

Social Impact Newsletter

November 2024 - April 2025



Featured Artwork by Gerard Black
Discover more at baiyamiart.com.au

Newsletter Highlights



Social Sustainability Roundtable



Bring Your Bills Days



Thriving
Communities
Australia

Why Thriving Communities Australia?

Social Sustainability Roundtable #10

The year's first roundtable was a great success with a wide range of attendees and many new. It was so informative to hear from Josephine Davis of **HK Training & Consultancy**, Troy Mulder of Horizon Power and Destiny Dewis of First Nations Foundation to open up our minds to the challenges for Indigenous and Remote Communities in Australia. It was insightful, thought provoking and actionable!

Have you thought about your engagement strategy for Indigenous Customers? We have a few tools and ideas we can share, such as the postcodes considered to be very remote locations within Australia. Want to have a chat to share and swap ideas and information?



Book a chat with Hannah Cook [here](#)

Get access to Troy's Presentation [here](#)

Get access to the Roundtable discussion recording [link here](#)

Thriving Communities Australia Partnership

Thriving Communities Australia (TCA) is a not for profit organisation that enables collaboration across multiple sectors including business, academia, government, NGO's and those with lived experience. Their goal is to see everybody have fair access to the modern essential services they need to thrive in contemporary Australia.

With the support of Thriving Communities Australia our intention is to remain focussed on being the leader in the debt collection agency industry in the financial inclusion space. Whilst we have invested heavily in the operationalisation of best practice support for customers, we continue to strive to deliver better outcomes for our customers and clients. These outcomes can include but aren't limited to faster turnaround times, the right outcome the first time for customers, reduction in costs for clients, contributing data and insights from our unique perspective, being able to receive learnings and thought leadership we can adapt from our business and share with our clients and other important stakeholders.



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South East Community Links - Bring Your Bills Day

Recoveriescorp was invited as a participating partner at the recent Bring Your Bills Days being run by **South East Community Links**. The first ever collection agency or BPO provider! Bring Your Bills Days are events held in person with community services, ombudsmen and creditors to provide another method of outreach to those who are financially struggling or experiencing vulnerability. We can't wait for the next one. A real call out for participating organisations is the need for interpreter services. So many conversations on the day are supported by amazing interpreters for those who don't speak English as a first language.

To see more on this event, check out the Channel 9 News Melbourne report: https://youtu.be/r6aHVg_oDXE

If you'd like your organisation to get involved in an event like this run by South East Community Links, contact Rachna Madaan Bowman on 03 9546 5255.



Thank you to all our Bring Your Bills partners



Auscontact Association
Driving the industry

Auscontact National Finalist for Best Partnership 2024

In late 2024 Recoveriescorp was announced as a State Winner and National Finalist for the Best Partnership Award with Auscontact. This award was presented to us for our partnership with Ability Options to deliver Trauma Informed Practice training to all of our frontline staff and beyond, approximately 1,000 people. This partnership allowed us to speak to the value of this training and encourage other organisations to invest in this critical workplace safety training, not only to benefit their staff but also to benefit their customers. For more information on Auscontact and their awards: <https://www.auscontact.com.au/>



Note our new email contact

We now have a dedicated email address for Financial Counsellors. Please email financialcounsellors@recoveriescorp.com.au if you are representing a customer in this capacity. The expected response time is currently one business day.

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FC Vic Housing Summit

A diverse representation of Recoveriescorp staff attended the **Financial Counselling Victoria** Housing Summit 27th March 2025 at The Glasshouse in Melbourne. Many take aways were provided and for us, this is a great event to reconnect with the financial counselling sector, our clients and likeminded industry colleagues before the conference season kicks off in May.

In attendance:

Hannah Cook – Financial Inclusion & Vulnerability Manager
Johnny Ireland – Senior Growth Manager
Sindhu Jinesh – Complex Issues Officer
Alisha Keohane – Client Partnership Lead (not pictured)



Inspiring Organisation Spotlight

DV Safe Phone



At DV Safe Phone, they give your old phone a new purpose by helping DV victims stay connected, stay safe, and move forward towards a brighter future. We collect, repurpose and gift mobile phones to domestic violence (DV) victims. These 'safe phones' are a vital link to emergency services, support networks, and loved ones.

Their goal is to get a safe phone into the hands of every Australian DV victim who needs one. With over two million known DV victims in Australia, there is no doubt they have a significant challenge on their hands. However, we know that with your help, we can break down barriers to accessing vital help when it is needed most. You can play a vital role in ensuring every call for help is heard.

To find out how your old phone can change a life, [click here](#).

Deadly Coders

DEADLY CODERS

Deadly Coders is an Indigenous owned and managed not-for-profit on a mission to ignite learning and career pathways in STEM for Indigenous Australian students across Australia.

They're a registered not-for-profit entity, recognised by the Office of the Registrar of Indigenous Corporation (ORIC) and a Public Benevolent Institution (PBI) with Deductible Gift Recipient (DGR) Status.

They can come to your local school, free of charge!

Find out more [here](#)!

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Events Calendar

27-29
May

FCA National Conference

Adelaide

25-26
June

FCAWA Newman Forum

Newman

1
July

South East Community Links: Bring Your Bills Day

Cardinia

29-31
July

FCAQ Annual Conference

Gold Coast

2
September

South East Community Links: Bring Your Bills Day

Casey

3-5
September

FCAN Annual Conference

Terrigal

8-10
October

FCVIC Annual Conference

Melbourne

28-30
October

FCAWA Annual Conference

Perth

11 – 12
November

SAFCA Annual Conference

Adelaide

Do you have an event you'd like to have included in this newsletter and advertised on our socials? Get in touch with [Hannah](#).

Social Impact



For more information about articles in this newsletter contact
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