



headspace appointment policy

To help ensure fair access to counselling services and make the best use of available appointments, the following appointment policy applies to all clients engaged with anyone at headspace Port Macquarie for support.

Appointment Attendance

Clients are expected to attend all scheduled appointments or provide notice if they are unable to attend.

- Please provide **at least 24 hours' notice** if you need to **cancel or reschedule** an appointment.

Providing adequate notice allows the appointment to be offered to another young person requiring support.

- **Complete the survey (HAPI)** questions before your appointment. Completing these questions is vital for our funding and allows for you to receive a free service with headspace.

Missed Appointments and Cancellations

Two fail to attends, cancellations, or rescheduled appointments (with less than **24hrs** notice) without sufficient reason, may see your current services paused or you may be separated from the program.

However, you can re-access the service but will need to complete a new intake and be placed back on the waitlist.

Initial Allocation of Sessions

Clients are initially allocated **six (6) counselling sessions**. Ongoing access to counselling beyond these sessions will be reviewed based on:

- your goals and support needs,
- engagement with the service,
- attendance at scheduled appointments, and
- clinical recommendations.

Our aim is to ensure that young people receive the most appropriate support while maintaining fair and equitable access to services for all clients.

Accessing the Doctor (General Practitioner – GP)

As a headspace client, you may access one of our Doctors (GP's) if required.

Please note that appointments with our doctors are intended as a **short-term, interim service** to support you during your current engagement with headspace. Once you have completed your counselling, any ongoing medical care, prescriptions, referrals, or follow-up support will need to be managed by your own GP within the community.

We encourage all clients to establish and maintain a relationship with a regular GP to ensure continuing care and access to ongoing health support when needed.

Psychiatry Support

We have limited access to a child and adolescent psychiatrist who works alongside our clinical psychologist and Doctors to support diagnosis following a clinical evaluation assessment.

Eligibility

- The young person must be actively engaged with one of our clinicians or allied health providers before they can access the psychiatrist.

What the Psychiatrist Provides

- **Up to 2 appointments only:**
 - **Initial appointment** – diagnosis and medication prescription (if required).
 - **Follow-up appointment** – medication review (if required).

Ongoing Medication Management

- Once you have had your appointment, any ongoing prescriptions or medication management must be arranged through an **external GP**. Most Doctors are now able to provide ongoing prescriptions due to the changes with Medicare.

Important

WE DO NOT PROVIDE ONGOING PSYCHIATRY APPOINTMENTS

By signing below, you acknowledge your understanding and acceptance of this policy.

Client Name:

Signature:

Date:

And, if under 16yrs of age:

Parent/guardian Name:

Signature:

Date:

Copy requested: Yes ☐ No ☐

Format provided: Email ☐ in person ☐

Email address: