



Cancellation Guidelines

headspace Glenroy is a voluntary and free service for all young people. To ensure that we are able to provide support to you and all others attending our service, we have a 24 hour cancellation and rescheduling policy.

We will send a courtesy reminder text to your phone 48 hours before your appointment. If you do not confirm, your appointment may be **cancelled** and offered to another young person.

If you **do not attend** an appointment or **cancel with less than 24 hours' notice** for two or more appointments, we will not automatically offer you further appointments with our service.

If unexpected issues arise, we ask that you notify us more than 24 hours' before your appointment. We are happy to talk with you and discuss any difficulties you may have in attending here.

Giving last minute notice or no notice at all, prevents us from offering someone else an appointment.

Thank you for your understanding and cooperation.

Yours sincerely,

headspace Glenroy