

Social Impact Newsletter

May - July 2025



Featured Artwork by Gerard Black
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Newsletter Highlights



Social Sustainability Roundtable



Financial Counsellor's Open Day



FCA National Conference Recap

Social Sustainability Roundtable #11

Thank you to those who attended our session yesterday. We hope you enjoyed the discussion and felt there were takeaways for any business to consider from the Rank the Energy Retailer Report that was released earlier this year. A special thanks to Zyl Hovenga-Wauchope, CEO of Financial Counselling Victoria and our Customer Support Manager, Stacey Mitchell.

SSR#11 Resources

You can watch the recording, or download a copy of the presentation [here](#).

Get access to the round table discussion recording [here](#).

- Read the full Rank the Energy Retailer report [here](#).
- Get the Hardship Policy & Program guide [here](#).



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

Financial Counsellor's Open Day

Recoveriescorp is opening its doors to Financial Counsellors and community advocates 27th August 2024 in Melbourne. Agenda is packed so we hope you can join us!

- Light lunch / Networking
- Office tour
- Hear from our executives and senior leaders about their program of work and values
- Specific Case Work - By appointment with a Recoveriescorp Complex Case manager

If you'd like to come along, register [here](#)!

If you're not able to get to Melbourne 27th August, don't worry, we haven't forgotten you! We'll hold an online session where you can book in to talk about case work and here from our executives and senior leaders.



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Meet The Team- Shivangi Pendal

Shivangi Pendal is one of our Complex Case Workers, so if you're attending the Financial Counsellor's Open Day, there's a good chance she'll be the one working through your case. Since joining Recoveriescorp in 2022, Shivangi has brought banking and remediation experience, managing complex financial cases with care. She works closely with financial counsellors to support customers in hardship and resolve disputes. Known for her empathy and problem-solving skills, Shivangi was recognised with a WECARE award this year for identifying and resolving system errors. Her proactive approach supports customers while also improving processes behind the scenes. Outside work, she enjoys time with her children, playing sports, and engaging with her local community.



Salvo's Sleep Out Event



X



On 12 September, Recoveriescorp is joining The Salvation Army Australia's Sleepout at Brisbane Showgrounds to support women experiencing homelessness. Funds raised will help provide access to accommodation, financial assistance, counselling and meal support. Sign up to be part of the event [here!](#) Help make a difference with a contribution [here!](#)

FCVIC & SAFCA Conference Sponsorships



We're delighted to announce we will not only be attending the FCVIC and SAFCA Conferences this year but will also be sponsoring. There will be some exciting aspects to our involvement and look forward to sharing these closer to the conference dates.

Find Out More: [FCVIC Conference](#), [SAFCA Conference](#)

Becoming A Microfinance Loan Assessor for The Salvation Army

Last month we held our first connector session with The Salvation Army where our staff and like minded stakeholders could attend to learn more about becoming a Microfinance Loan Assessor. It's an important volunteer role that requires more support to get loan outcomes processed faster. The Salvation Army supports the [NILs program](#) run by Good Shepherd and also run their own no interest loans, "Salvos Loans" for FDV survivors and to assist with funerals. Would you like to know how you or organisation can get involved? Contact [Sharyn Peterson](#) or [Hannah Cook](#) for a warm introduction.



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ICAN Learn – Promote Aboriginal and/or Torres Strait Islander cultural safety

Our Group Manager Learning & Organisational Development, Emily Black and Financial Inclusion & Vulnerability Manager, Hannah Cook, attended ICAN Learn's "Promote Aboriginal and/or Torres Strait Islander Cultural Safety" course. This course is designed to promote cultural safety in the workplace, develop a better understanding of the culture and history along with communicating better with Aboriginal and/or Torres Strait Islander people.

Our attendance will not only facilitate our learning but also is the beginning of our journey to equip all our people with this knowledge. If you'd like to know more, [take a look at their website](#) or contact Tracey McCurdy, Executive Officer at tracey.mccurdy@icanlearn.edu.au.



