

# Psychic Handbook

Independent Contractors working with Branwell as a Valued Partner  
Where intuition meets insight™



Prepared by:  
**Steven Sinfield**

**Company info:**  
U2 290 Boundary Street  
Spring Hill QLD 4000  
P: 1300 815 508  
E: [hello@branwell.com.au](mailto:hello@branwell.com.au)

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## **Thank you for your interest in working with Branwell as an Independent Contractor Psychic or Tarot Card Reader.**

We're truly pleased that you're considering joining the Branwell network as a independent contracted psychic or tarot card reader (or as we like to say, a gifted guide). At Branwell, we're an Australian-owned company committed to delivering heartfelt, genuine, and high-quality psychic services to people who are searching for clarity, insight, and reassurance.

We've been supporting readers and clients for many years, building a trusted name in the industry through dedication to ethical practice, excellent customer support, and strong professional relationships.

While we don't use flashy gimmicks or overpromise outcomes, we do pride ourselves on offering a warm, secure space for clients to connect with intuitive professionals like you—whether by phone or online.

This welcome handbook has been put together to help you understand how you can provide services with us as a self-employed reader.

Take your time reading through everything, and if there's anything you're unsure about, don't hesitate to reach out—we're always here to support you.

Warm regards,

**The Branwell Team**

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# Our Vision

At **Branwell**, our vision is to **cultivate wisdom that elevates humanity**.

We believe that meaningful transformation starts within—and when individuals are supported with clarity and insight, their growth can positively impact families, communities, and the broader world. Our vision is centred on creating a future where intuitive guidance is valued as a vital tool for conscious living, personal empowerment, and collective harmony.

## Our Mission

Our mission is to support personal growth, healing, and self-awareness through accurate, ethical, and insightful intuitive services.

We are dedicated to providing a professional platform where psychic readers and intuitive consultants can offer empowering guidance that helps people navigate life's journey with confidence, purpose, and perspective. Whether through phone readings, tarot, or spiritual coaching, we hold space for truth, connection, and transformation.

## Our Core Values

To carry out our mission and honour the trust placed in us, we uphold the following core values:

### 1. Authentic Intuitive Connection

We believe in real, grounded connections. Every interaction is guided by integrity, spiritual clarity, and a genuine desire to support those seeking guidance.

### 2. Fostering Positive Growth

We view every session as an opportunity to spark positive change. Our readers aim to uplift and guide with compassion, insight, and encouragement.

### 3. Empowering Individual Potential

At the heart of our work is the belief that each person holds unique strengths and a sacred life path. We're here to help uncover that potential and support the journey forward.

### 4. Global Compassion and Support

Branwell Pty Ltd welcomes individuals from all backgrounds with open-hearted acceptance. We are committed to inclusivity, understanding, and emotional safety across all cultures and beliefs.

### 5. A Holistic Universal Perspective

Our approach embraces the whole person—mind, body, and spirit. We draw from universal wisdom and practical guidance to provide well-rounded, grounded insights that support real-life decisions.

# Work With Us

Thanks again for your interest in joining us at Branwell. Before you get started, please take a moment to carefully read through the following guidelines so you're clear on what's involved in offering your services through our platform.

To begin working with us as an independent contractor, we'll need you to return the following completed documents, all these can be done electronically:

- **Information sheet**
- **Biography form**
- **Signed independent contractor agreement (Branwell copy only)**
- **A recent, good-quality photo of yourself**

Once we've received everything, we'll get in touch to confirm your details and arrange a short test reading with one of our team members. This helps ensure you feel comfortable with the system and that your skills align with the high standard we offer our clients.

Just a friendly reminder—readers working with Branwell are not employees. You'll be engaged as an independent, self-employed contractor, which means you're responsible for managing your own tax, superannuation, and any applicable reporting through the Australian Taxation Office (ATO). We pay your fees as gross income, without deductions, so it's important you're registered for self-employment (a sole trader ABN is usually sufficient).

Depending on your circumstances, you may be eligible to claim deductions related to your home-based work—such as a portion of your electricity, internet, phone, or other related costs. We recommend chatting with a qualified tax agent to make sure you're taking advantage of any available tax benefits.

Before you begin offering readings through our system, you'll be asked to sign your contractor agreement, confirming that you understand your responsibilities as a self-employed professional.

