

You don't have to navigate this alone. Let's walk this path together.

Life can feel overwhelming sometimes. Maybe you're struggling with anxiety that makes it hard to leave the house, or feeling disconnected from the people and activities you once loved. Perhaps you're neurodivergent and the world just doesn't seem to fit. Or maybe you're working through challenges that have brought you to the attention of the court or other institutions. Whatever you're carrying, I'm here to listen without judgment and support you in finding your way forward — at your own pace.

A little about me

My name is Aleksandra, and I'm a registered clinical counsellor with over 8 years of experience supporting people through life's challenges. I specialise in working with neurodivergent individuals (ASD, ADHD), anxiety, depression, and the complex experiences that come with navigating a world that wasn't built for everyone. I also have extensive experience in forensic counselling, working with clients referred by courts, Youth Justice, and police diversion programs. My approach is warm, trauma-informed, and deeply respectful of your unique story. I believe you are the expert on your own life — I'm just here to walk alongside you.

A note from me to you:

Reaching out for support takes courage, and I want you to know that whatever you're experiencing is valid. You don't need to have it all figured out before our first conversation. You don't need to explain yourself perfectly. You just need to show up as you are. My role is not to fix you — because you are not broken. My role is to create a safe space where we can explore what's happening for you, understand your strengths, and gently work toward the changes that matter to you. I'm here to listen, to understand, and to support you in building a life that feels more manageable and meaningful.

— Aleksandra

Court, Youth Justice & Institutional Referrals

If you've been referred to counselling by a court, Youth Justice, police diversion program, or other institution, I'm here to help. I understand that court-ordered counselling can feel daunting, and I'm committed to making this process as supportive and straightforward as possible.

What this means for you:

- **Rapid intake:** No long waitlists — we can meet within days, not months
- **Structured programs:** Clear therapeutic plans that meet institutional requirements
- **Professional reports:** Detailed documentation for court, NDIS, or other institutions — provided directly to you for submission
- **Flexible delivery:** Sessions online, in your home, or at our office — whatever works for you
- **Warm, non-judgmental approach:** Even if you didn't choose to be here, I'm here to support you

About payment for court-ordered counselling: Horizons Clinical Counsellors is a *private practice*. You will be invoiced directly for sessions at our standard rate. However, I provide detailed, professional invoices and reports that you can submit to the referring institution (court, Youth Justice, legal aid, etc.) for potential reimbursement. Many institutions will cover counselling costs when it is part of a court order or diversion program — but this varies by case and institution. We'll discuss your specific situation at intake and I'll provide all documentation you need to request coverage.

Whether you're self-referred or institutionally referred, my commitment to you is the same: compassionate, evidence-based support.

Who I work with

I support adults (18+) who may be experiencing:

Anxiety & Overwhelm

When worry feels constant, when social situations feel impossible, or when panic attacks make everyday life feel unmanageable. You deserve to feel calm and confident again.

Neurodivergence (ASD, ADHD)

When the world feels too loud, too bright, or too confusing. If you're autistic, ADHD, or suspect you might be, I offer neurodiversity-affirming support that honours how your brain works.

Depression & Low Mood

When getting out of bed feels like a mountain, when you've lost interest in things you used to love, or when hope feels distant. Together we can find small steps forward.

Life Transitions & Isolation

When you're feeling disconnected, struggling with big changes, or finding it hard to build the life you want. You don't have to figure it out alone.

"Before I started counselling, I couldn't even go to the shops without having a panic attack. I felt completely alone. Now I'm back at work part-time, I've reconnected with friends, and when I feel anxious, I know what to do. I feel like I have my life back."

— A client's journey (shared with permission)

How we work together

I believe in structured, evidence-based support that's tailored to your unique needs. Here's how our work together unfolds:

1 Rapid intake — no long waitlists

When you reach out, I respond within 24 hours. We can schedule your first session within days, not weeks or months. I know that when you're ready for support, timing matters.

2 Initial assessment & collaborative planning

In our first few sessions, we'll talk about what's happening for you, what you'd like to change, and what kind of support would work best. Together, we'll decide on the type and length of therapeutic program that fits your needs and goals.

