

# Cancellation Guide

Sometimes people don't show up for their appointments at headspace. There are a bunch of reasons why this happens. We understand that life can be unpredictable and things may come up.

## Here's what you need to know:

- Please cancel or reschedule your appointment with at least 24-48 hours' notice, so we can offer the appointment time to another young person. We won't ask for an explanation or reason. We're just happy to have advance notice, and can reschedule your appointment to a better time that suits you.
- If you don't want to attend headspace anymore, let us know. We understand that your circumstances might change, and it might not be the right time for you to talk to someone or access our services right now. Letting us know means we can stop sending you letters and making calls, and means someone on the wait list will get an appointment sooner.
- If you miss/cancel your first appointment more than twice there may be a wait time for another appointment as we need to try and open up an appointment time for another young person.
- If you miss/cancel more than 3 appointments in a row or have a pattern of irregular attendance, we will not automatically book you another appointment. Instead, you will need to have a chat with your headspace worker first to discuss where to from here. If you are working with a private practitioner they may ask for you to be seen by a different clinician
- We will try and get in touch with you if you have missed an appointment to see if we can book another one. However if we try you 2 times over one week and either can't get a hold of you or don't hear back we will send you an SMS. In this SMS we will ask you to get in touch with the centre within 2 weeks to let us know if you still want support from us. If we don't hear from you within that 2 weeks we will close your file with headspace for the time being. You can always get back in touch at any time if you wish to re-engage with us.

## How can I cancel or reschedule my appointment?

- Let us know as soon as possible. **Call us** on 02 6298 2920 between 9am -5pm, Monday-Wednesday & Friday, Thursday 9am- 7pm (or leave a message outside of these hours)
- **Email us** at: [info@headspacetuggeranong.org.au](mailto:info@headspacetuggeranong.org.au)

