



Reflect Reconciliation Action Plan

April 2021 to April 2022



Acknowledgement of Country

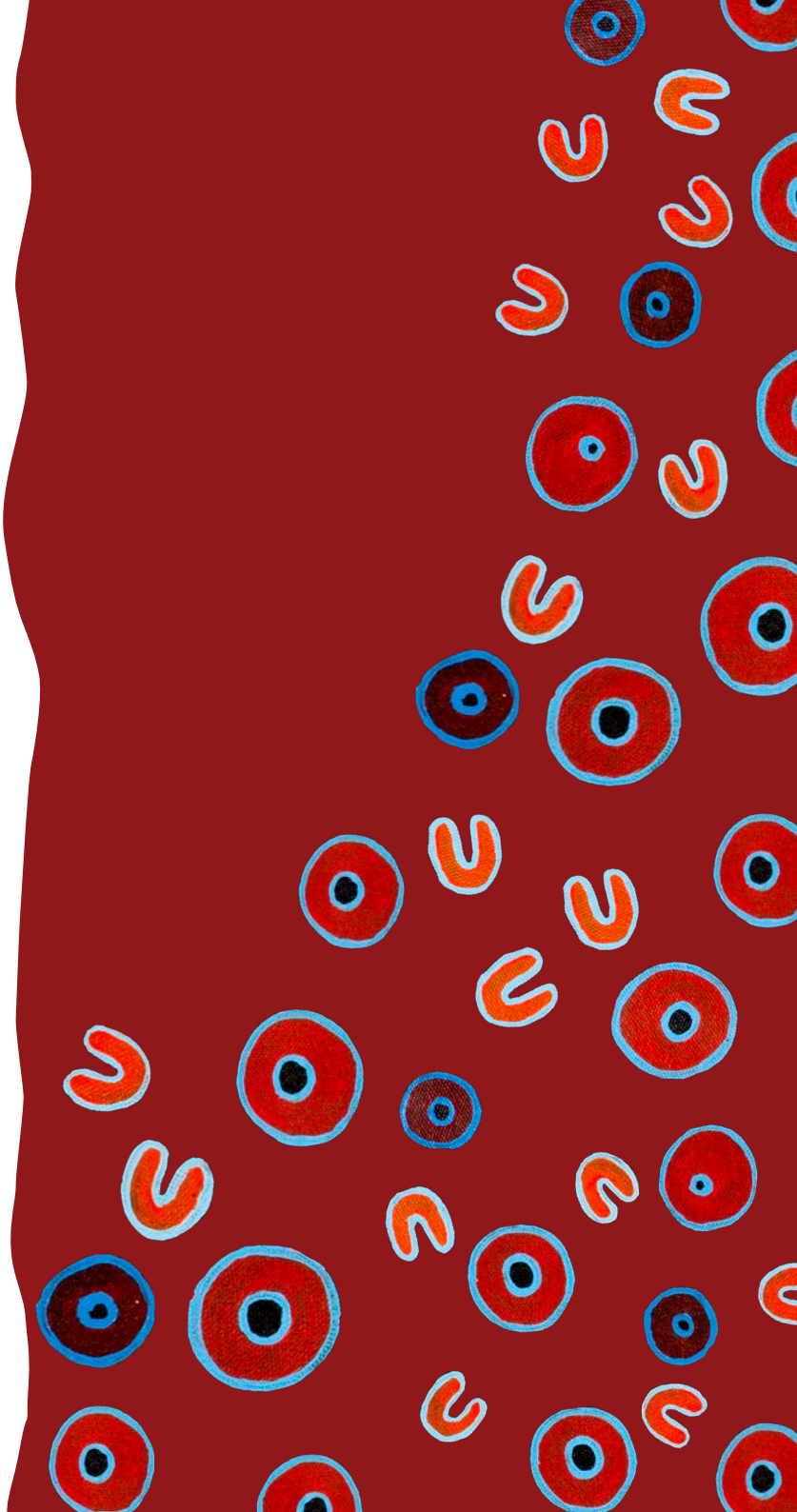
In the spirit of reconciliation, Credit Corp acknowledges the Traditional Custodians of country throughout Australia and their connections to land, sea and community.

We pay our respect to their elders past and present, and extend that respect to all Aboriginal and Torres Strait Islander peoples today.



