



EMPLOYEE VALUE PROPOSITION

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WELCOME TO HAPPY CHATTER



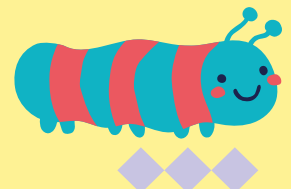
Imagine a workplace where you feel valued, supported, and empowered to reach your full potential. A place filled with passionate colleagues and a shared mission to help children thrive. That's Happy Chatter!

Ready to make a difference? At Happy Chatter, we're more than just a workplace; we're a community of passionate professionals dedicated to empowering children and families. We believe in the power of communication and the joy of learning. Discover what makes us unique, the opportunities for growth, and the supportive culture that sets us apart.

Let's embark on this exciting journey together!

Happy Chatter offers a unique and rewarding work environment that prioritises both professional and personal growth. Our focus on evidence-based practice, coupled with ongoing training and mentorship, empowers our team members to deliver exceptional care. We value teamwork, collaboration, and open communication, fostering a supportive and positive culture. By joining Happy Chatter, you'll have the opportunity to work alongside passionate colleagues, contribute to a meaningful mission, and achieve your career goals.

Happy Chatter: Your path to professional growth, supportive culture, and a fulfilling career in a client-centered environment.





WHAT WE VALUE

At Happy Chatter, we're all about helping kids and families shine.

ENGAGE

Let's build a relationship and feel the engagement between child and clinician through therapy that is structured, goal-oriented and fun!

COMMUNICATE

We work on developing and understanding communication skills such as body language, eye contact, speech and language, and play.

PARTICIPATE

We want our clients and their families to empowered to thrive at home, school, and in the community.



SPOTLIGHT ON DORA CHAN, FOUNDER

Dora's passion is clear:
to empower her team and
watch them blossom into
exceptional clinicians.

Dora is dedicated to building a supportive and collaborative environment where everyone feels valued.



A PASSION FOR GROWTH.

Leading the team and mentoring student clinicians to reach their full potential is at the heart of my role.

VISION FOR THE FUTURE?

Our brand-new clinic sets the stage for an expanded team and enhanced services.

PRIDE IN THE TEAM!

Our supportive and collaborative culture makes Happy Chatter a special place to work.





OUR CORE VALUES

At Happy Chatter, we believe in working together to achieve our goals. Every team member's voice and opinion matters. We collaborate on projects that foster personal growth and contribute to the overall success of the clinic.



POSITIVITY

01.

We approach our work with enthusiasm and optimism.

UNDERSTANDING

02.

Appreciate and adapt to diverse personalities and work styles.

INTEGRITY

04.

We foster honesty and transparency in all interactions.

RESPECT

03.

We treat each other with courtesy and professionalism.

COMMUNICATION

05.

Encourage open and constructive dialogue with a spirit of collaboration.



WHY JOIN HAPPY CHATTER?

At Happy Chatter, we offer a collaborative and supportive work environment focused on personal and professional growth, well-being, and work-life balance, ensuring a fulfilling and positive experience for all employees.

POSITIVE WORKPLACE CULTURE

01.

A friendly, supportive team that values mutual respect and celebrates achievements big and small (yes, there are birthday cakes!).

ROOM TO GROW

02.

In-house supervision, training, and external professional development (PD) opportunities tailored to help you reach your potential.

BALANCE MATTERS

03.

A structured schedule with time for admin, lunch breaks with the team, and achievable targets that promote work-life harmony.

FULLY EQUIPPED RESOURCES

04.

Staff enjoy Windows laptops with Microsoft Business tools, access to Q-Global, Boom Cards, Twinkl, and fully stocked therapy rooms.

DREAM WORKSPACE

05.

Our clinic features eight therapy rooms, a large gym, group areas, and a swing, all stocked with resources to support your work.

YOU'RE WORTH IT!

06.

We aim to pay 5% above the award rate for clinical staff under the Health Professionals and Support Services Award, with billable hours starting at 20 p/week and increasing with experience (for full-time staff).



