



Phone & Videochat  
or Face-to-Face

# Northern Frontiers Services Employee Assistance Programme (EAP) 2024 Brochure

Northern Frontiers Mediation & Counselling Cairns provides professional support for employees via negotiated Employee Assistance Programmes (EAP). All services are governed by an ethical code that ensures confidentiality and a high level of experience and professionalism.

A trained professional can assist individuals across a broad range of work and life issues that may be impacting on their social and emotional wellbeing and functioning in the workplace.

Northern Frontiers is a Cairns-based organisation that provides EAP services through several national EAP providers. We also negotiate agreements directly with employers – particularly those based in the Cairns region. Our services are accessible in-person or via phone and video-chat (Skype, Zoom, Face-Time etc) platforms for people living remote.

## WHAT IS AN EMPLOYEE ASSISTANCE PROGRAMME (EAP)?

EAP is a programme that assists employees who are experiencing personal or work-related difficulties which may be impacting on their job performance. Employees are typically granted 3 – 5 counselling sessions per year. Once an agreement is in place with an employer, their employees can contact Northern Frontiers direct to arrange confidential counselling over their allocated number of sessions.

## WHAT ISSUES CAN AN EMPLOYEE ASSISTANCE PROGRAMME (EAP) ASSIST WITH?

Workplace Conflict

Stress management

Dealing with organisational change

Improving decision-making

Relationship difficulties

Improving interpersonal communication

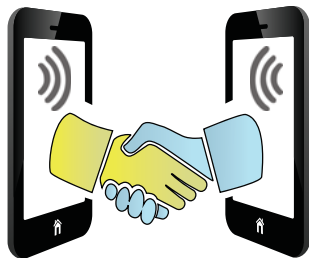
Redundancy or change in employment status

Self-esteem and/or lack of confidence

Grief and loss

Bullying and harassment

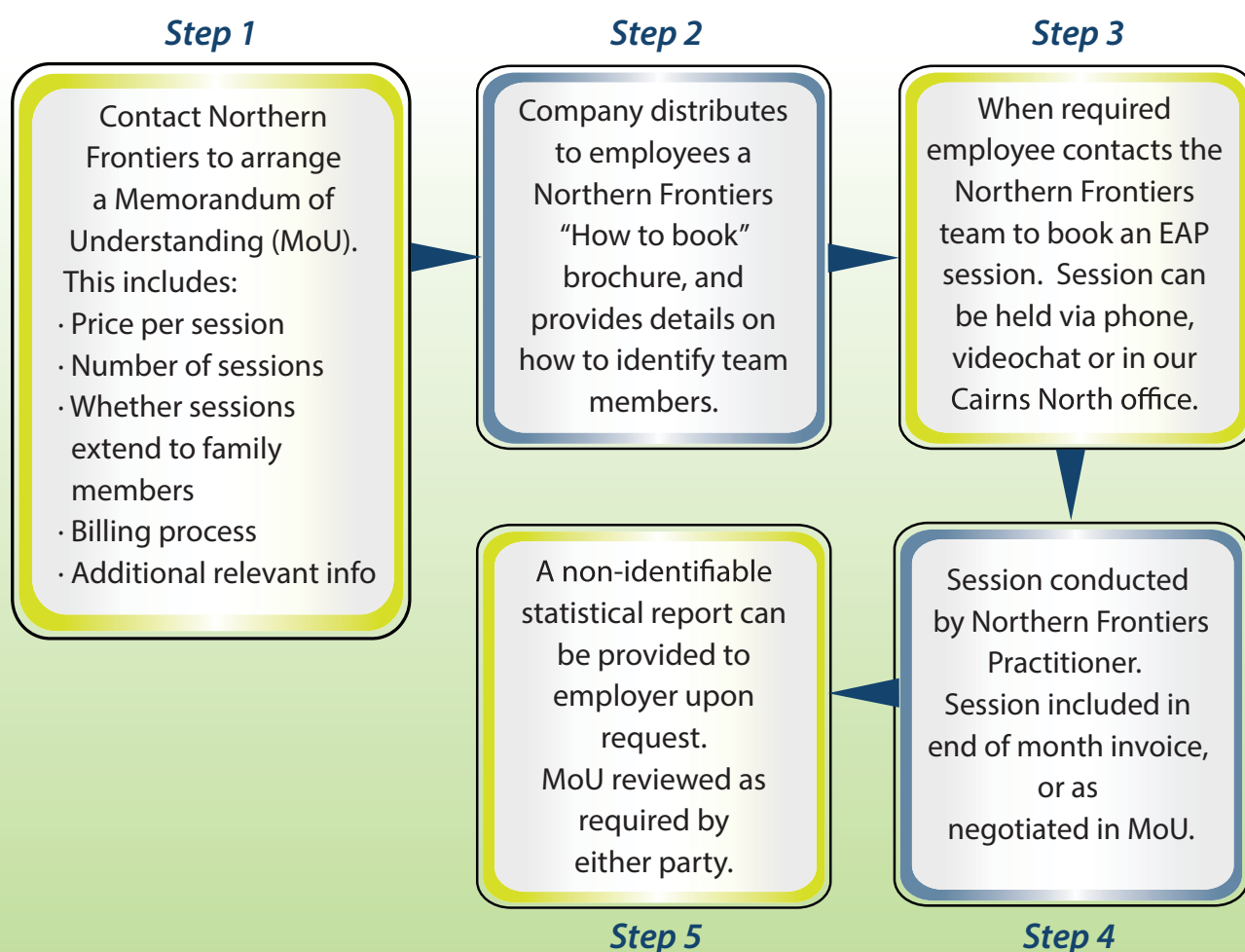
**Manage Assist Services:** Providing tailored support to managers and team leaders.



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## A Guide to Implementing a Northern Frontiers Services Employee Assistance Programme

If you believe your company could benefit from an Employee Assistance Programme (EAP) contact us directly to discuss your organisation's needs. It's a relatively straight-forward process to establish an Employee Assistance Programme as we do not believe in extensive lock in contracts – preferring instead to establish a Memorandum of Understanding (MOU). The following diagram outlines the key steps in implementing an Employee Assistance Program in your organisation.



**How to enquire?** Simply call 1300 90 81 70 or email [reception@northernfrontiers.com.au](mailto:reception@northernfrontiers.com.au). Our friendly team will discuss your needs and generate a Memorandum of Understanding (MoU). No lock-in contracts, just a straight forward document detailing our services, pricing and other details.