# Becoming a Reader

At **Branwell**, our services operate 24 hours a day, 7 days a week. This allows us to offer consistent, high-quality intuitive support to clients whenever they need it most. To help us meet this commitment, we rely on dedicated readers who can contribute to peak coverage times and ensure that every caller receives the care and clarity they're seeking.

A key part of our service model is helping readers build lasting connections with clients. Exceptional readers often develop a loyal base of returning callers, which not only strengthens the quality of service we offer but also increases the reader's earning potential and overall job satisfaction.

## What We Look For in Our Readers

We're looking for more than just skills—we're looking for people who genuinely care.

Our ideal readers are:

- Experienced in Psychic or Tarot readings
- You should have a strong intuitive ability and a natural connection with the modalities you use.
- Warm, friendly, and empathic
- Clients come to us in vulnerable moments. Your presence should feel safe, kind, and uplifting.
- Professional in manner and communication
- Clear, confident communication and respectful interactions are key to building trust.
- Self-assured and calm under pressure
- Confidence in your abilities helps clients feel grounded, even during emotional or uncertain moments.
- Reliable and disciplined
- You must be comfortable working independently and committed to upholding Branwell's professional standards and ethical guidelines.
- 18 years or older

## Delivering a Quality Experience

Each client is different—and so are the questions they bring. It's important to really listen and respond with insight that is tailored to their needs. Cookie-cutter answers don't serve anyone. The best readers tune in, stay present, and offer intuitive guidance that is thoughtful, honest, and aligned with the client's concerns.

By maintaining high standards and embracing the values of connection, compassion, and integrity, you'll not only make a difference—you'll grow a fulfilling practice that supports others while supporting yourself.

If this sounds like you, we look forward to welcoming you to the Branwell community

## Payment and Rates

At Branwell, we strive to ensure transparency and fairness in all aspects of our working relationship with our readers, including how payments are structured and delivered.

Readers are paid per minute of active one-on-one talk time with clients. Your earnings are directly based on the time you spend in genuine consultation—not on your total log-in time. This model rewards readers who engage meaningfully with clients and maintain consistent availability during peak hours. Note: The first minute of a call is not charged or paid.

### Phone Type

### Per Minute Rate

|                                    |                      |
|------------------------------------|----------------------|
| Landline                           | \$ 1.00 per talk min |
| Mobile (Australia, United Kingdom) | \$0.95 per talk min  |
| Mobile (New Zealand)               | \$0.90 per talk min  |

## Rate Adjustments

Branwell reserves the right to adjust reading rates (increase or decrease) at any time. In the event of any change, we will provide at least one week's notice so you have time to review and plan accordingly. All changes will be communicated clearly and fairly.

## Payment Schedule

Payments are processed weekly every **Friday**.

There is **no need to manually submit times or session details**, as all readings and billing information are automatically captured by our system. Your payment is based entirely on the minutes spent in active one-on-one calls with clients, as tracked by our internal billing platform.

If a **public holiday** or **banking delay** affects the standard payment day, your payment will be made on the next available business day.

The working week runs from **Friday to Thursday**, and you are **paid for actual talk time only—not for time logged in without active calls**.

## Reciprocal Tax Invoice Process

To comply with our taxation and record-keeping obligations:

- A Reciprocal Tax Invoice will be issued to all GST-registered consultants.
- A Reciprocal Invoice will be issued to non-GST registered consultants.

These documents serve as mutual acknowledgement of services provided and fees paid, and should be retained for your own tax records.

## Working Hours

At **Branwell**, all readers operate on **set shifts only**. Manual logins outside of your rostered hours is available.

### Set Shifts

Readers specific specific working hours based on their availability and requirements. Each shift requires a **minimum commitment of 4 hours**, and all readers must complete at least **16 hours per week (per payment cycle)** to remain active on the platform.

Working set shifts allow us to:

- Promote your availability effectively to both new and existing clients by social media and advertising campaigns.
- Ensure consistent service coverage across all time zones
- Provide fair and even call distribution among active readers

Readers who maintain their rostered shift consistently achieve better outcomes, including visibility, more regular clients, and stronger earnings.

Please note:

- Failure to meet your weekly minimum or missing scheduled shifts may result in suspension or removal from the service.
- As an independent contractor, you are responsible for fulfilling your roster commitments as agreed.