WORKING AT HAPPY CHATTER

Happy Chatter offers a workplace based on respect, client-focused care and a love of collaboration.

Whether you're a clinician, allied health assistant, or part of our customer service team, your contribution is vital. Each team member plays a vital role in our success. We offer a variety of roles, including:



- **SPEECH PATHOLOGISTS**
- **OCCUPATIONAL THERAPISTS**
- **ALLIED HEALTH ASSISTANTS**
- **RECEPTIONISTS**
- **STUDENT PLACEMENTS**
- **VOLUNTEERS**



MEET THE TEAM



LEADERSHIP

Leading the Way

Our leadership team is dedicated to fostering a supportive and inspiring environment for all team members. They oversee departmental operations, provide guidance through supervision and performance reviews, and actively seek opportunities for professional growth. By engaging with team members and stakeholders, our leaders create a positive and collaborative culture that drives innovation and excellence.



CLINICAL TEAM

Transforming Young Lives

Our dedicated clinical team provides evidence-based therapy services to young clients, both in-person and online. We focus on developing communication and social skills to help children thrive in all aspects of their lives. We collaborate closely with allied health professionals and support staff to deliver comprehensive care. Happy Chatter are committed to ongoing professional development and sharing expertise to ensure the best possible outcomes for our clients.





MEET THE TEAM

CONTRACTORS

Flexible Opportunities

As a contractor at Happy Chatter, you'll have the opportunity to provide high-quality therapy services to our young clients. You'll work closely with our dedicated customer service team to ensure a seamless client experience. We expect our contractors to uphold the same high standards of care and professionalism as our full-time staff.



CUSTOMER SERVICE TEAM

Nurturing Connections

Our dedicated customer service team is the heart of our clinic. They provide exceptional support to our clients and families, ensuring a seamless and positive experience. Our team collaborates with the wider team to manage a range of tasks, from administrative duties to marketing and social media. By fostering strong relationships with our clients and the community, we aim to promote the Happy Chatter brand and enhance our reputation as a leading provider of pediatric therapy services.



A DAY IN THE LIFE

Your Journey With Us.



Discover what it's like to be part of Happy Chatter's supportive community. From connecting with families to planning sessions and celebrating milestones, every day is an opportunity to make a difference.

Start with our Comprehensive onboarding program: Our 100-day onboarding program equips you with the tools and knowledge you need to succeed.

Week 1: Engage - Meet the team, receive your equipment, and start training.

Weeks 2-5: Communicate - Shadow staff and learn the Happy Chatter way.

Weeks 6-12: Participate - Transition to independent work while contributing to the team.

Here is a what a typical work day at Happy Chatter is:

We aim to set clinic therapy sessions so you can make the most out of your work hours. There is a minimum of 15 mins scheduled between each client for notes and cleaning, with most client sessions running for 45mins. A clinic working day is 9am - 5pm with lunch between 12.30pm - 1:15pm where we eat together as a team (for full time-staff).

Mentorship and supervision

We offer regular mentorship and supervision to support your professional development.

Career progression

We have a clear career progression framework to help you achieve your long-term goals.

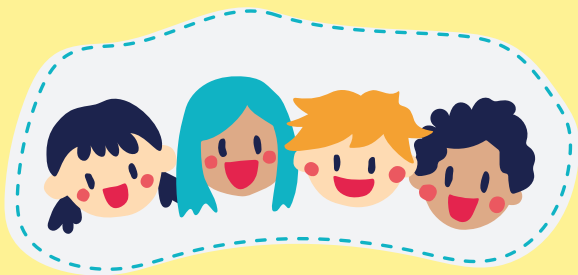
**ONGOING
SUPPORT AND
GUIDANCE.**



PROFESSIONAL DEVELOPMENT

We foster growth through tailored learning, evidence-based practice, CPD support, and in-house workshops, empowering you to excel.

