

headspace Appointment Cancellation & Rescheduling Policy

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.

Notice Requirement

48 hours' notice is required to cancel or reschedule all appointments at headspace Box Hill. Headspace Box Hill will send a courtesy reminder text message to your mobile phone 48 hours in advance of your appointment. If you can no longer make that appointment, please respond No to the text or call us on 03 9810 9310 to reschedule your appointment.

What if I'm not feeling well on the day?

Please call us as soon as you know you are too unwell to attend. We always have the option to offer telehealth or phone call support. We are happy to talk with you and discuss the options available to you.

Why 48 Hours' Notice Matters

By giving us 48 hours' notice that you need to cancel or reschedule your appointment, you are helping us to provide the very best service to the Box Hill community.

It means we can offer your appointment time to other young people/families who need support allowing everyone to access support quicker.

More available appointment times means we can quickly reschedule you for another appointment, which keeps your mental health treatment on track.

Repeated reschedules, cancellations and no shows

It is our approach that if a young person does not attend or cancels with less than 48 hours' notice twice in an episode of care, instead of offering another standard appointment we will suggest one of the following:

- Your next session may be used to address engagement issues.
- You might be more suitable for "Session by Session" support

- You may be referred to more accessible services (e.g. drop-in or online services like [eheadspace](#)).
- Your episode of care may be closed, and you may need to refer again.

Fees

There is a \$50 cancellation fee for **private practitioner services**.

There are currently **no fees for missed appointments with our intake clinicians, counsellors and peer practitioners**.

How to Cancel/Reschedule

As soon as you know you can't make your appointment, please call **(03) 9810 9310**.