Branwell operates **24 hours a day, 7 days a week**, providing readers with ample opportunity to maintain regular shifts and connect with clients across different time zones.

# Onboarding

## Welcome to Branwell

We're delighted that you've chosen to join our team of professional, self-employed intuitive consultants. To ensure a smooth and efficient start to your journey with us, we kindly ask that you follow the steps below to complete your onboarding process.

Before proceeding, please take the time to thoroughly review the Phone Psychic Reader Guidelines to ensure you have a clear understanding of the expectations, responsibilities, and standards required for this role.

## Steps to Join the Platform

To finalise your onboarding and activation as a Reader with Branwell, please complete the following steps. In line with the *Electronic Transactions Act 1999 (Cth)*, all agreements and acknowledgements may be completed electronically.

### Sign the Psychic Consultancy Agreement

This formal agreement outlines your responsibilities and the terms of engagement as an independent contractor.

### Read the Telephone Consultancy Policy

This document provides clear guidance on handling calls, engaging with clients, and maintaining professional standards.

### Read and Sign the Code of Ethics

All readers are expected to uphold our ethical standards to ensure the safety, dignity, and respect of all clients and team members.

### Create Your Reader Profile

Submit a professional biography that highlights your skills, experience, and intuitive approach.

### Provide a Clear, Professional Headshot

Your photo should have a plain background, be high-resolution, and free of filters or graphics.

### Record Your Phone Greeting

This is used for our Psychic Carousel feature and introduces you to potential clients. A script and recording instructions will be provided.

**Submit Your Bank Account Details**

This enables us to process your payments accurately and on time each Friday.

**Schedule Your Roster Availability**

Nominate your preferred working hours within our roster system. While we encourage consistency, we offer flexibility as long as the minimum 16 hours per week is met.

Once all required documentation is submitted and approved, you'll receive a confirmation email to let you know your profile is live and your account has been activated.

# System Requirements

## Branwell Pty Ltd – Reader Operations

To provide a seamless and professional experience for clients, all readers must ensure they meet the following minimum system requirements and understand the procedures for logging in to the platform.

### Login Options

You can log in to begin receiving calls in one of two ways:

#### 1. Phone-Based Login (Mobile Text Command)

You can activate or deactivate your availability using SMS from your registered mobile number:

- To log ON: Text **ON** to +61 438 497 255
- To log OFF: Text **OFF** to +61 438 497 255

This is a convenient option if you are working from a mobile or landline and not accessing the online portal.

### System Requirements

To work effectively on the Branwell system, your devices must meet the following minimum requirements:

#### 1. Telephone Access

You must use one of the following:

- A landline phone, mobile phone, or smartphone
- If calls are being forwarded to your mobile, it must be dedicated to Branwell use only. We recommend purchasing an affordable pre-paid phone if needed.

Important:

- Voicemail/message bank, call waiting, and fax lines must be turned off while logged in. These features interfere with call flow and system operation.

## 2. Computer or Smart Device

You may access the Agent Portal via:

- **Windows 11 PC**
- **Mac OS 14.5 or later**
- **Up-to-date smartphone (iPhone or Android)** with WiFi and web-browsing capability

Ensure the device has:

- **Stable internet connection**
- **Sufficient memory and processing power**
- **Basic functionality for browser-based access**

## 3. Internet Browser

A current, up-to-date browser is essential for secure and smooth access. We recommend:

- **Google Chrome** (preferred)
- **Mozilla Firefox, Safari, or Edge**

Keep your browser updated regularly to ensure security, speed, and compatibility with the Agent Portal.

## Accessing the Agent Portal (Preferred Method)

To log in via web browser:

1. Visit: <https://portal.soul2path.com>
2. Click Login in the top corner
3. Enter your username (*lower case*)
4. Enter your password (*as provided/generated*)

## What You Can Do in the Agent Portal

The Agent Portal allows you to:

- View your earnings and session summaries
- Update your availability and schedule time off
- Respond to customer reviews
- Access your personal information and roster

## Additional Notes

- A reliable and stable internet connection is essential for using the portal or any smartphone-based features.
- If you're unfamiliar with computers or mobile technology, we recommend a short refresher course or tutorial.
- Smartphone users must ensure their device is updated, has adequate storage, and is capable of running modern apps and web portals smoothly.

