



Missed Appointments & Late Cancellations Policy

Effective from 9 March 2026

Our commitment to young people

At headspace, we are committed to ensuring that financial reasons are never a barrier to accessing mental health support. At the same time, we need to ensure our Private Practitioners are supported so Medicare-rebated services remain available and sustainable for young people.

This policy explains what happens if a Private Practitioner appointment is missed or cancelled late.

If you can't make your appointment

If you're unable to attend a booked Private Practitioner appointment, please let us know as soon as possible, and at least 24 hours before your session.

Giving notice helps because:

- You can reschedule your appointment sooner**
- Another young person can access the appointment**
- Your clinician is paid for their time**

Why attendance matters

Private Practitioners are only paid when sessions go ahead. When appointments are missed without notice, clinicians are not paid for that time.

This policy helps ensure:

- Fairness and sustainability for clinicians**
- Continued availability of Medicare-rebated sessions**
- Reduced wait times for young people**



PRIVATE PRACTITIONER APPOINTMENTS

Missed Appointments & Late Cancellations Policy

Effective from 1 March 2026

Missed appointment or late cancellation fee

From 9 March, a **\$30 fee** will apply if:

- You do not attend your appointment, or
- You cancel with **less than 24 hours' notice**

We understand life happens

We understand that illness or unexpected situations can occur. These will be discussed with care and understanding.

If you find it difficult to attend regular appointments, we can talk with you about other options that may suit you better.

If cost is a concern at any time, please let us know. We want to work with you.