Appointments, Cancellations and Staying Engaged

As headspace is a short-term mental health service, regular attendance helps us provide consistent support and make the most of the time we have together.

We understand life can be unpredictable and sometimes things come up. If you need to cancel or reschedule, please let us know as soon as possible, preferably at least 24 hours before your appointment.

How can I cancel or reschedule my appointment?
Let us know as soon as possible. Call us on 48244944 or email us at info@headspacegoulburn.org.au

We understand there can be lots of reasons why attending appointments can be difficult. If you miss or cancel multiple appointments with less than 24 hours' notice during your episode of care your clinician will contact you to check in and talk about any barriers to attending.

Together, we'll discuss the best way to support you to keep you engaged with your care. This may include reviewing how and when appointments are offered. In some circumstances, regular appointments may be paused while we work with you to determine the best way forward.