# Expectations

As an independent reader contracted with **Branwell Pty Ltd**, you have the freedom to work in a way that suits your intuitive style. However, all services must be delivered with professionalism, care, and alignment with our standards. The following guidelines are designed to protect both you and the integrity of our business, while also ensuring the highest quality experience for our clients.

## 1. Prepare Yourself Before Logging In

Before starting your shift, take time to ground and centre yourself. Ensure you are calm, focused, and in the right mindset to support clients with care and clarity. Create a comfortable, quiet environment where you can work without distraction.

## 2. Maintain Professional Conduct While Online

While logged in and available for readings, you must not eat, browse the internet, read, or engage in other activities that could distract from your service. Multitasking during calls is considered unprofessional and prevents you from offering your full attention to the client.

## 3. Answer Promptly

Whenever possible, aim to answer calls within **three rings**. Prompt responses improve the client's experience and help build your reliability as a trusted reader.

## 4. Maintain Professional Boundaries

To ensure privacy and safety, you must not share any **personal contact information** with clients. This includes your:

- Full name
- Phone number
- Email address
- Social media accounts
- Website details
- Nicknames or handles used on other platform

This applies to both your **recorded introduction** and any conversation during your readings.

## 5. Respect Client and Reader Confidentiality

Do not ask for, accept, or share personal details about callers, yourself, or other readers working with Branwell Pty Ltd. If a client is unhappy with their experience, they should be directed to the **official support channel**, not your personal contact details. For support or complaints, please refer them to our Reader Helpdesk at **1300 815 508** or use the office contact us located on our website.

## 6. Underage Callers

Psychic and tarot readings are **not permitted for anyone under 18 years of age**. If you suspect a caller is underage, you must **end the call immediately**.

## 7. Supporting Distressed Callers

If a client is emotionally distressed or requires support outside the scope of an intuitive reading, please refer to **Appendix B – External Support** for appropriate resources to share with them.

## 8. Handling Abusive or Inappropriate Behaviour

Should a caller become aggressive, abusive, or behave inappropriately:

- Remain calm and professional.
- Attempt to steer the conversation in a more positive direction.
- If necessary, let them know you will be ending the call.
- Disconnect politely and promptly.
- Report the incident to Branwell support so we can follow up and investigate.

## 9. Open Communication and Feedback

We value your insights and ideas. If you have suggestions for improving our services, systems, or reader experience, you are always welcome to reach out to our support team by phone or email.

By following these guidelines, you not only protect yourself and the integrity of our platform but also help ensure that every client receives the quality and care they deserve.

## Immediate Grounds for Contract Termination

Branwell Pty Ltd is committed to maintaining the highest standards of professionalism, confidentiality, and client care. As an independent contractor, it is essential that you operate in alignment with our service guidelines and expectations.

### **The following actions will result in immediate termination of your contract as a Reader:**

Prohibited Conduct:

- Disclosing system access or internal information
- Sharing company access codes, passwords, or any platform-related technical information with clients or unauthorised parties.
- Abusive behaviour
- Any form of verbal aggression, harassment, or inappropriate conduct directed toward clients, staff, or fellow readers.
- Exchanging personal information
- Providing or requesting personal details such as names, phone numbers, addresses, email addresses, social media accounts, websites, or aliases used on other platforms.
- Misuse of confidential client content
- Using, sharing, or disclosing any personal or sensitive details from readings, except in cases where there is a serious concern for the caller's wellbeing.

- Promoting outside services or competitors
- Directing clients to other psychic services, platforms, or phone lines not affiliated with Branwell Pty Ltd.
- Knowingly engaging with underage callers
- Speaking with or encouraging interaction with individuals under the age of 18 is strictly prohibited.
- Participating in illegal discussions or behaviour
- Any involvement in or facilitation of illegal activity or related conversations during calls.
- Client complaints
- Multiple or serious complaints from callers will be reviewed and may lead to immediate termination, depending on the nature and frequency of the complaints.
- Violation of company or industry regulations
- Any material breach of this manual, platform policies, or the governing industry code of conduct will result in immediate removal from the system.
- Excessive missed calls
- Readers who consistently fail to answer incoming calls may face termination. To maintain system efficiency and client satisfaction, **a penalty of AUD \$10.00 will be applied for each missed call**. Repeated missed calls may also result in suspension or permanent removal from the platform.