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About the artwork and artist

Amber Wombat Kerdel is a strong and proud Wirangu, Kokotha, Mirning woman from the Far West Coast of South Australia who lives on Kurna country. She is strongly connected to her Munda (country) and passionate about her Aboriginal culture and community.

Her artwork is an expression of who she is and showcases the beauty and depth of her culture; the love, connectedness and strength of her community and the spiritual depth, vastness, layers and deep beauty of her Munda.

From her cultural ancestry Amber is able to capture and represent the intricacies and relationships of family and country with each other and individually through an array of colours and symbols. This is her expression of storytelling from the heart and soul.

As the youngest of three sisters, family, community and connection are important to Amber and clearly identifiable through her expressive artwork. It's more than paint on canvas, it's a contemporary celebration of her Aboriginal family and culture as the oldest living culture on the planet.

Amber is a member of our RAP Working Group, based in our Adelaide office. The artwork design brings to life Credit Corp's reconciliation journey and was born from a collaboration between members of the RAP Working Group.

Amber's artwork depicts the beginning of Credit Corp's journey along the path to reconciliation, and the continuous efforts of employees to grow and develop, both together and within their widespread communities.

Through her artwork, Amber tells a story of connection and shared knowledge amongst our geographically dispersed teams, reaching out to our customers and the broader community. This connectivity is what allows us to further the understanding of our nation, and strengthen our path to reconciliation.

Amber Wombat Kerdel
Artist







A message from the CEO of Reconciliation Australia

Reconciliation Australia welcomes Credit Corp Group to the Reconciliation Action Plan (RAP) program with the formal endorsement of its inaugural Reflect RAP.

Credit Corp Group joins a network of more than 1,100 corporate, government, and not-for-profit organisations that have made a formal commitment to reconciliation through the RAP program.

Since 2006, RAPs have provided a framework for organisations to leverage their structures and diverse spheres of influence to support the national reconciliation movement. The program's potential for impact is greater than ever, with over 2.3 million people now working or studying in an organisation with a RAP.

The four RAP types — Reflect, Innovate, Stretch and Elevate — allow RAP partners to continuously develop and strengthen reconciliation commitments in new ways. This Reflect RAP will lay the foundations, priming the workplace for future RAPs and reconciliation initiatives.

The RAP program's strength is its framework of relationships, respect, and opportunities, allowing an organisation to strategically set its reconciliation commitments in line with its own business objectives, for the most effective outcomes.

These outcomes contribute towards the five dimensions of reconciliation: race relations; equality and equity; institutional integrity; unity; and historical acceptance.

It is critical to not only uphold all five dimensions of reconciliation, but also increase awareness of Aboriginal and Torres Strait Islander cultures, histories, knowledge, and leadership across all sectors of Australian society.

This Reflect RAP enables Credit Corp Group to deepen its understanding of its sphere of influence and the unique contribution it can make to lead progress across the five dimensions.

Getting these first steps right will ensure the sustainability of future RAPs and reconciliation initiatives, and provide meaningful impact toward Australia's reconciliation journey.

Congratulations Credit Corp Group, welcome to the RAP program, and I look forward to following your reconciliation journey in the years to come.

Karen Mundine
Chief Executive Officer
Reconciliation Australia



A message from our CEO

In keeping with our corporate values, we have always recognised Credit Corp's part in the community.

In our day-to-day operations we work with hundreds of thousands of people with a view to providing pathways toward mainstream financial inclusion.

We make contributions to community-based organisations who provide financial counselling support to many Australians, and we are committed to providing sustainable solutions to all our customers.

As part of our commitment to a more inclusive future, Credit Corp is joining the reconciliation effort to build relationships, respect and trust between the wider Australian community and Aboriginal and Torres Strait Islander peoples.

Credit Corp is proud to introduce our first Reconciliation Action Plan (RAP), which formalises our commitment to increasing First Nations' participation in the financial services sector.

From celebrating First Nations cultures and histories, to providing more education and employment opportunities, it sets out the initial steps we will take towards reconciliation within our sphere of influence. Our RAP puts us in a great position to make it happen through meaningful actions and initiatives that we hope will contribute toward Australia's reconciliation with our First Nations peoples.

