

Psychic Handbook

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



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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 an independent contractor providing psychic or tarot readings (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 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 prepared to help you understand how you can provide your services as a self-employed, independent contractor on the Branwell platform.

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:

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.

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.

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.

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.

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.

Providing Services

Thanks again for your interest in joining Branwell. Before getting started, please take a moment to review the following information so you understand how to provide your services via the platform.

To activate your profile on the platform, the following information is required (all items may be submitted electronically):

- Signed independent contractor agreement (Branwell copy only)
- A recent, good-quality photo of yourself

Once received, your details will be confirmed and a short introductory session may be conducted to familiarise you with the platform and how it operates.

Readers providing services via Branwell do so as independent contractors, not employees. You operate as a self-employed individual and are responsible for managing your own tax, superannuation, and any applicable reporting requirements with the Australian Taxation Office (ATO).

Payments are made as gross fees without deductions. You are responsible for ensuring you are appropriately registered for self-employment (a sole trader ABN is generally 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 associated costs. Independent financial or taxation advice is recommended to ensure you meet your obligations and maximise any available benefits.

Before accessing the platform, you must complete and sign your Independent Contractor Agreement, confirming your understanding of the terms under which you provide services.

Independent Contractor & ATO Disclaimer

Readers provide services via the Branwell platform as independent contractors, not employees.

You are responsible for managing your own tax, superannuation, insurance, and any obligations with the Australian Taxation Office (ATO). Payments are made as gross fees without deductions.

Branwell does not guarantee any minimum level of work, earnings, or client availability.

Readers determine their own availability and may provide services to other clients or platforms.

We recommend seeking independent financial or taxation advice to ensure you meet your obligations.

Become a Reader

At Branwell, our platform operates 24 hours a day, 7 days a week, allowing clients to access intuitive guidance whenever they need it. This provides Readers with flexible opportunities to make themselves available and connect with clients across a range of times.

A key aspect of the platform is supporting Readers in building meaningful and ongoing client connections. Many Readers develop a loyal base of returning clients, which can enhance both the client experience and the Reader's earning potential.

What We Look For in Our Readers

We value Readers who bring both skill and genuine care to their work.

Our ideal Readers are:

Experienced in psychic or tarot readings

You have a strong intuitive ability and a natural connection with the modalities you use.

Warm, friendly, and empathic

Clients often seek guidance during important or sensitive moments. A supportive and compassionate approach is essential.

Professional in manner and communication

Clear, respectful communication helps build trust and confidence with clients.

Self-assured and calm

Confidence in your abilities supports a grounded and reassuring client experience.

Self-motivated and consistent

You are comfortable working independently and maintaining your own availability on the platform.

18 years of age or older

Delivering a Quality Experience

Each client brings unique questions and circumstances. Providing a high-quality experience involves actively listening and offering guidance that is thoughtful, relevant, and aligned with the client's needs.

Readers who remain present, engaged, and intuitive in their approach often build stronger client relationships and more consistent engagement over time.

By maintaining high standards and embracing values of connection, compassion, and integrity, you can build a fulfilling independent practice while supporting others.

If this aligns with your approach, we look forward to welcoming you to the Branwell community.

Payment and Rates

Branwell aims to provide a transparent and straightforward payment structure.

Readers are paid per minute of active one-on-one talk time with clients. Earnings are based on time spent in genuine consultation rather than total time logged into the platform.

Calls of less than 120 seconds (2 minutes) are not included, as these are typically identified by the system as incomplete or redirected calls.

Branwell does not guarantee any minimum level of earnings, call volume, or availability of clients.

| 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 may adjust reading rates from time to time. Where changes occur, reasonable notice will be provided so you can review and plan accordingly.

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 the platform.

Payments are based on recorded one-on-one talk time with clients.

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

Payment Period

The weekly payment cycle runs from Friday to Thursday.

Payments are calculated based on activity recorded during this period and are processed in the following payment run.

Reciprocal Tax Invoice Process

To support taxation and record-keeping requirements:

- 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 act as a formal record of services provided and fees paid, and should be retained for your own tax and accounting purposes.

