Telehealth: client information

Video and telephone consultations, privacy, preparation and safety.

What telehealth involves

Telehealth appointments are psychological consultations delivered by secure real-time video, or by telephone where clinically suitable and permitted by the relevant funding rules. Telehealth is held to the same professional standards as in-person care.

Suitability and choice

Suitability is reviewed individually. A face-to-face appointment or referral to another service may be recommended where telehealth is unsuitable or unsafe. You can discuss alternatives or withdraw consent to telehealth; an in-person alternative may not always be available.

Preparing for your session

Use a private, quiet place, a charged device and a stable connection. Do not join while driving or operating machinery. At the start of your consultation, the psychologist will confirm your identity, a callback number, your physical location and whether anyone else is present.

Privacy, recording and technical interruptions

Sessions are not routinely recorded or transcribed. Please do not record, screenshot or share session content without prior express agreement and subject to applicable law. If technology fails, the practice may try to reconnect or use a clinically suitable telephone fallback; technical failure does not automatically count as non-attendance.

Fees, rebates and hardship

The standard private psychology appointment fee is $180 unless another fee is agreed. Medicare rebates require an eligible referral, applicable item and other conditions. A discretionary telehealth financial-hardship concession may allow an eligible Medicare client to pay a $20 out-of-pocket gap after their rebate. The $20 is not the total fee, and the arrangement does not automatically apply without a Medicare rebate.

Emergencies and contacts

Telehealth is not an emergency service. For immediate danger call 000 or attend the nearest emergency department. Lifeline: 13 11 14. Queensland 1300 MH CALL: 1300 642 255. Messages and bookings are not continuously monitored.

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.