

Cancellation Guide



headspace
Nowra

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 how you can help us to help you...

- 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 advanced 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 mean we can stop sending you letters and making calls and also means someone on the waitlist 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
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- We will try to 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 a week and either can't get hold of you or don't hear back, we will send a letter. In this letter we will ask you to get in touch with us within 2 weeks to let us know if you are still keen for support with 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 that you wish to re-engage with us.

How can I reschedule my appointment?

- Let us know as soon as possible. Call us on 4446 7300 between 8.30am -5pm Monday, Tuesday, Thursday Friday
or
9.30am- 6pm Wednesdays (or leave a message outside of these hours.
- Email us at :
info@headspacenowra.org.au