Availability and Platform Access

Independent Contractors (“Readers”) operate independently and determine their own availability on the platform.

Readers may choose when and how often to access the platform based on their personal preferences and business objectives, and availability.

Readers may indicate preferred availability periods to support client demand, marketing exposure, and call distribution. These availability periods are indicative only and may be updated, changed, or removed by the Reader at any time.

Readers may also access the platform outside of their indicated availability at their discretion.

For client experience and continuity of service, maintaining consistent availability may support increased visibility, client engagement, and call opportunities over time. In practice, many Readers choose to maintain availability of approximately 16 hours per week; however, this is entirely at the readers discretion and is not a requirement.

Readers may make themselves available in sessions of varying duration depending on their preference and client demand.

Reader visibility, call allocation, and promotional exposure may be influenced by factors including:

- Overall activity levels
- Consistency of availability
- Engagement on the platform over time

Readers who maintain regular and consistent availability often experience improved outcomes, including increased visibility, repeat clients, and stronger earning potential.

Platform Activity Management

Branwell operates an active, on-demand platform that connects clients with Readers who choose to make themselves available.

Readers determine their own availability and may access the platform at their discretion. There are no minimum availability requirements, and Readers decide if and when they engage with client interactions.

To maintain a responsive and effective client experience, Branwell manages overall platform participation based on activity and engagement levels.

Profile visibility, call allocation, and access to certain platform features may vary over time based on factors including:

- Overall activity levels
- Consistency of availability
- Engagement on the platform

Where a Reader has not accessed or engaged with the platform for an extended period, their profile may be set to inactive or removed from active listings.

This does not apply where a Reader has previously indicated a period of unavailability via the platform or other communication channels.

In practice, this may occur where there has been no activity for approximately 30 days or more, with extended periods of inactivity (for example, 60-90 days) potentially resulting in removal from the platform.

These timeframes are indicative only and may vary depending on platform requirements, client demand, and operational considerations.

Readers may request reactivation of their profile at any time, subject to platform availability.

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 Detail

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

Set Your Availability

Nominate your preferred availability within the platform to support client demand and maximise your earning potential.

Reader visibility, call allocation, and promotional exposure are influenced by consistency, overall availability, and engagement levels on the platform. Readers who maintain regular availability often experience stronger engagement and more consistent call flow.

System Requirements

Platform Access and System Guidance

To support a seamless and professional experience for clients, Readers are responsible for ensuring their equipment and setup support effective use of the platform.

Login Options

Readers may access the platform and receive calls in one of the following ways:

Phone-Based Login (SMS)

Availability can be activated or deactivated via 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 option may be suitable when using a mobile or landline without accessing the online portal.

System Setup

Readers may use a range of devices to access the platform, including:

- mobile phone, or smartphone
- Computer or smart device with Internet Access

Readers are responsible for selecting and maintaining equipment that supports reliable call handling and platform access.

Where calls are forwarded to a mobile device, using a dedicated or distraction-free setup may assist in maintaining call quality.

Call Handling Considerations

Certain phone features such as voicemail, call waiting, or message bank) may interfere with call flow while available on the platform.

Readers may wish to adjust these settings where appropriate to optimise call handling and client experience.

Accessing the Agent Portal

Readers may access the Agent Portal via web browser:

- Visit: <https://portal.branwell.com.au>
- Click “Login”
- Enter your username and password (case sensitive)

Compatible Devices

This platform can be accessed using:

- Windows, Linux or Mac Computers
- Smartphones or tablets with internet access

A stable internet connection and up-to-date device may assist in ensuring reliable access.

Internet Browser

An up-to-date web browser is recommended for secure and smooth access. including:

- Google Chrome (preferred)
- Mozilla Firefox
- Safari
- Microsoft Edge

Using the Agent Portal

The Agent Portal allows Readers to:

- View earnings and session summaries
- Update availability
- Respond to customer reviews
- Access independent contractor profile information

Additional Notes

A stable internet connection and suitable device setup will support a smoother experience when using the platform.

