

Branwell 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

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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.

Becoming 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.

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 whole 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
- Smartphone es 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 Compression 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 Notes

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.

Branwell Platform

The Branwell Platform is a centralised online portal designed to support Independent Consultants in managing their presence and activities within the Branwell network.

The platform provides a convenient environment where consultants can independently maintain and update their professional profile, ensuring that information presented to clients remains accurate and up to date.

Consultants may use the platform to nominate their preferred availability and indicate periods where they may be unavailable. Availability reflects the consultant's intended online times only and is provided for visibility purposes. Consultants retain full discretion over when and how they make themselves available on the platform.

The platform also allows consultants to update personal and payment details, including bank account information, to support accurate administrative and payment processing.

In addition, consultants can view and respond to client reviews, supporting their own professional engagement and development within the platform.

All features are accessible in one location, enabling consultants to manage their profile, visibility, and interactions efficiently, while maintaining control over how they choose to operate their independent consulting services.

Nothing in this platform or its functionality creates any obligation for consultants to accept work, be available at specific times, or perform services.

Agent Availability

Agent Availability Management enables consultants to define their intended online availability across the platform. This functionality supports efficient call routing, improves client experience, and provides transparency around expected availability windows.

Availability is self-managed and reflects the consultant's planned working times only.

Prerequisites

Before using this feature, ensure:

- You have access to the **Agent Portal**
- You are logged into your portal account
- You understand that:
 - Availability must be set **in advance**
 - Same-day updates are **not supported**

Navigation

To access Availability:

Menu path:

| Maintenance > Agent Maintenance > **Availability Update**

Page Layout Overview

The Availability Management page consists of:

Header Section

- Displays:
 - Page title: *Agent Availability Management*
 - Consultant Name
- Includes timezone notice:
 - All times are in **AEST (UTC+10)**

Timezone Information Panel

Provides guidance on:

- AEST standard time usage
- Daylight Savings Time (DST differences)
- States observing DST (NSW, VIC, SA, TAS, ACT)
- Instruction to manual adjust times if applicable

Weekly Available Grid

Each day (Monday to Sunday) includes:

Field	Description
Slot 1	Primary availability period
Slot 2	Optional secondary availability
Start Time	Beginning of availability window
End Time	End of availability window
Remove (X)	Delete the selected slot

Understanding Availability Slots

Slot Configuration

- Each day allows up to two availability periods
- Slots can be used to:
 - Split hours
 - Allow breaks between sessions

Example

- Slot 1: 9:00 AM - 12:00 PM
- Slot 2: 6:00 PM - 9:00 PM

Time Entry

- Time is entered using a 12-hour clock format (AM/PM)
- Default values may appear as:
 - 12:00 AM - 12:00 AM
- These indicate no active availability unless updated

System Processing Rules

Advance Processing

- Availability is processed ahead of time to ensure:
 - Stable call routing
 - Accurate client visibility

Same-Day Locking

- Availability for the current day cannot be modified
- Locked days display the message: *"Today's availability has already been processed."*
- Fields will appear **disabled (greyed out)**

Entering Availability

To Define Availability:

- Navigate to the Availability Update page
- Locate the required day
- Enter:
 - Start time
 - End time
- (Optional) Add a second slot
- Repeat for other days
- Click **Update Availability**

Modifying Availability

To Update Future Availability:

1. Navigate to the relevant day
2. Adjust:
 - i. Start and/or end times
3. Click Update Availability

Removing Availability

To Delete a Slot:

- Click the "X" icon beside the slot
- Confirm removal (if prompted)
- Click Update Availability

System Behaviour

Scenario	Outcome
Same-day update attempted	Not Allowed
Future date update	Allowed
No availability Entered	No active availability
Slot removed	Availability Cleared
Logged in during availability	Calls may be routed

Consultant Responsibilities

Consultants are responsible for:

- Managing their own availability
- Ensuring availability is entered in advance
- Maintaining accurate and realistic time windows

Availability reflects intended online presence and supports platform operations.