## Call Handling and Compliance

- Call waiting or voicemail services (such as Telstra 101) must be disabled while you are logged in.
- All calls are recorded and monitored regularly to ensure compliance, quality, and regulatory standards are being upheld.
- We utilise **advanced call monitoring AI software** to detect everything that may be considered an offence.

## Zero Tolerance for Abuse or Bullying

Branwell Pty Ltd maintains a strict zero-tolerance policy against bullying, harassment, or abuse from clients or toward any team member. If you experience abusive behaviour, please report it immediately with the time, date, and a brief description so we can take appropriate action. Your safety and wellbeing are our priority.

# Your Profile

Your reader profile is essential in showcasing your intuitive abilities and making a strong first impression with potential clients. This includes both your **voice introduction greeting** and your **skills profile**, both of which must be completed before your profile is activated on the platform.

## Voice Introduction Greeting

As part of your profile setup, all readers are required to submit a 30–45 second voice introduction. This greeting is what clients will hear when you are logged in to take calls, and it plays a key role in attracting and connecting with new callers.

Your Greeting Should Include:

- Your **Reader Name**
- Your **Reader PIN**
- A summary of your **spiritual or psychic abilities**
- Your **experience** and any areas of **specialisation** (e.g., love, relationships, career)
- A brief description of your **reading style** or personal qualities (e.g., compassionate, honest, grounded)

## Sample Script 1 – General & Friendly

*"Hi, my name is **Ava**, and my reader PIN is **5689**. I'm a naturally gifted **clairvoyant and tarot reader** with over 10 years' experience helping people just like you find answers, clarity, and peace of mind. I specialise in matters of **love, relationships, and life direction**. My approach is **compassionate, down-to-earth**, and always non-judgemental. Whether you're feeling stuck, unsure, or just need someone to tune in—I'm here and ready to connect. Select me now for an empowering and insightful reading."*

## Sample Script 2 – Spiritual & Supportive

*"Hello, I'm **Sonia**, reader PIN **7742**. I'm a **clairvoyant empath** and intuitive tarot reader with over **15 years of experience**. I work closely with spirit to bring through guidance on **love, career, soul purpose**, and emotional healing. Clients describe me as **gentle, honest, and deeply supportive**. If you're feeling lost or overwhelmed, let's explore what's ahead together. I'm here to help you move forward with confidence and clarity. Press select now to begin your journey with me."*

## Sample Script 3 – Direct & Empowering

*"Hi, I'm **Daniel**, reader PIN **3355**. I'm an experienced **psychic medium and tarot consultant** with a straightforward and empowering approach. I've been reading professionally for over **12 years**, and I specialise in **career, life path, and relationship clarity**. My readings are honest, uplifting, and focused on real insight you can use. If you're ready to cut through confusion and gain deeper understanding, I'd love to read for you. Choose me now for guidance that's grounded and real."*

**⚠ You cannot log on or take calls until your voice greeting has been approved and activated.**

## Skills Profile Setup

In addition to your audio greeting, you must also complete your Skills Profile via the Agent Portal:

Steps:

- Log in to the **Agent Portal**
- Go to **Profile Settings > Agent Profile Settings**
- Provide detailed information about your:
  - **Psychic abilities and modalities** (e.g., tarot, mediumship, astrology)
  - **Experience and background**
  - **Areas of specialisation** (e.g., love and relationships, career, spiritual guidance)
  - **Reading style** and personality

This information is used to build your public-facing profile. While our team may edit it for tone and consistency, it will reflect the content you provide.

## Image Submission Guidelines

Your profile photo is a key part of your success as a professional reader. It helps build trust with clients and increases your visibility on the platform. Our data shows that readers with professional, friendly images receive significantly more client engagements and higher long-term earnings.

## Photo Requirements

Please follow these essential guidelines to ensure your photo meets our quality standards:

### What We're Looking For:

- A recent, high-quality **head and shoulders** image
- **Full frontal view** of your face, with eyes open and clearly visible
- **Smiling or neutral expression** that conveys warmth and professionalism
- Taken against a **plain or light-coloured background**
- **No filters, graphics, sunglasses, heavy shadows, or distractions**
- **Dress smart-casual** – look approachable but professional

