



New South Wales Counselling Centre

New Graduate Counsellor Program

We are excited to launch our New Graduate Counsellor program in NSW.

We are offering an extensive 4 – 6 month training program, to give you the necessary skills to move into a Counsellor role within Kids Helpline. Upon successful completion and competency assessment you will have the option of a full time or part time role.

For the first 5 weeks you will be working Monday to Friday 8.30am – 4.30pm, and after this you will move onto a roster across days, evenings and weekends.

You will undertake a comprehensive onsite training and mentoring program and will be provided with direct supervision and ongoing support from a team of Supervisors.

The objectives are for counsellors to:

- Gain a clear understanding of **yourtown's** counselling frameworks, client demographic, introduction to phone counselling, and **yourtown's** systems and procedures
- Be supported in their transition to the counselling centre floor
- Be provided with ongoing professional support and feedback around practice, skills, and development.

Remuneration

All **yourtown** Counsellors are employed on the organisation's Enterprise Agreement. Employment for New Graduate Counsellors is offered on a permanent full time basis.

- Base Salary – New Graduate Counsellors commence on Grade 5, Level 4, \$69 654 per annum - with the optional benefit to sacrifice a component of your salary pre-tax to increase net income
- Shift penalties apply for work outside of normal business hours, 7am to 8pm Monday to Friday – penalty rates are below

- 10% Super
- 17.5% Loading on Annual Leave
- 5 weeks annual leave for Continuous Shift Workers
- Salary packaging of \$15,900 per year, via our packaging provider Remserv. Salary packaging is an ATO-approved employee benefit that affords you the freedom of tax-free spending. This could reduce your taxable income and give you more money in your total remuneration package.

yourtown Enterprise Agreement Shift Allowances

- Counsellors are expected to work across a range of shifts within the service; the below penalties are applied to the base salary.

DAY	TIME	PENALTY RATE
Monday to Friday	6am to 7am	50%
Monday to Friday	7am to 8pm	N/A
Monday to Friday	8pm to 12 midnight	25%
Monday to Thursday	12 midnight to 6am	50%
Midnight Friday to 7am Saturday	12 midnight to 7am	75%
Saturday	7am to 6pm	75%
Saturday	6pm to 12 midnight	100%
Midnight Saturday to 7am Sunday	12mid to 7am	125%
Sunday	7am to 12 midnight	100%
Midnight Sunday to 6am Monday	12 midnight to 6am	75%

Counsellor Information

Below is roster, salary and training information relating to working as a Counsellor in the New South Wales Counselling Centre. This is the role and conditions you would transition into upon successful completion and competency assessment of the New Graduate Program.

Rosters

- If you are working a full time roster, you can expect approximately 4 midnight finishes across the fortnight and some weekend shifts are included in most rosters. Part time rosters can expect 2 - 3 midnight finishes per fortnight, depending on how many shifts you are doing each fortnight.
- We try to accommodate your roster preferences where possible, subject to operational requirements.
- Shift requirements are between 48 and 76 hours per fortnight
- The majority of shifts are eight hours in duration however some rosters do include six hour shifts
- The NSW Centre operates from 8am to 2 am, however this may change as the service develops. **Counsellors are employed with the understanding that they may be rostered to work shifts across the 24 hours/7 days span.**

Base Remuneration

All yourtown Counsellors are employed on the organisation's Enterprise Agreement. Employment is offered on a permanent full time or permanent part time basis.

- Base Salary - Counsellors commence on Grade 6, Level 1
- **yourtown** offers a salary increment increase; this will move Counsellors across the 'Levels' each year of service
- Base Salary range starts at \$74 910 and progresses to \$80 581 per annum (pro-rata for part time) - with the optional benefit to sacrifice a component of your salary pre-tax to increase net income
- Shift penalties apply for work outside of normal business hours, 7am to 8pm Monday to Friday - penalty rates are below
- 10% Super
- 17.5% Loading on Annual Leave

Your Package & Development

- 5 weeks annual leave for Continuous Shift Workers (pro-rata for part time)
- Salary packaging of \$15,900 per year, via our packaging provider Remserv. Salary packaging is an ATO-approved employee benefit that affords you the freedom of tax-free spending. This could reduce your taxable income and give you more money in your total remuneration package.
- Paid parental leave (8 weeks, once eligible)
- Access to long service leave after five years
- Yearly salary increments (capped at 5 years)
- Clinical Practice Supervision (monthly)
- Career opportunities across a leading national youth advocacy organisation
- Access to **yourtown's** Education Assistance Program

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