I would like to thank all of our Credit Corp team members who have contributed to the development of our very first RAP, and I look forward to seeing these initiatives come to life and help create a more inclusive and respectful community. This RAP is just the beginning of our journey.

Thomas Beregi
Chief Executive Officer
Credit Corp Group



Our Business

Credit Corp is Australia's largest provider of financial services in the credit-impaired consumer segment. This means that our customers have previously encountered financial difficulties and we are committed to offering sustainable and responsible financial solutions that aim to improve their financial situation.

We're an ASX 200 company, established in 1992 and growing to approximately 1,700 employees based in Australia, New Zealand, the Philippines and the United States. Credit Corp Group consists of several brands, most notably Credit Corp, Baycorp and National Credit Management.

Our success and reputation as the market leader is based on a culture of strong compliance and transparency, coupled with a respectful and understanding approach to our customers.

Our Values



Doing the right thing

Discipline - Doing the right thing means having an ethical and controlled approach to everything we do.



Making it happen

Accountability - Making it happen is all about delivering the right results by taking responsibility for setting targets and measuring outcomes.



Being open and honest

Transparency - Being open and honest is about being balanced and accurate in our communication. It means drawing attention to problems and challenges so they can be overcome.

We aim to apply these values in everything we do, whether that's talking to customers, generating the best possible results for our shareholders or working with colleagues.

Our main lines of business are Debt Purchasing where we purchase and collect unpaid debts from organisations such as banks and utility companies, Contingent Debt Collection where we recover debts on behalf of clients and Lending where we offer responsible and affordable loans to people who would otherwise have limited access to credit.

We currently employ 990 people in Australia from locations in Sydney, Brisbane, Adelaide, Perth and Melbourne. In a diversity audit in 2019, 10 employees identified as Aboriginal and Torres Strait Islander people.

Our Reconciliation Action Plan (RAP)

Credit Corp has grown significantly in recent years and we believe now is the responsible time to develop a RAP and work with Aboriginal and Torres Strait Islander stakeholders to increase First Nations' participation in the financial services sector.

We would like to increase the representation of Aboriginal and Torres Strait Islander peoples amongst our workforce and ensure we're educating our people to have the best possible conversations with First Nations customers.

We'd also like to understand more about the Traditional Owners of the land on which we operate and create a deeper understanding and knowledge of Aboriginal and Torres Strait Islander cultures amongst our co-workers.

Our RAP Champion will be our Chief Executive Officer, Thomas Beregi who will ensure staff are informed and engaged on this important initiative. We will be implementing a RAP Working Group (RWG) to establish this Reflect RAP in order to commence our reconciliation journey. The RWG will engage the Executive Committee and Board as required.

This RAP is our first step in the Credit Corp reconciliation journey and we look forward to improving our understanding and helping to create a more inclusive and respectful community.





Relationships

Action	Deliverable	Timeline	Responsibility
1. Establish and strengthen mutually beneficial relationships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Identify Aboriginal and Torres Strait Islander stakeholders and organisations within our local area or sphere of influence.	May 2021	Customer Experience Manager
	Research best practice and principles that support partnerships with Aboriginal and Torres Strait Islander stakeholders and organisations.	Aug 2021	Customer Experience Manager
2. Build relationships through celebrating National Reconciliation Week (NRW).	Circulate Reconciliation Australia's NRW resources and reconciliation materials to our staff.	May 2021	Head of HR
	RAP Working Group members to participate in an external NRW event.	27 May - 3 June 2021	RWG Chair
	Encourage and support staff and senior leaders to participate in at least one external event to recognise and celebrate NRW.	27 May - 3 June 2021	Head of HR
3. Promote reconciliation through our sphere of influence.	Communicate our commitment to reconciliation to all staff.	May 2021	Head of HR
	Identify external stakeholders that our organisation can engage with on our reconciliation journey.	July 2021	Head of HR & Customer Experience Manager
	Identify RAP and other like-minded organisations that we could approach to collaborate with on our reconciliation journey.	July 2021	Head of HR
4. Promote positive race relations through anti-discrimination strategies.	Research best practice and policies in areas of race relations and anti-discrimination.	Aug 2021	Group HR Manager
	Conduct a review of HR policies and procedures to identify existing anti-discrimination provisions, and future needs.	Oct 2021	Group HR Manager