3 Structured therapeutic program

I'll develop a clear therapeutic plan that outlines our goals, the approaches we'll use, and how we'll track your progress. This plan is collaborative — you always have a say in how we work together. If you're working with a court or institution, I'll make sure the plan meets their requirements while still being centered on your needs.

4 Professional documentation & reporting

I use a structured practice management system to track your progress and generate professional reports. If you need documentation for court, NDIS, Youth Justice, or other institutions, I'll provide clear, evidence-based reports that communicate your progress effectively.

5 Regular review & adjustment

We'll regularly check in on how things are going and adjust our approach as needed. Your therapeutic journey is not set in stone — we adapt together as you grow and change.

Where we meet — your choice

I offer flexible session locations to make accessing support as easy as possible:



Online (Telehealth)

Anywhere in Australia



In Your Home

Mackay & surrounding areas



Our Office

Mackay CBD

What to expect when we work together

Every person's journey is different, so our work together will be shaped around what matters most to you. Here are some of the ways I might support you:

One-on-one therapeutic conversations

Regular sessions where we talk about what's happening for you. We'll explore your experiences, understand your patterns, and gently build skills that help you feel more in control. I use approaches like Cognitive Behavioural Therapy (CBT), trauma-informed care, and strengths-based counselling — always adapted to what works for you.

Understanding yourself better

If you're neurodivergent or suspect you might be, I can help you understand how your brain works, celebrate your strengths, and develop strategies that actually fit your life. This isn't about changing who you are — it's about working with your natural wiring, not against it.

Building coping skills that actually work

Together we'll develop practical tools for managing anxiety, low mood, and overwhelm. These aren't generic techniques — they're strategies that fit your life, your sensory needs, and your goals. We'll practice them together until they feel natural.

Reconnecting with your community

If you've been isolated or struggling to engage in activities you once enjoyed, I can support you to gently rebuild those connections — at your pace. This might mean practicing social skills, planning community outings, or working toward returning to work or study.

Your safety and privacy matter

Everything you share with me is confidential, within the limits of the law (for example, if I'm seriously concerned about your safety or someone else's). I follow strict privacy guidelines and will never share your information without your permission. You can read more about this in our service agreement, which we'll go through together before we start.

Fees, Payment & Funding Options

Transparent, affordable, and flexible — because support shouldn't add to your stress.

Standard Session Rate:	\$156.16 per hour (individual session, 50-60 minutes)
Session Frequency:	Typically weekly or fortnightly — we decide together based on your needs
Payment Methods:	PayID, bank transfer, credit/debit card. Payment due at time of service or as agreed in our service agreement.
Invoices for Institutions:	Detailed tax invoices provided for submission to courts, Youth Justice, legal aid, or other referring institutions.

***About Medicare:** As a registered clinical counsellor (not a psychologist), my services are not covered by Medicare rebates. However, my rates are set affordably to reflect this, and many clients find the investment in their wellbeing well worth it.*

Other funding options that may be available to you:

- **NDIS participants:** If you have an NDIS plan, therapeutic counselling may be funded under **Capacity Building — Improved Daily Living**. I can help you understand your plan and work with your Support Coordinator to make sure you're accessing the support you're entitled to.
- **Private health insurance:** Some private health funds offer rebates for counselling services. Check with your fund — I can provide the receipts you need to claim.
- **Workplace EAP (Employee Assistance Programs):** If your employer offers an EAP, they may cover a number of sessions. I can work alongside your EAP provider.
- **Court & institutional orders:** If you've been referred by a court, Youth Justice, or similar, I'll provide all documentation needed for you to request reimbursement from the referring body.
- **Concessions & flexibility:** If cost is a barrier, please talk to me. I may be able to offer reduced rates or flexible payment arrangements in certain circumstances.

***A note about cost:** I believe quality mental health support should be accessible. My rates are competitive and reflect my commitment to serving the community. If you're unsure whether counselling is right for you financially, let's have a no-obligation chat — we can explore options together.*

24/7 Crisis Support:

If you're ever in crisis or need immediate support, please contact:

Lifeline: 13 11 14 • Suicide Call Back Service: 1300 659 467

When you're ready, I'm here.

There's no rush, no pressure. Just reach out when it feels right. I'll respond within 24 hours, and we can take the next step together.

Email: office@horizonscc.com.au

Phone: 0401 413 634

Web: www.horizonscc.com.au



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