

# cancellation guide

**We understand that life can be unpredictable, and you might not be able to come to your appointment at headspace. Here's how you can help us to help you...**

- Please cancel or reschedule your appointment with at least 24 hours' notice
- We won't ask for a reason. We're just happy to have notice ahead of time 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 it might not be the right time for you to talk to someone right now. Letting us know means we can stop sending you letters and making calls. It also means someone on the waitlist will get an appointment sooner
- If you miss or cancel your first counselling/psychology appointment twice, your next appointment will be with an intake worker and will focus on developing a plan to overcome barriers to attending your appointments
- If you miss or cancel three appointments, then no further appointments will be booked and another service will be suggested for you
- We understand that emergencies occur and we will consider this

## **How can I reschedule my appointment?**

Let us know as soon as possible.

Call us on 4446 7300 between 8.30am-5pm Monday, Thursday, Friday or 8.30am- 6pm Tuesday and Wednesdays. You can leave a message outside of these hours.

Email us at : [info@headspacenowra.org.au](mailto:info@headspacenowra.org.au)