

# What happens if I don't cancel or attend psychology or GP appointments?

At headspace Gosford, Lake Haven and Wyong, we are a voluntary and free service for all young people. Some of the free services include sessions with private providers such as Clinical Psychologist's, Psychologist's and Doctors (GP's).

We will send you a reminder text the day before your appointment. Please text yes or no to your reminder text the day before your appointment or ring us to cancel and rebook.

## **Why is this important?**

If we know with enough time in advance that you can't make your appointment, we can then offer that time to someone else needing support at headspace. It also ensures our counsellors and Doctor's are paid and we are working as a team to support young people coming to headspace.

To ensure that we can provide you and others with the best support, we have guidelines around attending appointments:

### **If you don't attend or cancel your first appointment**

We request that you provide three days or more notice if you are not able to attend your first appointment. We understand there are many reasons why someone may not be able to attend an appointment, however if you don't attend your first appointment we will need you to check in with your initial Youth Access Worker before we can reschedule your next counselling or GP appointment.

### **If you cancel with less than 3 days' notice for two or more appointments**

Cancel with less than 3 days notice for two or more appointments in a row, we will contact you letting you know that your file will be temporarily closed. If you do wish to come back to headspace at this time, you will need to have an appointment with the Youth Access Team and then be placed back on the waitlist for a counsellor.

**Please let us know in advance if you can make it, this helps another young person access our service as soon as possible. Thank you for understanding.**

Yours sincerely,

headspace Gosford, Lake Haven and Wyong