Readers are responsible for ensuring their equipment is functional and suitable for their own use.

Expectations

As an independent contractor (“Reader”) engaged by Branwell Pty Ltd, you operate your own practice and determine how you deliver your services.

To support a high-quality client experience and protect the integrity of the platform, the following service standards apply when you choose to make yourself available on the platform.

Prepare Yourself Before Online

Before making yourself available on the platform, ensure you are in a suitable state to provide a professional and focused service.

Maintaining a calm, clear, and distraction-free environment supports a better experience for your clients.

Professional Conduct While Available

While you have indicated availability and are connected to the platform, Readers are expected to maintain a professional standard of service.

Activities that may detract from the quality of a reading (such as engaging in unrelated tasks or distractions) may impact client experience and platform outcomes.

Responsiveness

Providing timely responses to incoming calls contributes to a positive client experience and may support stronger engagement and repeat clients.

Maintain Professional Boundaries

To protect privacy and platform integrity, Readers must not share personal contact information with clients, including:

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

This applies to both recorded introductions and live readings.

Confidentiality

Readers are expected to respect the privacy of clients and other Readers on the platform.

Personal information relating to clients, yourself, or other Readers should not be requested, shared, or disclosed outside of what is necessary to provide the service.

If a client is dissatisfied, they should be directed to Branwell’s official support channels.

For support or complaints, clients may contact the Reader Helpdesk on 1300 815 508 or via the contact page on our website.

Underage Callers

Psychic and tarot readings are not permitted for individuals under 18 years of age.

If you reasonably believe a caller may be underage, the call should be discontinued.

Supporting Distressed Callers

Where a client appears emotionally distressed or requires support beyond the scope of an intuitive reading, please refer to Appendix B – External Support and provide appropriate resources where relevant.

Handling Inappropriate Behaviour

If a caller behaves in an aggressive, abusive, or inappropriate manner:

- Remain calm and professional
- Attempt to guide the interaction appropriately
- Advise the caller that the call may be ended if behaviour continues
- End the call where necessary

You may notify Branwell support of such interactions to assist with platform monitoring and client management.

Communication and Feedback

You are welcome to provide feedback, suggestions, or insights to support ongoing improvements to the platform, systems, and client experience.

Platform Standards and Engagement

By choosing to provide services via the platform, you contribute to maintaining a professional, safe, and high-quality environment for clients.

Platform Access and Removal

Branwell Pty Ltd maintains platform standards relating to professionalism, confidentiality, and client care.

Access to the platform may be suspended or discontinued where conduct is inconsistent with these standards or presents a risk to clients, the platform, or the business.

Prohibited Conduct

The following conduct is not permitted on the platform:

- Disclosing system access or internal information
- Sharing access credentials or platform-related information with unauthorised parties
- Engaging in abusive, aggressive, or inappropriate behaviour
- Exchanging personal contact information with clients
- Misusing or disclosing confidential client information
- Promoting external services or competing platforms
- Knowingly engaging with individuals under 18 years of age
- Participating in or facilitating illegal activity
- Conduct that results in repeated or serious client concerns
- Breaches of platform policies or applicable industry standards

Responsiveness and Availability

Maintaining consistent responsiveness and availability supports stronger client engagement and call opportunities.

Where responsiveness is consistently low or calls are not answered, this may impact visibility, call allocation, or ongoing access to the platform.

Call Handling and Compliance

You are responsible for ensuring your systems and setup support effective call handling while you are available on the platform.

Calls may be recorded and monitored for quality assurance, compliance, and platform integrity purposes.

Platform Safety

Branwell Pty Ltd maintains a zero-tolerance approach to abusive or unsafe behaviour.

If you experience inappropriate conduct, you are encouraged to report the interaction, including the time, date, and a brief description, so appropriate action can be taken.

Your Profile

Your Reader profile is an important part of presenting your services to clients. It includes your voice introduction and skills profile, which together help clients understand your style, experience, and area of focus.

To activate your profile on the platform, both your voice introduction and skills profile must be completed.

