Communication & contact: client information

Enquiries, response times, messages, boundaries and urgent help.

How to get in touch

For general enquiries, referrals, appointments and documents, email info@aberiuspsychology.com, call or SMS 0432 374 995, or write to PO Box 393, Deeragun QLD 4818. Calls may be missed during consultations or travel.

When to expect a reply

The practice aims to respond to routine enquiries within two business days when operating normally. This is a target, not a guaranteed response time. Messages outside business hours are generally addressed when correspondence is next reviewed. Appointment reminders are a courtesy, not a guarantee.

Appropriate use of messaging

Email, SMS, voicemail and website enquiries are for general administrative matters, not therapy, crisis assessment or urgent treatment. Avoid sending extensive clinical details or sensitive documents by ordinary email or the website form; ask for a more suitable secure method when needed.

Confidentiality and third-party requests

The practice may need to verify identity and authority before releasing any information, including confirmation of attendance. Funders, employers, recruiting agencies, courts or corrections bodies are not automatically entitled to therapy records. Attendance letters, clinical reports and compulsory legal requests are handled separately and within applicable law.

Social media and boundaries

Public Facebook and Instagram pages are for general information, not confidential clinical enquiries or support. Direct messages may not be monitored. Personal social accounts are not ordinarily used for client contact.

Urgent support

This is not an on-call service. If someone is in immediate danger, call 000 or attend an emergency department. For urgent Queensland mental health support, 1300 MH CALL is 1300 642 255. Lifeline is 13 11 14.

Client information summary based on Aberius Psychology policy version 1.0 (effective 30 October 2026). This summary does not replace your consent discussion or the practice’s full policy. To request the full policy, email info@aberiuspsychology.com.