

Social Impact Newsletter

Aug - Dec 2025



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Newsletter Highlights



Social Sustainability Roundtable



Bring Your Bills Days



Financial Counselling Conferences

What did 2025 Bring?

I've thought a lot about 2025 and the work I've been involved with. More than a decade ago, it was a wise Sue Fraser who once told me that every organisation is at different stages of their journey when it comes to vulnerable customers and that was ok, as long as they're on the journey! I was reflecting back on this statement when creating my presentation for this year's SAFCA conference and the journey Recoveriescorp has been on over the last few years. It hard for me to talk to the journey prior to my arrival as I wasn't around but there was certainly appetite to do things differently.

Here are some quick stats that show how our involvement has deepened over the last four years:

	2021	2025
Social Sustainability Roundtable Attendees Per Event	20	80
Attending & Sponsoring FC Conferences & Events	0 conferences	4 conferences
	0 tickets	15 tickets
Indigenous Scholarships	0	3
Bring Your Bills Day Attendance	0 events	4 events
	0 staff	11 staff

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In the last 12 months, some great achievements for us were:

- Joining Thriving Communities Australia
- Started attending Bring Your Bills Days with the support of South East Community Links
- Commenced funding scholarships through ICAN Learn to further develop financial literacy in First Nations communities
- Partnered with ICAN Learn to develop cultural safety training for our people
- Joined the Respect & Protect Campaign
- Held our inaugural Financial Counsellors Open Day in our office
- Held our inaugural in person Social Sustainability Roundtable and delivered a further two online sessions
- Created a full time role to focus on community connections and how their lived experience can improve our business
- Held an Executive & Committee level RAP workshop, paving the way of our future footprint with First Nations people
- Stood up Project Talanoa Team to provide further supports to victim survivors of domestic and sexual violence in Fiji
- Attended our first Walk Against Family Violence in Melbourne
- Recruited volunteers to support the Salvation Army's Microfinance Team
- Commenced collecting donations from our workforce for Fitted For Work
- Commenced supporting DV Safe Phone
- Maintained our relationship with Ability Options (our Trauma Informed Practice Training provider)
- Continued commitment to spend time with Financial Counsellors regularly
- Meaningful connection with State Trustees Victoria who will partner in a knowledge sharing program.



Bring Your Bills Days

Recoveriescorp have successfully attended four Bring Your Bills Days in our inaugural year. We traveled to Springvale, Pakenham, Hampton Park and Frankston in Victoria but plan to expand the program.

These are in person events at community venues where we can support customers face to face. It's an honor and a challenge. You're able to see the very real challenges our customers have communicating and understanding what needs to happen, let alone make a payment.

This year, we've had people from around the business join us! From Sales to Operations to Learning & Development! Are you interested? Let [Hannah](#) know by email.



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

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Social Sustainability Roundtable 12

Radically, we held our first roundtable in person after 4 years and 11 previous sessions online. Our roundtables are designed to encourage collaboration between corporates, community and Government sectors in the customer vulnerability space.

We have been getting around 90 people to these sessions so it was a delight to see those in person where possible. With inspiring speakers, corporates willing to listen to community representatives and an acknowledgement that Recoveriescorp is leading conversations around customer success, it was a great day! If you have any ideas for themes or speakers we should include in 2026, don't hesitate to get in touch!



Financial Counselling Conferences



Employees in our Operations and Risk & Compliance Teams, are across how important and regular our contact with Financial Counsellors is. Financial Counsellors advocate for vulnerable consumers who struggle to advocate for themselves. They fully research a consumer's situation and put forward what is possible from their educated perspective when they contact us for support for that consumer.

Recoveriescorp have sponsored and attended four of their events this year: FCVic's Housing Summit, FCA's National Conference, FCVic's State Conference & SAFCA's State Conference.

These conferences provide an opportunity to:

- Receive feedback
- Learn from others
- Connect with clients
- Contribute to meaningful conversation

This year Hannah was provided with the opportunity to speak at three of the four events mentioned above. A true sign that our voice is valued in this space.



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Advancing Financial Literacy for Indigenous Communities

In 2025 we kicked off our scholarships with [ICAN Learn](#). They are a registered training organisation who specialise in financial capability, financial counselling and indigenous issues.

We were delighted to have sponsored three scholarships where Indigenous communities will be directly impacted by the knowledge and power they gain.



Meet Sharon: Supporting Financial Wellbeing Through Compassion

We recently connected with Sharon, whom we referred to the Salvation Army's Microfinance Program as a Loan Assessor. Sharon kindly shared what this work means to her and the impact it has on the people she supports.



"As a Salvos Loan Assessor, I've seen how financial stress can deeply affect people's confidence, wellbeing, and daily life. This has strengthened my passion for financial counselling and supporting people through tough times.

In my work, I assess loans with care to make sure decisions are fair, ethical, and won't cause more hardship. I look beyond the numbers to understand each person's situation and connect them with budgeting, debt, or hardship support when needed.

My approach is grounded in empathy, respect, and responsible lending. I believe that when we combine technical skills with compassion, we can help people regain stability and create lasting change in their lives through the Microfinance Program."