Platform Expectations

When a consultant is:

- Logged in and
- Within an active availability window

They are expected to:

- Accept incoming calls
- Engage with clients professionally
- Support a consistent service experience

Best Practice Recommendations

To optimise performance:

- Set availability ahead of time
- Maintain consistent weekly patterns
- Use clear time blocks
- Avoid frequent changes
- Ensure readiness during listed availability

Daylight Saving Time (DST) Guidance

- Queensland operates on AEST year-round
- Other states may shift to AEDT (UTC+11)

If located in a DST-observing state:

- Adjust your availability manually during DST periods

Troubleshooting

Issue	Explanation	Action
Cannot edit today's availability	Day is locked	Update future dates only
Times appear greyed out	Availability processed	No action required
No calls received	No activity or not logged in	Check schedule and login status
Incorrect time displayed	DST difference	Adjust manually

Related Processes

- Agent Login / Logout functionality
- Call Routing System

Summary

Agent Availability Management provides a structured way to:

- Define intended online times
- Support consistent client access
- Maintain platform reliability

All availability is self-managed and designed to align with flexible consultant engagement while supporting operational requirements.

Skills, Tools & Specialties

This function allows consultants to manage their profile by selecting applicable Skills, Tools, and Specialties. Multiple selections are permitted in each section to accurately reflect your abilities and areas of focus.

Navigation

Menu path:

| Maintenance > Agent Maintenance > **Update Skills & Tools**

Skills Section

The Skills section defines your intuitive and psychic abilities.

Available options include:

- Clairvoyant
- Clairaudient
- Empath
- Medium
- Remote Viewing
- Clairsentient
- Angel Readings
- Dream Exploration
- Affirmations
- Claircognizance

Multiple selections are allowed.

Tools Section

The Tools section identifies the methods or systems you use during readings.

Available options include:

- Tarot
- Reiki
- Chakra Cleansing
- No Tools
- Cartomancy
- Aura Cleansing
- Pendulum

- I-Ching
- Numerology
- Runes
- Feng Shui
- Astrology - Western
- Astrology - Vedic
- Astrology - Mayan
- Astrology - Chinese
- Crystal Ball

Multiple selections are allowed.

Specialties Section

The Specialties section highlights the areas you focus on when providing readings.

Available options include:

- Love & Relationships
- Career & Work
- Money & Prosperity
- Destiny & Life Path
- Breakups & Divorce
- General Reading
- Spirit Guides
- Family & Friends
- Commitment-phobia
- Pets & Animal
- LGBTQ
- Deceased Loved Ones
- Infidelity
- Lost People & Pets
- Grief
- Women's Issues
- Lost Items
- Past Lives

Multiple selections are allowed.

How to Update Profile

1. Navigate to Update Skills & Tools
2. Tick all relevant checkboxes under each section
3. Multiple selections can be made per category
4. Click "Save Profile"

System Behaviour

- All selections are optional
- Multiple selections allowed per section
- Change take effect immediately after saving
- Profile updates improve visibility and client matching

Best Practices

- Select only skills you genuinely use
- Avoid selecting all options
- Keep your profile accurate and up to date
- Align specialities with your actual reading focus

Summary

This feature allows consultants to accurately present their abilities, tools, and specialties, helping clients choose the most suitable reader and improving overall platform performance.

Agent Details (Details Update)

The Agent Details page allows consultants to manage and maintain their personal and contract information with the platform.

This information is used for:

- Account identification
- System communication
- Compliance and record-keeping

Navigation

Menu path:

| Maintenance > Agent Maintenance > **Details Update**

Page Layout Overview

The Agent Details page is divided into two main selections:

1. Personal Information

- Date of Birth
- Email Address
- Mobile Number

2. Address Information

- Address Line 1
- Address Line 2
- Suburb / Town
- State / Country
- Postcode / ZIP Code

Field Definitions

Date of Birth

- Displays your recorded date of birth
- Used for identify verification purposes

Email Address

- Primary contact email
- Used for:
 - Account notifications
 - System communication
- Must be valid and up to date

Mobile Number

- This number is used for:
 - **SMS login authentication**
 - **Recording your greeting**

Important:

- This is **NOT** the number used for call routing.

Call Routing Number (Important Distinction)

- Your call routing number is managed separately from this screen
- To update your call routing number, you must contact support:

| support@branwell.com.au

- This ensures:
 - System integrity
 - Correct call delivery configuration

Address Fields

Address Line 1 (Required)

- Primary street address

Address Line 2 (Optional)

- Additional address detail (unit, level, etc.)

