

Cancelling or Rescheduling Appointments at headspace Hawthorn

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 appointments at headspace Hawthorn, we require a **minimum of 48 hours' notice** for cancelling appointments. To cancel and reschedule an appointment, you can call us on (03) 9006 6500.

We do not charge fees for missed appointments and we would like to keep it that way. Please help us to do this by letting us know 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 experiencing mental health difficulties can access support quicker as our waitlist is shorter.

Repeat cancellations with late or no notice

It is our approach that if two appointments are either cancelled within 48 hours or not attended without notice given, we will suggest one of the following:

- * your next appointment will focus on reviewing any barriers for engagement and develop a plan to overcome these
- * that you consider easier to access support alternatives like a youth drop-in service or the headspace Online platform **eheadspace** <https://eheadspace.org.au>
- * we discharge and close your file

We appreciate your understanding and cooperation to help us to support you and other young people/families!