Voice Introduction Greeting

As part of your profile setup you record a 30-45 second voice introduction. This greeting is played to clients when you are available on the platform and can assist in attracting and connecting with callers.

Your Greeting May Include:

- Your Reader Name
- Your Reader PIN
- A summary of your intuitive abilities
- Your experience and areas of focus (e.g., love, relationships, career)
- A brief description of your reading style (e.g., compassionate, direct, insightful)

Sample Scripts

General & Friendly

"Hi, my name is Ava, and my reader phone code is 5689. I'm a naturally gifted clairvoyant and tarot reader with over 10 years' experience helping people find clarity and peace of mind. I specialise in love, relationships, and life direction. My approach is compassionate and down-to-earth. I'm here when you're ready to connect."

Spiritual & Supportive

"Hello, I'm Sonia, reader phone code is 7742. I'm a clairvoyant empath and intuitive tarot reader with over 15 years of experience. I work with spirit to provide guidance on love, career, and emotional healing. My style is gentle and supportive. I'm here to help you move forward with clarity."

Direct & Empowering

"Hi, I'm Daniel, reader phone code 3355. I'm an experienced psychic medium and tarot consultant with a straightforward approach. I specialise in career, life path, and relationship clarity. My readings are honest and practical. I'm here to help you gain real insight."

Your voice introduction forms part of your profile and must be completed before your profile becomes active on the platform.

Skills Profile Setup

Readers can complete their Skills Profile via the Agent Portal.

Accessing Your Skills Profile

To update your profile:

- Log in to the Agent Portal
- Navigate to Profile Settings > Agent Profile Settings

Profile Information

Readers may include details such as:

- Psychic abilities and modalities (e.g. tarot, mediumship, astrology)
- Experience and background
- Areas of focus (e.g. love and relationships, career, spiritual guidance)
- Reading style and personal approach

This information is used to create your public profile on the platform and helps clients understand your services.

Branwell may apply minor formatting or presentation adjustments for consistency across the platform, while preserving the substance of your content.

Profile Image

Your profile image contributes to how clients engage with your profile on the platform.

Photo Guidelines

Readers may choose to provide an image that is:

- Recent and clear
- Head and shoulders framing
- Well-lit, with face visible
- Neutral or friendly in expression
- Free from filters, overlays, or distractions

A professional-style image may support stronger client engagement.

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 |

Submitting Your Photo

Images may be submitted via:

Portal Upload (Preferred)

- Log into the Agent Portal
- Navigate to Profile Settings > Upload Photo
- Select your final image and submit

Email Submission

- Send to: hello@branwell.com.au
- Use the file name format: `firstname_lastname.jpeg` (e.g., `Jane_Smith.jpeg`)
- Ensure the image is under 10MB

If you prefer not to use a personal image, a standard profile image may be used.

Email Readings

Responding via the Agent Portal

Branwell offers clients the option to receive psychic readings by email. These are paid services and are presented to clients as written readings delivered via the platform.

Email reading requests are made available through the Agent Portal. Readers may choose to accept and respond to these requests.

Turnaround Time

To support client expectations, email readings are generally expected to be completed within 4 days of receipt.

Readers may complete email readings at any time that suits their schedule within this timeframe.

Typical Length Guide

- 1-Question Reading: approximately 300-350 words
- 3-Question Reading: approximately 600-650 words

Providing responses within these ranges support consistency and perceived value for clients.

Approach to Your Response

Preparation

Readers may choose to take time to centre themselves before responding, using their preferred intuitive methods.

Tone and Communication

A clear, supportive, and respectful tone is recommended. When delivering insights, many Readers choose to avoid absolute statements and instead use intuitive phrasing such as:

- “It appears that...”
- “There is a sense that...”
- “You may wish to consider...”

Focus

Responses typically address the client’s question(s) directly, with additional insights included where relevant.

Professional Boundaries

To maintain platform standards:

- Legal, financial, or medical advice should not be provided
- Client interactions should remain within the platform
- Personal contact details should not be shared

All responses are submitted via the Agent Portal to support delivery, privacy, and record-keeping.