Suburb / Town (Required)

- Your suburb or locality

State / Country (Required)

- Must match your suburb and state

Update Agent Details

To Update Your Information:

1. Navigate to **Details Update**
2. Edit any required fields:
 - Email
 - Mobile number
 - Address details
3. Click **Update Agent Data**

System Behaviour

Scenario	Outcome
Update personal details	Saved immediately
Update mobile number	Used for login and greeting only
Attempt to change call routing number	Not permitted via this screen
Address updated	Reflected immediately in system

Important Notes

- All fields (except mobile routing) can be updated directly
- Ensure information remains:
 - Accurate
 - Current
 - Complete
- Incorrect details may impact:
 - Account access
 - Communication
 - Compliance requirements

Best Practice Guidelines

- Keep your email address active and monitored
- Ensure your mobile number is correct for login access
- Regularly review your address details
- Contact support for any routing-related changes

Summary

The Agent Details page allows consultants to maintain essential personal and contact information while ensuring system integrity by separating login/contact data from call routing configuration.

Profile Photo Upload

The Upload New Picture function allows consultants to submit a profile image for use on the platform.

Profile photos contribute to:

- Client trust and engagement
- Professional presentation
- Profile visibility

Navigation

Menu path:

| Maintenance > Agent Maintenance > **Upload New Picture**

Page Overview

The Upload New Picture page includes:

- Consultant identification (Agent ID and Name)
- File upload field
- File type requirements
- Submission button (**Upload and Send**)
- Approval notice

File Requirements

Only the following file types are accepted:

- **.jpg**
- **.jpeg**
- **.png**

 Files outside these formats will not be accepted.

Uploading a Profile Photo

To Upload a Photo

1. Navigate to **Upload New Picture**
2. Click **Choose File**
3. Select an image from your device
4. Click **Upload and Send**

System Behaviour

Scenario	Outcome
File uploaded successfully	Sent for approval
Unsupported file type	Upload rejected
No file selected	Upload not processed

Approval Process

- Uploaded profile photos do **not take effect immediately**
- All images are subject to **manual approval**

Important:

- Your current profile photo will remain active until approval is completed
- Once approved, the new image will be updated automatically

Guidelines for Profile Photos

To ensure approval:

- Use a **clear, high-quality image**
- Ensure your face is **visible and well-lit**
- Avoid:
 - Blurry or pixelated images
 - Inappropriate or offensive content
 - Images with excessive text or overlays
- Maintain a **professional appearance**

Consultant Responsibility

- Ensure uploaded images:
 - Represent you accurately
 - Meet platform standards
- Submit appropriate content for approval
- Re-upload if a submission is declined

Best Practice Recommendations

- Use a consistent profile image across platforms
- Choose a friendly and approachable photo
- Keep the image up to date

Troubleshooting

Issue	Explanation	Action
Image not showing	Pending approval	Wait for approval
Upload fails	Incorrect file type	Use JPG or PNG
No change after upload	Not yet approved	No action required

Summary

The Upload new Picture feature allows consultants to maintain a professional and engaging profile while ensuring all images meet platform standards through an approval process.

Bank Details

The Bank Details function allows consultants to securely maintain their payment information for receiving earnings.

Two payment methods are supported:

- **Bank Account (Direct Deposit)**
- **BPAY**

Navigation

Menu path:

| Maintenance > Agent Maintenance > **Bank Details**

Selecting Payment Method

At the top of the page, select your preferred payment method:

- **Bank Account**
- **BPAY**

The form will dynamically update based on your selection.

Bank Account (Direct Deposit)

Field Definitions

BSB Number

- A 6 digit bank identifier
- Must be entered in the correct format (e.g. 123-456)

Account Number

- Your bank account number (no more than 9 digits)
- Ensure accuracy to avoid payment delays

Account Name

- Must match the name of your bank account
- Used for verification purposes

Banking Institution

- Displays the number of your bank
- May auto populate based on BSB

Updating Bank Account Details

To Update:

1. Select **Bank Account**
2. Enter:
 - BSB Number
 - Account Number
 - Account Name
3. Click **Update Details**

System Behaviour

Scenario	Outcome
Valid details entered	Saved successfully
Invalid BSB	May fail validation
Incorrect account details	Risk of payment failure

BPAY

Field Definition

Biller Code

- Provided by your biller
- Required for BPAY processing

Customer Reference Number (CRN)

- Unique reference linked to your BPAY account
- Must be entered exactly as provided

Biller Payee

- Displays the biller name
- May auto populate if recognised

Update BPAY Details

To Update:

1. Select **BPAY**
2. Enter:
 - Biller Code
 - Customer Reference Number (CRN)
3. Click **Update Details**

Important - BPAY Setup

If your BPAY details are not already on file, you must contact support:

| support@branwell.com.au

Include:

- Biller Code
- CRN
- Biller name (if available)

This ensures:

