

Cancellation Guide

Sometimes people don't show up for their headspace appointments. 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

You will receive an automatic sms message appointment reminder **48 hrs** before your booking.

We are grateful if you are able to give as much notice as possible that you are unable to keep your appointment.

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. It also means we can offer that appointment to someone else.

If we notice that you have been missing appointments, we will try to contact you to find out what's going on and check if you still want support from headspace.

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.

How can I cancel or reschedule my appointment?

Call us on between 9am-5pm Monday-Friday or leave a message outside of these hours.

Email us at info@headspacetuggeranong.org.au