Additional Note

Email readings provide clients with a written format they can revisit over time. Many Readers find that thoughtful, well-structured responses contribute to stronger client engagement and repeat business.

Position Description

| | |
|--------------------------|---|
| Engagement: | Psychic / Tarot Reader |
| Platform: | Branwell Pty Ltd |
| Location: | Remote (Work from Home) |
| Engagement Type: | Independent Contractor (ABN required) |
| Platform Support: | Reader Support & Operations |
| Availability: | Flexible — Readers determine their own availability. Maintaining consistent availability may support increased client engagement and earning opportunities. |

About The Opportunity

Branwell Pty Ltd invites experienced and professional Psychic and/or Tarot Readers to provide services via our remote platform as independent contractors.

As a Reader, you will offer intuitive, ethical, and supportive readings to clients over the phone or via messaging. Readers operate independently and determine how they deliver their services, while contributing to a high-quality client experience on the platform.

This opportunity is well suited to individuals who are self-motivated, emotionally aware, and passionate about supporting others through intuitive and spiritual practices.

Service Overview

Readers providing services via the platform typically:

- Deliver psychic, tarot, or intuitive readings to clients via phone or messaging
- Engage with clients in a professional, respectful, and empathetic manner
- Tailor each reading to the client's questions and individual circumstances
- Maintain appropriate boundaries, confidentiality, and discretion
- Manage their own availability and engagement on the platform
- Communicate with Branwell support where required in relation to platform or client matters
- Operate in alignment with platform guidelines and professional standards

Reader Profile

Suitable Readers will generally:

- Have experience providing psychic, tarot, clairvoyant, or intuitive readings
- Demonstrate a strong connection to their intuitive abilities and chosen modality
- Be 18 years of age or older
- Communicate clearly and professionally
- Maintain a calm, respectful, and client-focused approach
- Be self-directed and comfortable operating independently
- Have access to a reliable phone or internet connection (depending on service type)
- Hold, or be willing to obtain, an Australian Business Number (ABN)

Availability and Engagement

Readers determine their own availability on the platform.

Maintaining consistent availability and engagement may support increased visibility, client connections, and earning opportunities. Many Readers choose to maintain regular availability (often around 16 hours per week), however this remains entirely at the Reader's discretion.

Desirable (But Not Essential)

- Experience providing services on phone-based or online psychic platforms
- Availability during late nights, weekends, or peak demand periods
- Training or certification in tarot, psychic development, counselling, or related fields
- Multilingual abilities or experience working with diverse client groups

Promoted Availability

Readers may nominate preferred availability periods that may be used for marketing, promotional activity, and client engagement initiatives.

Maintaining consistent availability can assist in building a regular client base and increasing exposure on the platform.

Remuneration

Readers are paid per minute of active talk time with clients.

Payments are processed weekly on Fridays via direct deposit.

All income is paid as gross fees. Readers are responsible for managing their own taxation, superannuation, and reporting obligations.

Why Join Branwell Pty Ltd?

- Flexible, work-from-home opportunity
- 24/7 platform availability to suit your preferred schedule
- Weekly payments with transparent earnings tracking
- Support from an experienced operations team
- A professional and ethical environment that values intuitive practice

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)

Suitable applicants may be invited to complete a short introductory reading as part of the onboarding process.

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) 08 623 039 03 (Luminos enquiry line) 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 Family Support Crisis Care | 08 9223 1111 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 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 Emergency Only leave a voice message or email).

Website: <https://branwell.com.au>
<https://soul2path.com>
<https://wholelifepsychics.com>

General Email: 1300 815 508 or +61 409 975 589

Registered Address: U2 290 Boundary Street
Spring Hill QLD 4000
Australia

Postal Address: PO Box 7103
Holland Park East QLD 4121
Australia

Availability Changes: If you are no longer available during a period you have previously indicated, you can update your availability within the platform or by texting 'away' to +61 438 497 255.

Updating your availability helps ensure accurate call routing, client experience and promotional activity.

Where appropriate you may also notify the team via email at hello@branwell.com.au or SMS +61 409 975 589 to assist with managing client demand.

Branwell