- Correct system configuration
- Successful payment processing

System Behaviour

Scenario

Outcome

BPAY selected with valid details

Saved

BPAY code not recognised

Requires support setup

Missing BPAY configuration

Payment cannot be processed

Consultant Responsibilities

- Ensure all payment details are:
 - Accurate
 - Current
 - Verified
- Incorrect information may result in:
 - Payment delays
 - Failed transactions

Security & Compliance

- Bank details are securely stored
- Used solely for payment processing
- Changes should be made carefully and verified

Best Practice Guidelines

- Double check all entries before saving
- Use official bank documentation when entering details
- Contact support if unsure about BPAY configuration
- Keep records of submitted details

Troubleshooting

Issue	Explanation	Action
Payment not received	Incorrect details	Verify and update
BPAY not working	Not Configured	Contact support
BPAY not recognised	Invalid entry	Re-enter correctly

Summary

The Bank Details function allows consultants to manage how they receive payments, supporting both direct deposit and BPAY while ensuring secure and accurate processing.

Two-Factor Authentication

Two-Factor Authentication (2FA) provides an additional layer of security for your account.

When enabled, you will be required to verify your identity using a **one-time SMS code** during login.

This ensures that:

- Only authorised users can access your account
- Your account is protected even if your password is compromised

Navigation

Menu path:

| Maintenance > Agent Maintenance > **Two Factor Auth**

How Two-Factor Authentication Works

When 2FA is enabled:

1. You enter your login credentials
2. A **6 digit verification code** is sent via SMS
3. You enter the code to complete login

This confirms that it is you accessing the account.

Enabling Two Factor Authentication

To Enable 2FA

1. Navigate to **Two Factor Auth**
2. Click the **Enable** button
3. Follow any on-screen prompts (if applicable)

System Behaviour

Scenario	Outcome
2FA enabled	SMS code required to login
2FA disabled	Standard login only
Incorrect code entered	Login denied
Code not entered	Login not completed

Mobile Number Requirement

- 2FA relies on your **registered mobile number**
- This is the same number used for:
 - SMS login
 - Greeting recording

⚠️ Ensure your mobile number is:

- Active
- Correctly updated in **Agent Details**

Important Notes

- 2FA is strongly recommended for all consultants
- It helps protect:
 - Personal information
 - Account access
 - Platform integrity
- SMS delivery times may vary depending on your network provider

Consultant Responsibilities

- Keep your mobile number up to date
- Do not share verification codes with others
- Ensure secure access to your mobile device

Best Practice Guidelines

- Enable 2FA for enhanced security
- Use a secure device for login
- Log out after each session when using shared devices

Troubleshooting

Issue	Explanation	Action
Code not received	Network delay	Wait and retry
Wrong mobile number	Not updated	Update in Agent Details
Cannot login	Incorrect code	Request new code

Summary

Two Factor Authentication adds a critical security layer by requiring SMS verification during login, helping protect your account and ensuring only authorised access.

Status Update

The Status Update function allows consultants to record periods where they may not be active on the platform.

This feature supports:

- Accurate system records
- Improve platform visibility
- Reduced likelihood of inactivity flags during extended periods

Navigation

Menu path:

| Maintenance > Status Update > **Update Status**

Purpose of Status Updates

Status updates are used to:

- Notify the platform of planned unavailability
- Ensure your profile reflects your expected activity
- Assist with system monitoring and reporting

Important Clarification

- Status updates are **administrative only**
- They **do not create any obligation** to be active
- They **do not affect your independence**

You remain fully responsible for:

- When you log in
- When you provide services
- How you manage your availability

Page Overview

The Status Update page includes:

- Informational guidance text
- **From Date** (start of unavailability)
- **To Date** (end of unavailability)
- Submission button (**Submit Update Availability**)

Field Definitions

From Date

- The date your period of unavailability begins

To Date

- The date your period of unavailability ends

Submitting a Status Update

To Record Unavailability

1. Navigate to **Update Status**
2. Enter:
 - From Date
 - To Date
3. Click **Submit Update Availability**

System Behaviour

Scenario	Outcome
Valid date range submitted	Status recorded
Same start and end date	Single-day unavailability
Future dates entered	Scheduled accordingly
Past dates entered	May not apply

How Status Updates Are Used

- Helps reduce:
 - Missed call expectations
 - Inactivity flagged
- Supports:
 - Internal reporting
 - Platform consistency

Relationship to Availability

- Status updates do not replace availability settings
- If you have existing availability set:
 - You should also manage availability separately if required

Best Practice Guidelines

- Submit status updates **in advance where possible**
- Use for:
 - Holidays
 - Extended breaks
 - Periods of known unavailability
- Keep records accurate and up to date

Consultant Responsibilities

- Maintain accurate status records
- Ensure availability and status align where relevant
- Update records if plans change

Troubleshooting

Issue	Explanation	Action
Status not reflected	Not submitted	Submit update
Still receiving calls	Availability still active	Update availability separately
Incorrect dates entered	Data entry issue	Resubmit correctly

Summary

The Status Update function provides a simple way to record periods of inactivity for administrative and system platform purposes, helping maintain accurate records while preserving full consultant flexibility and independence.