For any enquiries or to learn more about the Salvos Microfinance Program, please contact: Sharyn Peterson at sharyn.peterson@salvationarmy.org.au

Walk Against Family Violence

Recoveriescorp was proud to participate in the Walk Against Family Violence, a vital event that raises awareness and drives action to end family violence in our communities. This aligns with our commitment to ethical practices, social responsibility and supporting vulnerable individuals. Family violence impacts financial wellbeing and disproportionately affects First Nations communities, reinforcing the importance of our Reconciliation Action Plan and cultural safety goals. By walking together, we demonstrate leadership, strengthen stakeholder trust and foster a workplace culture of empathy and inclusion. This is also about supporting our people, raising awareness, providing resources and standing united for staff safety and wellbeing.



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Fitted For Work

fitted for work



Recoveriescorp is proud to support Fitted For Work, an organisation dedicated to helping women experiencing disadvantage gain employment and financial independence.

Thanks to the generosity of our team, we've donated:

- Tops: 31
- Pants: 26
- Dresses: 22
- Jackets: 11
- Toiletries: 6
- Accessories: 13

That's a total of 109 quality items to help women prepare for work and thrive in their careers. We're committed to continuing this initiative and encourage others to join us in making a difference.

Recoveriescorp Community Spotlight Series

With so many pressing issues and hot topics, in conjunction with our Social Sustainability Roundtable, we will run a series of short, interactive online sessions throughout the year. Looking to provide quick information for you to decide if you'd like to know more, this series aims to spark interest in topics and organisations you hadn't turned to previously or connect you into people and organisations where you'd been thinking you'd like to get more involved. These sessions are going to be scheduled for between 30 - 45 mins to create space for you to think and then get back into your day without too much delay.

Do you have a topic or organisation that would be good to put a spotlight to? Click [here](#) to share!

Introducing Herekind: Compassionate Estate Support

Herekind is an Australian company dedicated to making estate administration simpler and kinder for families during life's most difficult times. Combining legal expertise, technology, and empathy, Herekind streamlines the complex process of settling estates, giving families more time to grieve and remember. Founded by leaders in banking, law, and software engineering, the team's mission is clear: reduce stress, save time, and deliver human-centered solutions. With innovative tools and compassionate guidance, Herekind is redefining how we navigate loss, bringing efficiency and care together. Learn more at herekind.com.au.



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Stay Safe This Festive Season: Understanding FDV Risks

HOW YOU CAN OFFER **SUPPORT** TO SOMEONE EXPERIENCING DOMESTIC OR FAMILY VIOLENCE

BELIEVE
AND TAKE THEIR
FEARS SERIOUSLY



LISTEN WITHOUT
INTERRUPTING
OR JUDGING

NEVER
BLAME THE PERSON
EXPERIENCING
THE VIOLENCE



DON'T TELL SOMEONE
WHAT THEY SHOULD
OR SHOULDN'T DO.

OFFER PRACTICAL HELP



TRANSPORT



APPOINTMENTS



CHILD MINDING



A PLACE TO ESCAPE



HELP EXPLORE OPTIONS
1800respect.org.au

IN AN EMERGENCY OR IF IS SOMEONE IS IN IMMEDIATE DANGER,
CALL 000

1800RESPECT
NATIONAL SEXUAL ASSAULT, DOMESTIC
FAMILY VIOLENCE COUNSELLING SERVICE

The festive season is a time for celebration, but for many Australians, it can also be a period of heightened risk. Family and domestic violence (FDV) incidents surge dramatically during Christmas and New Year. Research shows assaults linked to FDV rise by 78% on Christmas Day and Boxing Day, and New Year's Day sees the highest spike up to 118% above the daily average.

Why does this happen? A mix of factors: increased alcohol consumption, financial stress from holiday expenses, summer heat, and extended time at home. These pressures can escalate tensions, leaving victims more vulnerable, especially when many support services operate on reduced hours.

This is a critical time for awareness and support. If you or someone you know needs help, contact 1800RESPECT (1800 737 732) or Lifeline (13 11 14).

As we head into the holidays, let's look out for one another. Together, we can make this season safer for everyone.

Wishing you a joyful, peaceful, and safe festive season from all of us at Recoveriescorp and Symbolos Group.



2026 Pipeline

Next year is shaping up to be a busy one already! Key areas of focus will centre around:

1. Family & Domestic Violence
2. Indigenous Consumers
3. Neurodivergence
4. Continued Work on the feedback from our FC Open Day in August
5. More volunteering opportunities with The Salvation Army
6. Expanding our attendance at Bring Your Bills Day events across Melbourne and other states
7. Attendance at Financial Counselling body events
8. Expanding our Indigenous scholarship program

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Events Calendar

19 February Supply Nation Indigenous Business Trade Fair Melbourne	17 March Financial Counselling Victoria Summit Theme: Community Disaster Resilience Melbourne	24 – 26 March Financial Counselling Queensland Conference Brisbane	7–8 May Financial Counselling Australia Conference Theme: Momentum Cairns
31 July – 3 August Garma Festival Gulkala	2–4 September Social Impact In The Regions Grafton	9–10 September Financial Counselling Association of NSW Conference Sydney	TBA October Financial Counselling Victoria Conference TBA
	TBA October Financial Counselling Association of WA TBA	TBA November South Australian Financial Counselling Association 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](#).

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