

Cancellation Guide

Sometimes life is unpredictable and things come up. If you need to cancel or reschedule your appointment, that's okay — please just let us know as soon as you can.

Where possible, we ask for 24–48 hours' notice so we can offer the appointment time to another young person. You do not need to give us a reason or explanation. We can help reschedule your appointment to a time that works better for you.

If you no longer want to attend headspace, please let us know. We understand that it might not be the right time for support, or your circumstances may have changed. Letting us know means we can stop contacting you about appointments and offer the space to another young person.

If you miss or cancel your first appointment more than twice, there may be a wait before another appointment can be offered.

If you miss or cancel more than three appointments in a row, or there is a pattern of irregular attendance, we may not automatically book another appointment. Instead, we may ask you to have a chat with your headspace worker first so we can talk through what support looks like from here.

If you miss an appointment, we will try to contact you. If we cannot reach you after a few attempts, we may send an SMS or email asking you to contact us within two weeks. If we do not hear from you, we may close your file for now.

You can always get back in touch with us in the future if you would like support.

How to cancel or reschedule

Please contact us as soon as possible. If you leave a message or text, we will get back to you as soon as we can.

Call: 1800 343 999

Email: info@headspacebatemansbay.org.au or info@headspacenarooma.org.au