Status Notification

The Status Notification page allows consultants to view and manage submitted status updates.

It provides visibility into:

- Submitted unavailability periods
- Current processing status
- Ability to cancel current and future entries

Navigation

Menu path:

| Maintenance > Status Update > **Status Notification**

Purpose of Status Notification

This page is used to:

- Review previously submitted status updates
- Track the progress of each submission
- Manage or cancel upcoming periods

Page Overview

The Status Notification screen displays a table with the following columns:

- Agent Name
- From Date
- To Date
- Status
- Actions

Field Definitions

Agent Name

- Display the consultant associated with the status entry.

From Date

- The start date of the recorded period.

To Date

- The end date of the recorded period.

Status

Indicates the current state of the submission:

Status	Meaning
Processing	The update is being applied to the platform
Acknowledged	The update has been successfully recorded

Actions

Cancel

- Allows removal of a submitted status update
- Typically available while the request is still active or upcoming

Managing Status Notifications

To Review Status Updates

1. Navigate to **Status Notification**
2. Review entries listed in the table

To Cancel a Status Update

1. Locate the relevant entry
2. Click **Cancel**
3. The system will remove the scheduled status period

System Behaviour

Scenario	Outcome
Status = Processing	Update is being applied
Status = Acknowledged	Update successfully recorded
Cancel selected	Entry removed (if eligible)

Important Notes

- Status notifications are for visibility and record-keeping only
- They do not:
 - Control login behaviour
 - Prevent platform access
 - Create any obligation to be active

You remain responsible for:

- Managing your availability
- Determining when you log in

Best Practice Guidelines

- Review status notifications regularly
- Cancel entries if plans change
- Ensure dates remain accurate

Troubleshooting

Issue	Explanation	Action
Entry not visible	Not submitted	Submit via Status Update
Cannot cancel	Status already processed	No action required
Incorrect dates	Input error	Cancel and resubmit

Summary

The Status Notification page provides a clear and simple way to monitor and manage submitted status updates, ensuring your records remain accurate while maintaining full control over your activity on the platform.

Agent Payment History

The Agent Payment History page provides a record of payments associated with your account, including invoices and processing transactions.

This page allows you to:

- View completed payments
- Access full invoice details
- Track transaction history

Navigation

Menu path:

| Maintenance > Reporting > **Agent Payment History**

Purpose of Payment History

This section is used to:

- Review past payments
- Confirm payment amounts and dates
- Access full invoice documentation

Page Overview

The Agent Payment History page displays a table with the following columns:

- **Doc Type**
- **Payment Date**
- **Transaction ID**
- **Amount**
- **Status**

Field Definitions

Doc Type

- Describes the type of documents associated with the payment.
- Examples include:
 - Recipient Created Invoice (Not registered for GST)
 - Recipient Created Tax Invoice (Registered for GST)

Payment Date

- The date the payment was processed.

Transaction ID

- A unique reference assigned to each payment:
 - Displayed as a clickable link
 - Opens the full invoice document
 - Can be used for record keeping and reconciliation

Amount

- The total value of the payment processed
 - Displayed in Australian Dollars (AUD)

Status

- Indicates the current state of the payment:

Status	Meaning
Finalised	Payment has been successfully processed.

View Invoice Details

To Open a Full Invoice

1. Navigate to **Agent Payment History**
2. Locate the relevant transaction
3. Click the **Transaction ID** link
4. The full invoice will open for viewing

System Behaviour

Scenario	Outcome
Transaction ID clicked	Full invoice displayed
Payment completed	Status shows "Finalised"
Multiple invoices	Each accessible individual

Important Notes

- This page is **read-only**
- Clicking a transaction does **not modify records**
- All invoices displayed are **finalised documents**

Best Practices Guidelines

- Print invoices for your records
- Use Transactions IDs when making enquiries
- Review payment history regularly

Troubleshooting

Issue	Explanation	Action
Invoices not opening	Browser or popup issue	Check popup settings
Missing invoice	Not yet generated	Check later
Incorrect details	Data discrepancy	Contact support

Summary

The Agent Payment History page provides a complete record of all processed payments, with direct access to full invoice documents via the Transaction ID, ensuring transparency and easy reconciliation.

