

Cancellation Guide

MENTAL HEALTH CARE PLAN SERVICE

Sometimes people don't show up for their appointments at headspace, and there are a many 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 change appointments with at **least 24-48 hours' notice**. This notice allows appointments to be rescheduled immediately, keeping on track with the treatment plan.

We won't ask for a reason why an appointment is cancelled. We're just happy to have advance notice. **If you miss or cancel (less than 24 hours' notice) a \$25 late cancellation fee will be charged and this fee will need to be paid before booking another appointment.**

If you don't want to attend headspace anymore, let us know. We understand that circumstances might change, and it might not be the right time to talk to someone or access our services.

Letting us know means we can stop sending letters and making calls. And another young person in need on the waitlist will get an appointment sooner.

Missing or cancelling the first appointment more than twice (with less than 24 hours): If you miss or cancel two appointments (without giving us 24 hours notice), there may be a wait time for another appointment, as we may need to open an appointment for another young person.

We will try and get in touch when appointments are missed to see if we can rebook another time.

However, if we cannot get hold of you or don't hear back, you will be sent a letter with a specified date to contact us. We will close your file if we do not receive contact by the date specified. But you can always come back when you are ready.

How can I cancel or reschedule an appointment?

1. Let us know as soon as possible. Call us on 08 9393 0300 between 9am - 5pm, Monday-Friday, or leave a message outside these hours.
2. Please email us at reception@headspacearmadale.com.au