



RealTalk Psychology

Client Consent Form for Group Programs

'Free From My Inner Critic' Group

Current as of 22 October 2026

Purpose of collecting and holding information

As part of providing psychological assessment and treatment services to you, RealTalk Psychology needs to collect and record personal information from you, such as your name, contact information, and certain health information relevant to providing a group psychological service to you. Your personal information is retained in order to document what happens during sessions, and enables the psychologist to provide a relevant and informed psychological service to you, and to meet the requirements of funding bodies (such as Medicare and private health insurers).

The psychological services provided by RealTalk Psychology are bound by the legal requirements of the Australian Privacy Principles set out in the Privacy Act 1988 (Cth).

Disclosure of personal information (limits to confidentiality)

Clients' personal information will not be disclosed to third parties, unless the client consents or such disclosure is otherwise required by law or in situations where the below limits to confidentiality apply. Clients' personal information will not be used, sold, rented or disclosed for any other purpose.

Personal information collected by RealTalk Psychology may be disclosed to third parties when:

1. it is subpoenaed by a court; or
2. failure to disclose the information would, in the reasonable belief of RealTalk Psychology, place you or another person at serious risk to life, health or safety; or
3. your prior approval has been obtained to
 - a. provide a written report to another professional or agency. e.g., a GP or a lawyer; or
 - b. discuss the material with another person, eg. a parent, employer, health provider or third party funder; or
 - c. disclose the information in another way; or
4. you would reasonably expect your personal information to be disclosed to another professional or agency (e.g. your GP, third party funder) and disclosure of your personal information to that third party is for a purpose which is directly related to the primary purpose for which your personal information was collected; or
5. disclosure is otherwise required or authorised by law. This includes psychologists' mandatory reporting obligations under various legislation.

Psychologists engage in regular consultation with other psychologists to improve their practice and the service provided to you. In these consultations, your psychologist may raise your case to receive feedback and will conceal your identity when they do so to preserve your privacy. Your psychologist will only consult with other professionals who are bound by the same requirements for confidentiality.

Mandatory reporting

Registered psychologists are mandatory reporters under The Children and Young Persons (Care and Protection) Act 1998 even when providing a professional service to adults. Psychologists are obligated, in response to information relating to a risk of serious harm to any child, unborn child or young person (under 18 years of age), to make a Child Protection report, exchange information, and act in response to the needs of the child.

Under the Health Practitioner Regulation National Law (NSW) No 86a, psychologists must report registered healthcare providers if they believe that notifiable conduct has occurred or that a notifiable impairment exists.

Psychologists may need to disclose confidential information relating to a serious indictable offence to the NSW Police Force or other appropriate authority, or in situations where there is an immediate and specified risk of harm to an identifiable person or persons that can be averted only by disclosing the information.

Exchange of information

Please let your psychologist know if there are any specific parties you agree to RealTalk Psychology exchanging information with, for example, your GP, individual therapist, or your former or future psychologist.

How personal information is collected and stored

A client's personal information is collected in a number of ways by RealTalk Psychology, including when the client provides information directly to RealTalk Psychology verbally during group therapy sessions and phone calls, using hardcopy documents and forms, using electronic documents and electronic forms, via online platforms including but not limited to Halaxy, NovoPsych and others, in the form of online electronic correspondence by email, electronic fax and secure messaging services such as ReferralNet, when the client interacts directly with RealTalk Psychology staff and subcontractors, and when other health practitioners provide information about the client to RealTalk Psychology via referrals, verbal consultation, electronic and paper-based correspondence and exchange of documents such as medical reports and Mental Health Care Plans.

Client information is stored electronically in a secure online practice management system (Halaxy) which is accessible only to authorised employees, subcontractors and nominees implementing the practice's Contingency Plan In Case of Emergency.

Contingency Plan In Case of Emergency

RealTalk Psychology has a Contingency Plan In Case of Emergency ('Contingency Plan') which will come into effect in the event that Ms Rochelle Williams is unexpectedly incapacitated on a temporary (12 weeks or less) or permanent basis, for example, due to unforeseen serious illness or death. If this plan comes into effect due to such circumstances, one or more nominees who are Clinical Psychologists will act on behalf of the practice and may contact you to notify you, cancel remaining group sessions, offer you alternative psychologists to consider, and facilitate the release of your client information to another psychologist (with your consent) to enable continuity of care for you. The nominees are bound by the same requirements to protect your privacy as your RealTalk Psychology psychologist. By providing your consent here, you are agreeing to the handling of your information as per the Contingency Plan and to be contacted by the nominee/s in the event that the Contingency Plan comes into effect.