**Tip:** Natural lighting is best. Avoid party photos, selfies, or casual social media images.

## File Format & Size

| Source               | Minimum Requirements     | Format             | Notes                      |
|----------------------|--------------------------|--------------------|----------------------------|
| Digital Camera/Phone | 3MP or higher resolution | JPEG, BMP, or TIFF | Colour photo, high quality |
| Scanned Photo        | 200 DPI minimum          | JPEG, BMP, or TIFF | Head & shoulders only      |
| File Size            | Max 10MB                 |                    | No compressed ZIP files    |

## How to Submit Your Photo

You can send your profile image to us in either of the following ways:

### Upload via Portal (Preferred)

- Log into the **Agent Portal** at [File Format & Size](#)
- Navigate to **Profile Settings > Upload Photo**
- Select your final image and submit

### Email Submission

- Send your photo as an attachment to [hello@branwell.com.au](mailto:hello@branwell.com.au)
- Use the file name format: `firstname_lastname.jpeg` (e.g., `Jane_Smith.jpeg`)
- Ensure the image is under **10MB** to avoid email rejection
- 

**⚠ We do not accept screenshots, social media images, or files with added filters or graphics.**

If you prefer **not to use your real image**, please let us know—we can assign a suitable **stock photo** for your public profile.

# Email Readings

## Responding to Requests via Agent Portal

Branwell now offers clients the opportunity to receive psychic readings by email. These are paid services and must be treated with the same professionalism, and insight, and care as any live reading.

Psychics will receive email reading requests directly through the **Agent Portal**. It's your responsibility to complete and submit a thoughtful, well-written response in a timely and compassionate manner.

## Turnaround Time

All email readings must be completed within 4 days of receipt.

This ensures we meet client expectations and deliver a professional service.

You may complete your email reading during your shift or at any time that suits you best within this timeframe.

## Word Count Requirements

- 1-Question Reading - approx. 300-350 words
- 3-Question Reading - approx. 600-650 words

Do not submit under-length responses. These are paid offerings, and the client must receive the full value of what they've purchased.

## How to Approach Your Response

### 1. Prepare and Centre Yourself

Before writing, take a few moments to ground your energy. Treat the request with the same presence you would if the client were on the phone. Use your preferred method - cards, channelling, clairvoyance, etc. - and connect to their energy through the details provided.

## 2. Use a Clear, Kind, and Empowering Tone

Communicate honestly, respectfully, and without fear-based language. Even if delivering challenging insights, do so in a way that uplifts and empowers. Avoid absolutes like *"this will happen"* – instead, use intuitive phrasing such as:

- *"It appears that..."*
- *"There is a strong sense of..."*
- *"You may wish to consider..."*

## 3. Stay Focused on Their Questions

Respond directly to the question(s) asked. Avoid straying too far from the topic, but include any additional insights that support and enrich the guidance, if genuinely intuitive.

## 4. Maintain Professional Boundaries

- Do **not** offer legal, financial, or medical advice.
- Do **not** share or discuss any readings outside the platform.
- Do **not** contact clients directly outside the Agent Portal.

All responses must be submitted securely through the portal to ensure delivery, client privacy, and record keeping.

## Final Note

Email readings are a powerful tool for clients to receive insight in a private, written format they can return to again and again. Take pride in your work—each message you send is a reflection of your energy and the Branwell standard.

**Deliver with care. Write with purpose. And always, read with heart.**

# Position Description

**Contract Role:** Psychic / Tarot Reader  
**Engaged by:** Branwell Pty Ltd  
**Location:** Remote (Work from Home)  
**Contract Type:** Independent Contractor (ABN required)  
**Reporting to:** Reader Support & Operations Team  
**Hours:** Hours: Minimum 16 hours per week (flexible or set shifts available)

## About the Role

Branwell Pty Ltd is seeking talented, compassionate, and professional Psychic and/or Tarot Readers to join our remote team of intuitive consultants. As an independent contractor, you will provide insightful, empowering, and ethical readings to clients over the phone. You will be expected to deliver clear, supportive guidance while maintaining a high standard of professionalism and care.

This role is ideal for readers who are self-motivated, emotionally intelligent, and genuinely passionate about helping others through spiritual and intuitive practices.

## Key Responsibilities

- Provide high-quality psychic, tarot, or intuitive readings to clients via phone or instant message.
- Demonstrate empathy, professionalism, and active listening during every session.
- Tailor each reading to the client's questions, concerns, and energy.
- Maintain confidentiality, discretion, and ethical boundaries at all times.
- Be punctual and reliable when working scheduled shifts or during advertised availability.
- Log in to the platform regularly, meeting the minimum requirement of 16 hours per week.
- Communicate professionally with the Branwell support team regarding availability, system issues, or client-related concerns.
- Uphold all company policies, platform guidelines, and the code of conduct.