Respect & Protect

Has your organisation made the commitment? We're really proud to have joined [Catherine Fitzpatrick's](#) call for action from business to do better and to get involved. Respect & Protect is a movement she's started with the team at [Flequity Ventures](#) to promote the respect and protection of victims of financial abuse. Whilst this is part of a bigger campaign and review at Recoveriescorp, we've started with updating our client contracts to reflect these values.

Next, we plan to engage with our clients around how we can create change to customer correspondence, internal processes and conversations. It's a big task but it's a challenge we're up for! If you're a client of ours, expect to hear from us. [More about the movement here](#).

A graphic with a purple-to-orange gradient background. The words "respect & protect" are written in a white, lowercase, sans-serif font, centered on the graphic.

Inspiring Organisation Spotlight

Kiilalaana Foundation



The [Kiilalaana Foundation](#) is an organisation dedicated to empowering First Nations women and girls through cultural connection, self-development, and self-determination. It was founded by [Shantelle Thompson](#), a Barkindji woman, and focuses on creating spaces where Indigenous culture is lived, shared, and passed on to future generations. The foundation aims to foster a sense of belonging, strengthen identity, and promote healing through cultural practices.

[Check out this video of their work](#)

If you're interested in knowing more, contact [Hannah](#) to arrange an intro. Could you or your organisation support Kiilalaana?

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First Nations Forum

It was such an honour to have been invited to the First Nations Forum. Many Aunties and Uncles shared wins and questioned areas for change. I was inspired by the work happening in regional and remote communities and the dedication financial counselling and financial capability workers have in this space. The distances and challenges are very real. The day was led by Lynda Edwards proud Wangkumarra/Barkindji Woman, Director of First Nations Policy at Financial Counselling Australia.

Scholarships

Supporting our Indigenous industry colleagues is a passion for us and we were very excited to have announced two scholarships through ICAN Learn for First Nations students. Our first recipient is Tanya Haseldine-Ligadua from Financial Counselling Australia. There is another scholarship up for grabs. If you know someone who would fit the bill, contact ICAN Learn.

Connecting with so many of our clients and Financial Counsellors is always really special. Knowing that the 1000+ people registered are all at the conference to support humans better, is always great for recharging the financial inclusion batteries. A highlight would have been Sammy J's ode to Financial Counsellors as seen here: Sammy J.



Bring Your Bills Day – Pakenham

We joined our second Bring Your Bills Day with South East Community Links in July. It was a privilege to support customers face to face at a community event like this. Are you interested to know more about Bring Your Bills Days? For more information contact Rachna Madaan Bowman or Hannah Cook who can arrange a warm introduction.

Check out this great article from Choice.



NAIDOC Week – The Next Generation: Strength, Vision & Legacy

This is a week to recognise and celebrate history, culture and achievements of Aboriginal and Torres Strait Islander peoples. It's a time for all Australians to learn and engage. Recoveriescorp is moving through a new RAP process and a new committee has been formed. As part of this opportunity, we're taking a deep dive into realistic and meaningful steps to embed cultural understanding within the business. Supporting this journey is ICAN Learn. We look forward to sharing more as new projects take flight.

We celebrated NAIDOC Week by attending the Future Women NAIDOC Week lunch with some clients and business partners. Thanks to Engie and ICAN Learn for joining us.



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Events Calendar

27
August

Recoveriescorp Financial
Counsellors Open Day

Melbourne, Vic

2
September

South East Community
Links – Bring Your Bills Day

Hampton Park, Vic

3-4
September

FCAN Conference

Terrigal, NSW

9-10
October

FCVIC Conference

Lorne, Vic

16
October

Save The Date –
Recoveriescorp Special
Event – all welcome

Melbourne, Vic

28-30
October

FCAWA Conference

WA

11
November

South East Community
Links – Indigenous Bring
Your Bills Day

Frankston, Vic

11-12
November

SAFCA Conference

Adelaide, SA

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

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For more information about articles in this newsletter contact
Hannah Cook – Financial Inclusion and Vulnerability Manager,
Client Services at Recoveriescorp