Paperless practice

RealTalk Psychology operates as a paperless practice meaning that hardcopy information is transferred into an electronic format and stored electronically. Clients can request to complete forms by paper or electronic versions as preferred. All hardcopy paper letters, forms and questionnaires will be scanned into electronic file format as soon as practically possible and then uploaded to Halaxy as outlined above. Afterwards, hardcopy paper versions will be shredded and disposed of as soon as practically possible.

Risks to privacy

Clients are asked to consider that while secure technology (where available) and reasonable care is taken to protect the privacy of your personal information, all methods of information storage and exchange both hardcopy and electronic involve some degree of risk that personal information may be lost, intercepted, or accidentally accessed by an unauthorised or unintended party.

In the event that RealTalk Psychology becomes aware that unauthorised access, disclosure or loss of a client's personal information has occurred, RealTalk Psychology will inform the client and take all reasonable steps to minimise any risk of consequential serious harm.

If clients have a concern about the management of their personal information, they may inform Ms Rochelle Williams at hello@realtalkpsychology.com.au.

Privacy during telehealth consultations

Your psychologist will protect your privacy during telehealth group sessions by attending these sessions from surroundings that enable the content of the sessions to remain private and confidential by not being overheard by third parties. By providing your consent, you are agreeing to only attend group sessions from surroundings that enable the same conditions. This means that you agree not to attend from public or private spaces where others are present in the room or nearby, or where you may be overheard by third parties (e.g. public transport; common areas or poorly sound-proofed spaces at home or work), even if you are wearing headphones. In the event that you do not attend a group session from appropriate surroundings, you will be asked to remedy this and any session time lost as a result will not be replaced, nor will fees be refunded.

Camera on policy

To support the cohesion and engagement of the group and to provide a better experience for all, there is an expectation that all participants in group sessions will have their cameras turned on and their face clearly visible for the duration of all group sessions. By providing your consent, you are agreeing to abide by this policy. Background blurring can be used to protect the privacy of your surroundings.

Technical issues

While RealTalk Psychology will make every reasonable effort to ensure that technical issues with the telehealth platform, internet connection, or your psychologist's camera or audio do not adversely affect their ability to provide a satisfactory group program experience, RealTalk Psychology will not be held responsible for any technical issues associated with software or hardware that interfere with the group program experience or that prevent you from attending or participating in group sessions. Any session time lost to technical issues will not be replaced, nor will fees be refunded.

Consequence of not providing personal information

If you do not wish for your personal information to be collected, RealTalk Psychology may not be in a position to provide a group psychological service to you.

Requests for access and correction to client information

At any stage clients may request to see and correct the personal information about them kept on file, subject to exceptions in the relevant legislation, such as the Privacy Act 1988 (Cth). The psychologist will discuss different possible forms of access with the client with a view to coming to an agreement that the client is satisfied with and that is in the client's best interest. The psychologist may suggest providing a copy of information in writing or verbally or providing a summary of information verbally or in writing. If it is identified that personal information kept on file is inaccurate, out of date or incomplete, reasonable steps will be taken in the circumstances to ensure that this information is corrected. All requests by clients for access to or correction of personal information held about them should be lodged in writing to Ms Rochelle Williams at hello@realtalkpsychology.com.au. These requests will be responded to in writing within 15 business days, and an appointment will be made to discuss the request, if necessary.

Privacy alerts

If there is anything we should consider in order to protect your privacy when we contact you or privacy alerts to place on your file, please let your psychologist know.

Opt out

If you would like to opt out of RealTalk Psychology contacting you in any of the following ways, please let your psychologist know: sending appointment reminders by text message; sending appointment reminders by email; leaving voicemail messages on the phone number you provide;

sending email messages to the email address you provide; sending correspondence by post to the address you provide.

Fees and payments

The fee for the 'Free From My Inner Critic' online group therapy program (consisting of three sessions of 90 minutes each) is \$180.00 and GST does not apply.

RealTalk Psychology requires payment for the program to be made in full prior to commencement of the program by bank transfer. Your place in the group will not be guaranteed until payment is received.

Absences and lateness

If you cannot attend a group session or are running late, please notify your psychologist by email (hello@realtalkpsychology.com.au) as soon as possible. Any session time missed due to absence or lateness will not be rescheduled or compensated for.

If, after reading this form, you are at all unclear about any of the information provided please contact your psychologist for clarification .

CONSENT

I, (print your name)....., have read and understood this Client Consent Form. I agree to the above conditions for the psychological service provided by RealTalk Psychology.

Signature:

Date/...../.....