

Northern Frontiers Mediation & Counselling Online Counselling Services



Life getting you down?

From time to time we all face challenges in life. Finding your way forward can be difficult – but you don't have to go it alone. Counselling can help you get to the cause of your unhappiness and clear a way through by identifying your needs and exploring how they might best be met without harming others.

Online Counselling is a convenient way to access the support you need at a time and place that suits you. It's perfect for people on the go, FIFO workers or people living remotely. No need to travel or take time out of your busy work/life schedule. Get the help you need from the comfort of your own home – or from another environment of your choosing.

Online Counselling clients have the option of using either 'livechat' or 'videochat' methods to undertake counselling sessions. Each of these methods are outlined below, and we are available via phone if you wish to discuss the different options available. If you are in the Cairns area, we also provide in-person sessions from our Cairns North offices, with some clients preferring to use a mixture of counselling methods over time.

How Online Counselling works...

➤ Live Chat

- Live Chat is similar to face-to-face counselling sessions in that you will be responding to each other in real time, but via text/typing rather than talking... and when the session ends you'll still have a written record to review in your own time. Your counsellor will be online ready to speak with you as if you were with us face-to-face. We currently use the following services, and please state your preference when booking: WhatsApp, Messenger (text or video), Skype (text or video), Zoom (text or video).
- Live Chat sessions are a minimum of 30 minutes in length and cost \$45.00, with additional 15 minute blocks able to be purchased prior to your session for \$25.00. Bookings are required, to arrange, email reception@northernfrontiers.com.au or call 1300 90 81 70. Once bookings are confirmed we will email details of your session, along with access details for your chosen platform (Messenger, WhatsApp etc.).

➤ Video Chat

- For clients that live remotely, or simply prefer to undertake counselling from the comfort of their own home, office or holiday location, we provide videochat services using Skype, Zoom, Facetime and WhatsApp. The Counsellor will contact you using what of these platforms and you will be able to see each other, and discuss issues freely as if you were in the same room.
- Individual Counselling sessions are a standard 50 minutes (longer sessions available by prior arrangement) for a cost of \$95.00.

PROFILE



Melinda Bailey

- Senior Counsellor
 - Family Dispute Resolution Practitioner
 - Parenting Consultant
 - Bachelor Social Science
 - Post Grad Diploma Family Dispute Resolution
- Melinda has 20+ years counselling experience working with people from a broad demographic across a wide range of life issues.