



Phone & Videochat
or Face-to-Face

Northern Frontiers Employee Assistance Programme (EAP) 2021 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

Anger management

Relationship difficulties

Improving decision-making

Redundancy or change in employment status

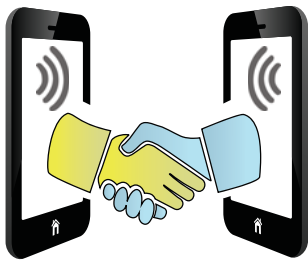
Improving interpersonal communication

Grief and loss

Self-esteem and/or lack of confidence

Bullying and harassment

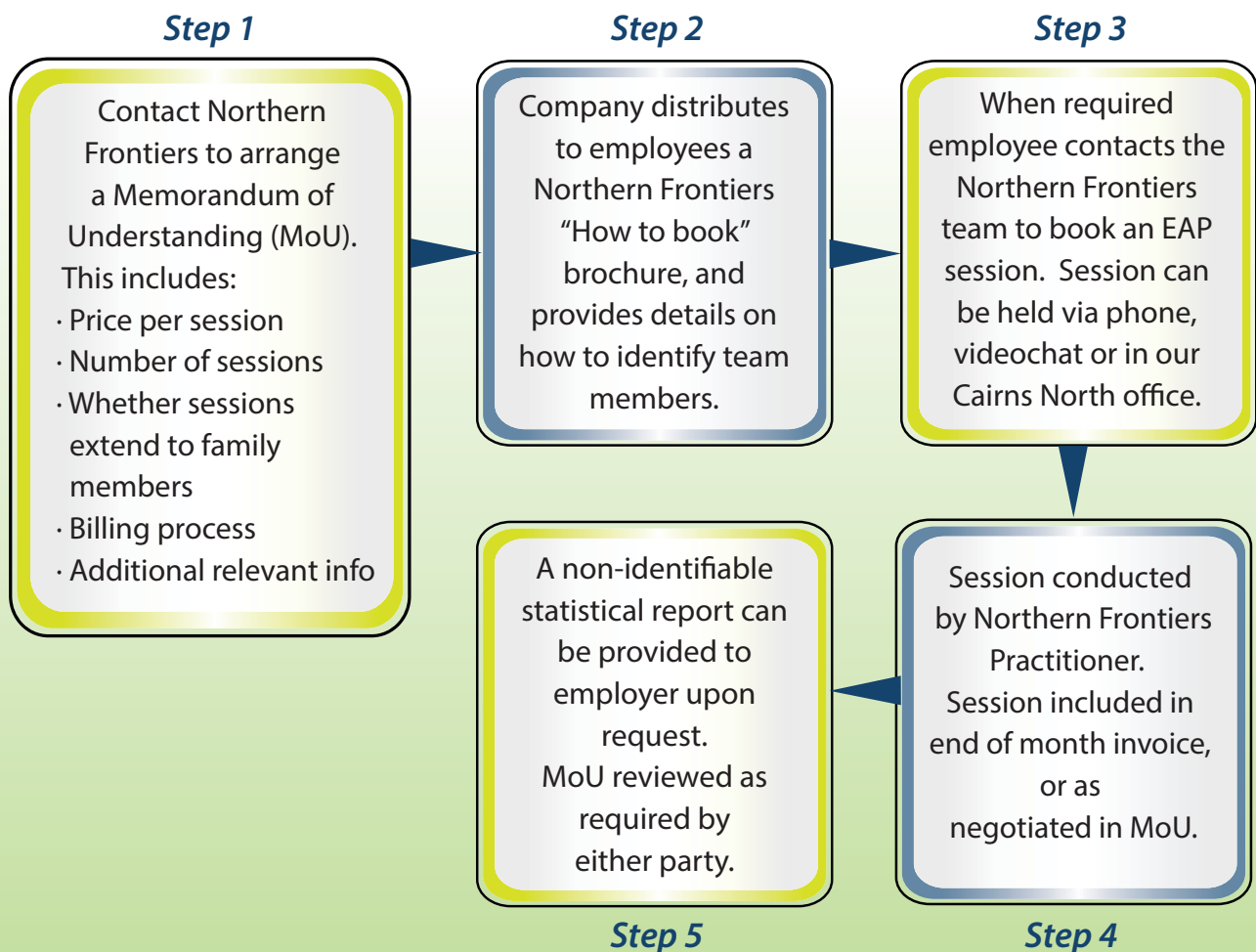
Manage Assist Services: Providing tailored support to managers and team leaders.



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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.



Critical Incident Debriefing (CID) Services

In addition to EAP, Northern Frontiers Mediation & Counselling Cairns offers Critical Incident Debriefing (CID) services. If a traumatic incident occurs in your workplace CID involves a specific technique designed to help you and your staff deal with its effects.

For urgent or confidential matters please contact our Managing Director Alex Blake on 0419 531 269 to discuss. Procedures and pricing for our Critical Incident Debriefing (CID) service can be included in your organisation's MOU if requested.

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