## Key Selection Criteria

To be considered for this role, applicants must:

- Have proven experience in providing psychic, tarot, clairvoyant, or other intuitive readings.
- Demonstrate a strong connection to their intuitive abilities and chosen modality.
- Be over 18 years of age.
- Possess excellent verbal communication and interpersonal skills.
- Be emotionally grounded, non-judgemental, and client-focused.
- Be self-motivated, professional, and able to work autonomously from home.
- Own a reliable phone line or internet connection (depending on service type).
- Hold (or be willing to obtain) an Australian Business Number (ABN).
- Be able to commit to at least 16 hours per week.

## Desirable (But Not Essential)

- Experience working on other phone or online psychic platforms.
- Ability to work late nights, weekends, or peak demand periods.
- Training or certification in tarot, psychic development, counselling, or related fields.
- Multilingual abilities or international cultural awareness.

## Shift Types

- **Set Shifts:** Pre-agreed and promoted time slots to help build consistent clientele and maximise exposure.

## Remuneration

- You will be paid per minute of active talk time with clients.
- Payments are made weekly on Fridays via direct deposit.
- All income is paid gross, and you are responsible for your own taxation and reporting obligations.

## Why Join Branwell Pty Ltd?

- Flexible, work-from-home arrangements
- 24/7 platform availability to suit any schedule
- Weekly payments and transparent earnings tracking
- Supportive admin and operations team
- A professional, ethical environment where your gifts are respected

## How to Apply

To express your interest, please prepare the following:

- Completed information sheet
- Brief reader biography
- A recent, high-quality photo
- Signed Independent Contractor Agreement (provided upon application)

Qualified applicants will be contacted to complete a short test reading.

# External Support

## Australia

|                                                    |                                                                                                         |
|----------------------------------------------------|---------------------------------------------------------------------------------------------------------|
| Lifeline                                           | 13 11 14                                                                                                |
| Lifeline Crisis Text Service                       | 0477 13 11 14                                                                                           |
| Beyond Blue Australia                              | 1300 224 638                                                                                            |
| Suicide Call Back                                  | 1300 659 467                                                                                            |
| 1800 Respect                                       | 1 800 737 732                                                                                           |
| 13 Yarn (Indigenous)                               | 13 92 76                                                                                                |
| The Samaritans Crisis Line                         | 08 683 839 850 (main Line)<br>08 623 039 03 (Luminos enquiry line)<br>1 800 198 313 (Country Toll Free) |
| Men's Line Australia                               | 1300 789 978                                                                                            |
| QLife (LGBTIQ+)                                    | 1800 184 527                                                                                            |
| Butterfly Foundation                               | 1800 334 673                                                                                            |
| Child Protection and<br>Family Support Crisis Care | 08 9223 1111<br>1800 199 008 (Country Toll Free)                                                        |
| HealthDirect                                       | 1 800 022 222                                                                                           |

**New Zealand**

|                              |                                                  |
|------------------------------|--------------------------------------------------|
| Lifeline                     | 0800 543 354                                     |
| Lifeline Crisis Text         | 4357 (free text)                                 |
| Depression helpline          | 0800 111 757                                     |
| Depression helpline Text     | 4202 (free text)                                 |
| Samaritans crisis line       | 0800 726 666                                     |
| OUTLine NZ                   | 0800 688 548                                     |
| Seniorline                   | 0800 725 463                                     |
| Anxiety NZ                   | 0800 269 438                                     |
| Drug and Alcohol helpline    | 0800 787 797                                     |
| Gambling helpline            | 0800 654 655                                     |
| Shine (domestic abuse)       | 0508 744 633 (free phone)                        |
| Are You OK (family violence) | 0800 456 450                                     |
| Women's Refuge Crisis        | 0800 733 843                                     |
| Shakti (migrant women)       | 0800 742 584                                     |
| Vagus Line                   | 0800 567 666 (Mon, Wed, Fri 12pm to 2pm) Chinese |
| Rape Crisis                  | 0800 883 300                                     |

