if you plan to join from a location outside the ACT.

Distress

If you experience distress and are still connected via COVIU or mobile, your clinician will:

- talk with you about how to keep you safe
- develop a safety plan with you, which may include connecting you with supportive family and friends or with crisis services
- contact Access Mental Health (as we would in a face-to-face session).

Reconnection

If there are safety concerns and your connection drops, your clinician will:

1. attempt to reconnect through the original COVIU session for up to 5 minutes
2. if unsuccessful, call you from either 0412 882 855 or 0455 063 828
3. if we can't reach you, call the emergency contact you provided at intake
4. contact the mental health crisis team (if required).

Contacting us

Phone: [\(02\) 6257 0372](tel:(02)62570372) or [0412 882 855](tel:0412882855)

Email: wellbeingservices@meridianact.org.au

Emergency/crisis contacts

Please note: Meridian is not a crisis service. In an emergency, always call **000**.

If you, or someone you know is in crisis, contact:

- **Access Mental Health ACT:** open 24/7 | [1800 629 354](tel:1800629354) or [\(02\) 6205 1065](tel:(02)62051065)
- **QLife:** open 3–9pm every day | [1800 184 527](tel:1800184527) | qlife.org.au
- **Lifeline:** open 24/7 | [13 11 14](tel:131114) | lifeline.org.au
- **Domestic Violence Crisis Service:** open 24/7 | [\(02\) 6280 0900](tel:(02)62800900) | dvcs.org.au

For those aged under 25:

- **Kids Helpline:** 24/7 | [1800 551 800](tel:1800551800) | kidshelpline.com.au
- **Eheadsace:** [1800 650 890](tel:1800650890) | eheadsace.org.au