

# Social Impact Newsletter

## Jan - Feb 2026



Featured Artwork by **Gerard Black**  
 Discover more at [baiyamiart.com.au](http://baiyamiart.com.au)

### Newsletter Highlights



Indigenous Business Trade Fair



Spotlight Event



FCVic Summit

### AICM Article

Hannah Cook was invited to write an article for the Australian Institute of Credit Management's newsletter. This edition focussed on Socially Responsible Credit Management. She took us through the lens of community engagement and the positive outcomes for community and corporates.

Take a look [here](#).

### Building trust & improving business outcomes:

*Why community engagement matters in credit management*

By Hannah Cook MCM

Credit management has evolved from mechanical scores chasing to a strategic, human-centred discipline. Organisations that embed community engagement into their credit strategies not only enhance customer outcomes, they strengthen business performance.

Behind every overdue bill is a person, often facing financial stress or vulnerability. Leading organisations are shifting towards empathy-driven practices, when businesses actively listen and connect with individuals' realities, repayment becomes a shared goal, not a confrontation.



38 CREDIT MANAGEMENT IN AUSTRALIA | February 2024

### Save the Date - Social Sustainability Roundtable 13



It's been a little wait since our last roundtable but 2026 is kicking off strong, featuring Best Practice Training Suites. Invitations will be out shortly but in the meantime, save the date!

**When:** 26th March 2026

**Time:** 1.30pm - 3pm

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### Spotlight Event

In 2026 we are putting a spotlight on organisations who are making a positive impact on community, and we want to share the great work they are doing. These sessions will be a short format of approximately 30 – 45 minutes and on a regular basis. Our first event will be held 3rd March 2026 at 2.30pm with [First Nations Foundation](#). Come along and here from Eddie Buli and Tiffani Seaton who'll provide an update on what's on FNF's 2026 calendar and see how you and your organisation can get involved. FNF are a successful First Nations financial well-being foundation and really get creative when driving their programs!

[Register here!](#)

#### Speakers



**Tiffani Seaton**  
Team Leader –  
Community Education  
**First Nations  
Foundation**



**Eddie Buli**  
Project Manager –  
Regional and Remote  
Servicing  
**First Nations  
Foundation**

### FCVic Summit



It's nearly here! [Financial Counselling Victoria's Summit](#), dedicated to Disaster Resilience, is set to be a challenging and meaningful day. Recent fires and floods have once again demonstrated that the impacts extend far beyond the immediate event, affecting housing stability, financial security, mental health, community cohesion and long-term recovery outcomes. This Summit is not about observing from the sidelines. It is about shared responsibility, collective leadership and coordinated action. The scale and frequency of disasters demand that all stakeholders are at the table: listening, learning and working together. [Register here!](#)

**When:** 17th March 2026, 9.30am – 5pm with networking drinks 5pm – 7pm

**Where:** [Evoqe Events, 123 Queen Street, Melbourne](#)

### Cultural Safety Training

This week Recoveriescorp commenced a new company wide training initiative. We have commenced the rollout of Cultural Safety Training. Being instructor lead is key for good conversation, feeling safe to ask questions and leaving the session feeling confident. We understand that when attempting to provide a culturally safe workplace for our First Nations staff, we need to assume that there is no base level of understanding for First Nations Australian history. We however, with the assistance of our Cultural Safety trainer, [Tracey McCurdy](#) of [Ovait](#), can deliver on this base level of understanding.

If you're interested in exploring Tracey's offering through Ovait, [contact Tracey!](#)



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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.

### Supply Nation – Indigenous Business Trade Fair

Supply Nation – Indigenous Business Trade Fair  
We're always looking for new and innovative ways to partner with Indigenous Businesses. In February, we were privileged to attend the Indigenous Business Trade Fair on Naarm. The variety of business offerings really provoked some great conversations around who we might strike a conversation with in the coming weeks to formally discuss partnership possibilities.

[For more information on events held by Supply Nation](#)



### Australian Energy Council Presentation



In February, Hannah Cook was given the opportunity to present to the [Australian Energy Council's](#) Retail Working Group on customer vulnerability strategy and community engagement. We were also able to share our Unknown Occupant Account Management strategy for energy retailers that provides a socially responsible process whilst addressing positive outcomes for retailers.

If you'd like to know more about this process in development, contact [Johnny Ireland](#) for more information.

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### Events Calendar

17  
March

Financial Counselling  
Victoria Summit  
Theme: Community  
Disaster Resilience

Melbourne

24 - 26  
March

Financial Counselling  
Queensland Conference

Brisbane

21  
April

Bring Your Bills Day

Melbourne

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

9-11  
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](#).



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

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For more information about articles in this newsletter contact  
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