## United Kingdom

|                          |                                 |
|--------------------------|---------------------------------|
| NHS                      | via website                     |
| MIND (general distress)  | 0300 123 3393                   |
| MIND Text Services       | 86463                           |
| The Samaritans           | 116 123                         |
| Alcoholics Anonymous     | 0800 9177 650                   |
| Al-Anon Family Groups    | 02 7403 0888                    |
| Drinkline                | 0300 123 1110                   |
| Narcotics Anonymous      | 0300 999 1212                   |
| Adfam                    | 0845 1200 6600<br>0207 553 7640 |
| Cruse Bereavement        | 0844 477 9400                   |
| SOBS (Survivors Suicide) | 0300 111 5065                   |
| Missing People           | 116 000                         |

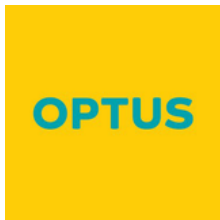
# Internal Support

## Useful Information

|                             |                                                                                                                                                                                                         |
|-----------------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|
| Steven Sinfield - Director: | hello@branwell.com.au (available 9am to 6pm Mon to Fri - All other times <b>Emergency Only</b> leave a voice message or email).                                                                         |
| Website:                    | <a href="https://branwell.com.au">https://branwell.com.au</a><br><a href="https://soul2path.com">https://soul2path.com</a><br><a href="https://wholelifepsychics.com">https://wholelifepsychics.com</a> |
| General Email:              | 1300 815 508 or +61 409 975 589                                                                                                                                                                         |
| Registered Address:         | U2 290 Boundary Street<br>Spring Hill QLD 4000<br>Australia                                                                                                                                             |
| Postal Address:             | PO Box 7103<br>Holland Park East QLD 4121<br>Australia                                                                                                                                                  |
| Roster Absence:             | Email to hello@branwell.com.au, text 0409 975 589 or leave voice message in a timely manner.                                                                                                            |

# Ring Time Extension

## Major Telecommunication Providers



### How to Extend Your Ring Time on Optus Mobile

**Step 1:** Open the phone dialler on your Optus mobile.

**Step 2:** Dial the following code: **\*\*61\*321\*\*[seconds]#**  
*Replace [seconds] with how long you want the phone to ring before going to voicemail.*

You can choose: 15, 20, 25, or 30 seconds.

*Example: To set ring time to 30 seconds, dial: **\*\*61\*321\*\*30#***

**Step 3:** Press the Call/Send button.

---



### How to Extend Your Ring Time on Telstra Mobile

**Step 1:** Open the phone dialler on your Telstra mobile.

**Step 2:** Dial the following code: **\*\*61\*101\*\*[seconds]#**  
*Replace [seconds] with how long you want the phone to ring before going to voicemail.*

You can choose: 15, 20, 25, or 30 seconds.

*Example: To set ring time to 30 seconds, dial: **\*\*61\*101\*\*30#***

**Step 3:** Press the Call/Send button.

---



### How to Extend Your Ring Time on Vodafone Mobile

**Step 1:** Open the phone dialler on your Vodafone mobile.

**Step 2:** Dial the following code: **\*\*61\*121\*\*[seconds]#**  
*Replace [seconds] with how long you want the phone to ring before going to voicemail.*

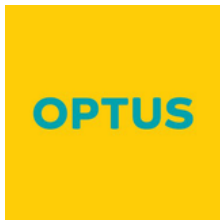
You can choose: 15, 20, 25, or 30 seconds.

*Example: To set ring time to 30 seconds, dial: **\*\*61\*121\*\*30#***

**Step 3:** Press the Call/Send button.

# Disabling Diversion

## Major Telecommunication Providers



### How to Disable Diversion on your Optus Mobile

**Step 1:** To turn off diversion to voicemail: ##004#.

**Step 2:** To turn on diversion to voicemail \*\*004\*

**Step 3:** Press the Call/Send button.



### How to Disable Diversion on your Telstra Mobile

**Step 1:** To turn off diversion to voicemail: ##002#

**Step 2:** To turn on diversion to voicemail: \*\*004\*101#

**Step 3:** Press the Call/Send button.



### How to Disable Diversion on your Vodafone Mobile

**Step 1:** To turn off diversion to voicemail: ##002#

**Step 2:** To turn on diversion to voicemail: \*\*004\*+61414121000#

**Step 3:** Press the Call/Send button.



*Branwell*