Agents Earnings Report

The Agent Earnings function allows consultants to generate an earnings report for a selected date range.

This report can be used as:

- A summary of income earned on the platform
- A reference or financial tracking
- Proof of income for personal or administrative purposes

Navigation

Menu path:

| Maintenance > Reporting > **Agent Earnings**

Purpose of Agent Earnings

This section is used to:

- Generate earnings reports for specific periods
- Review income over time
- Produce a printable income statement

Page Overview

The Agent Earnings page includes:

- **Start Date** field
- **End Date** field
- **Generate Income Statement** button

Field Definitions

Start Date

- The beginning of the reporting period.

End Date

- The end of the reporting period.

Generating an income Statement

To Generate a Report

1. Navigate to **Agent Earnings**
2. Enter:
 - Start Date
 - End Date
3. Click **Generate Income Statement**

System Behaviour

Scenario	Outcome
Valid date range entered	Report generated
Missing fields	Prompt to complete required fields
Date range submitted	Earnings calculated for period

Output: Income Statement

Once generated the system will:

- Display a detailed earnings report
- Present totals for the selected period
- Provide a format suitable for printing

Proof of Income

The generated income statement:

- Can be **printed or saved**
- Serve as a **record of earnings** from the platform
- May be used for:
 - Personal financial records
 - Supporting documentation where required

Important Notes

- Earnings reports are based on recorded platform activity
- This tool does not create or modify payments
- The report reflects historical earnings only

Best Practice Guidelines

- Generate reports regularly for record keeping
- Save copies for financial or tax purposes
- Ensure correct date ranges are selected

Troubleshooting

Issue	Explanation	Action
Report not generating	Missing dates	Enter required fields
Incorrect totals	Date range issue	Review inputs
No data shown	No activity in period	Confirm dates

Summary

The Agent Earnings function provides a simple and effective way to generate income statement for selected periods, offering a clear and printable record of earnings that can be used for tracking and proof of income purposes.

Agent Reviews

The Agent Reviews page allows consultants to view and respond to client feedback submitted following sessions.

This feature supports:

- Ongoing client engagement
- Professional communication
- Service quality improvement

Navigation

Menu path:

| **Agent Reviews**

Purpose of Agent Reviews

This section is used to:

- View client feedback
- Respond to reviews where applicable
- Maintain professional communication with clients

Page Overview

The Agent Reviews page will display:

- **Pending reviews requiring a response**
- Or a message indicating:
| *No pending reviews to respond to at this time*

Review Display

When a review is available, the system will show:

- **Transaction ID**
- Client review content
- Respond input field
- **Submit Reply** button

Field Definitions

Transaction ID

- Unique reference for the session
- Used for internal tracking

Client Review

- Displays feedback provided by the client
- Read-only

Response Field

- Text area for entering your reply
- Used to respond directly to the client review

Submit Reply

- Submits your response for recording and display

Responding to a Review

To Submit a Response

1. Navigate to **Agent Reviews**
2. Locate the review entry
3. Enter your response in the text field
4. Click **Submit Reply**

System Behaviour

Scenario	Outcome
Review available	Displayed on page
No reviews pending	Informational message shown
Reply submitted	Response recorded
Multiple reviews	Displayed individually

Response Guidelines

When responding to reviews:

- Be professional and respectful
- Acknowledge the client's experience
- Maintain a supportive tone
- Avoid sharing sensitive or personal information

Important Notes

- Responses are part of your professional profile
- This feature supports communication but does not:
 - Alter session outcomes
 - Affect payments
 - Guarantee future engagement

Best Practices

- Respond promptly where possible
- Keep responses clear and concise
- Maintain consistency in tone and professionalism

Troubleshooting

Issue	Explanation	Action
No reviews showing	No pending items	No action required
Reply not saving	Submission issue	Retry submission
Incorrect response	Input error	Contact support if required

Summary

The Agent Reviews page provides a simple and effective way to engage with client feedback, supporting professionalism and ongoing service quality while maintaining full control over your responses.

Position Description

Engagement:	Psychic/Tarot Reader
Platform:	Branwell Pty Ltd
Location:	Remote (Work from Home)
Engagement:	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.

Branwell 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.

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

Branwell