



## **Cancelling or Rescheduling Appointments at headspace Collingwood**

We know that life can be unpredictable, and you may need to reschedule an appointment. If you cannot make your appointment, it is important that you let us know ***as soon as possible***.

For all your appointments at headspace Collingwood, we require **at least 48 hours'** notice for cancellation.

To cancel and reschedule an appointment:

- You can call us on **(03) 9417 0150**. *If it is over the weekend or out of hours you can leave us a voicemail* (we are able to listen to these as soon as we re-open),
- You can also email us at [reception@collingwoodheadspace.org.au](mailto:reception@collingwoodheadspace.org.au).

We currently ***do not*** charge fees for missed appointments and we would like to keep it that way, letting us know in advance is really important to making sure our service stays **free and accessible**.

Please help us to do this by providing us as much notice possible when you can't attend.

### **Why is this important?**

Giving us **48 hours'** notice that you need to cancel or reschedule is important for a number of reasons:

- a. We are able to offer your appointment to other young people/families on the waitlist who need support;
- b. We can quickly reschedule you another appointment, which keeps your mental health treatment on track;
- c. Young people who are also experiencing mental health difficulties can access support quicker and we can keep our waitlist shorter.
- d. It helps us to retain staff and continue to provide timely service.

### **Multiple cancellations with late or no notice**

It is our approach that if two appointments are either **cancelled within 24 hours** or **not attended** you may be contacted by our team to discuss and review any barriers for engagement with headspace and develop a plan to overcome them.

This to support you in removing some of the pressures you may encounter in attending. If this service is not working for you at present there may be other options available to you that we can discuss and you are always welcome to re-engage when ready.

**We appreciate your understanding and cooperation to help us to support you and other young people and families.**