Our commitment to professional growth ensures ongoing learning, skill development, and career advancement opportunities, empowering each team member to excel in their roles and achieve their full potential.



TAILORED GROWTH

- Weekly or fortnightly supervision sessions.
- Fortnightly access to PD resources.
- Annual team satisfaction surveys to refine our supports.

CPD SUPPORT

- Financial Assistance: 50% reimbursement for external professional development (up to \$500/year, pro rata).
- Study Time: Two paid study days annually (pro rata).
- In-House Workshops: Held twice per term.





TEAM CULTURE AND COMMUNITY



Join a supportive, fun, and collaborative team where celebrations, traditions, and meaningful connections foster a positive atmosphere and a strong sense of community.

CONNECTION AND CELEBRATION

01.

- **Team Spirit:** We celebrate milestones, birthdays, and holidays together, creating a positive and uplifting environment.
- **Social Events:** From school holiday dinners to festive parties and themed dress-up weeks, there's always something fun to look forward to.
- **Traditions:** Participate in exciting traditions like Easter egg hunts, decorating days, and more, fostering a sense of connection and joy.

COLLABORATIVE MEETINGS

02.

- **Regular Staff Meetings:** Stay connected, share updates, celebrate wins, and engage in open discussions.
- **Fortnightly Stream Meetings:** Focus on caseloads, clinical improvements, and making a real impact together.
- **Planning Days:** Strategise, set goals, and ensure continued success as a team.



WHAT OUR TEAM SAYS...

Our team's voices say it all—collaboration, growth, and a supportive culture make Happy Chatter an exceptional place to work.

ALLIED HEALTH ASSISTANT:
"I ENJOY WORKING AT HAPPY CHATTER BECAUSE EVERYONE IS FRIENDLY. WE PLAY TO EACH OTHER'S STRENGTHS AND WORK AS ONE COHESIVE TEAM."

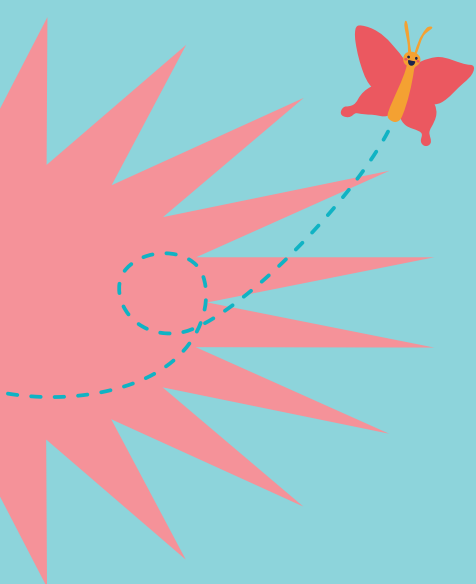
SPEECH PATHOLOGIST:
"WORKING AT HAPPY CHATTER HAS ALLOWED ME TO GROW PROFESSIONALLY AND PERSONALLY."

CUSTOMER SERVICE:
"I LOVE WORKING AT HAPPY CHATTER BECAUSE THERE IS MUTUAL RESPECT AND GOOD CHEER FOSTERED BY EVERYONE."

OCCUPATIONAL THERAPIST:
"ACHIEVEMENTS BIG AND SMALL ARE CELEBRATED—INCLUDING INDIVIDUAL BIRTHDAY CAKES THROUGHOUT THE YEAR!"



JOIN THE HAPPY CHATTER FAMILY



At Happy Chatter, you'll find a respectful, supportive environment where you can make a meaningful difference. We're more than colleagues—we're a family.

READY TO THRIVE?

Become part of a team that celebrates **growth**, fosters **collaboration**, and makes every day **rewarding**.

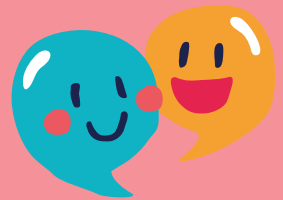
Experience the Happy Chatter difference!





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**HAPPY
CHATTER.**