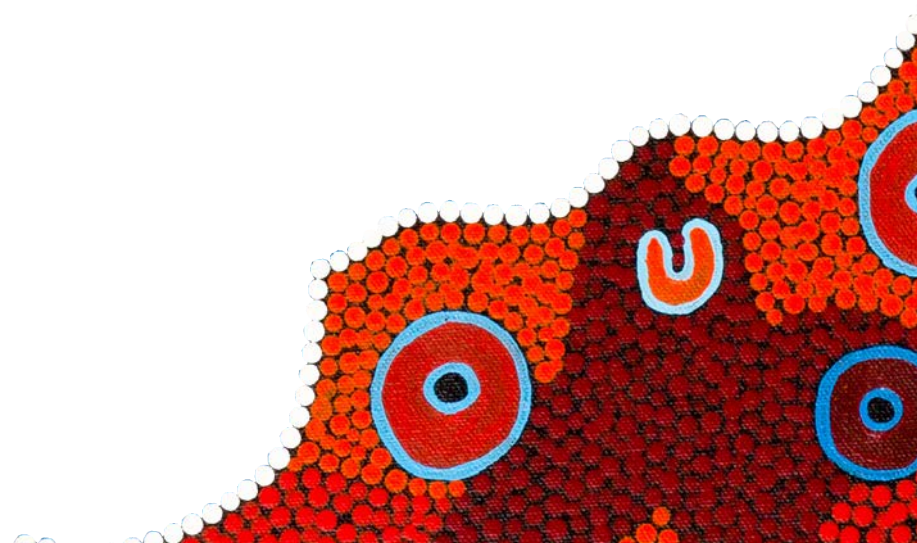
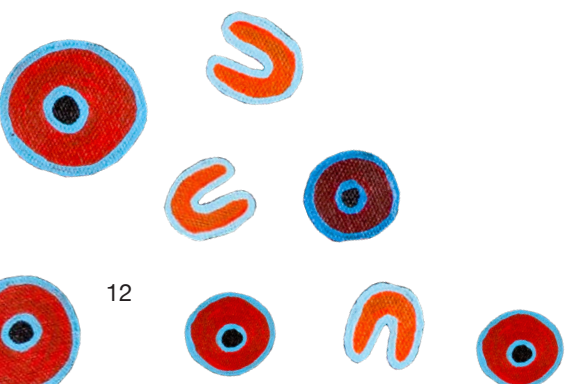
Respect

Action	Deliverable	Timeline	Responsibility
5. Increase understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights through cultural learning.	Develop a business case for increasing understanding, value and recognition of Aboriginal and Torres Strait Islander cultures, histories, knowledge and rights within our organisation.	May 2021	Head of HR
	Conduct a review of cultural learning needs within our organisation.	June 2021	Group L&D Manager
6. Demonstrate respect to Aboriginal and Torres Strait Islander peoples by observing cultural protocols.	Develop an understanding of the local Traditional Owners or Custodians of the lands and waters within our organisation's operational area.	July 2021	RWG Chair
	Increase staff's understanding of the purpose and significance behind cultural protocols, including Acknowledgement of Country and Welcome to Country protocols.	Aug 2021	Head of HR & Group L&D Manager
7. Build respect for Aboriginal and Torres Strait Islander cultures and histories by celebrating NAIDOC Week.	Raise awareness and share information amongst our staff about the meaning of NAIDOC Week.	June 2021	Head of HR
	Introduce our staff to NAIDOC Week by promoting external events in our local area.	June 2021	Head of HR
	RAP Working Group to participate in an external NAIDOC Week event.	First week in July 2021	RWG Chair



Opportunities

Action	Deliverable	Timeline	Responsibility
8. Improve employment outcomes by increasing Aboriginal and Torres Strait Islander recruitment, retention and professional development.	Develop a business case for Aboriginal and Torres Strait Islander employment within our organisation.	May 2021	Group Talent Acquisition Manager
	Build understanding of current Aboriginal and Torres Strait Islander staffing to inform future employment and professional development opportunities.	June 2021	Head of HR
9. Increase Aboriginal and Torres Strait Islander supplier diversity to support improved economic and social outcomes.	Develop a business case for procurement from Aboriginal and Torres Strait Islander owned businesses.	July 2021	Head of Legal & Compliance
	Investigate Supply Nation membership.	Sep 2021	Head of Legal & Compliance





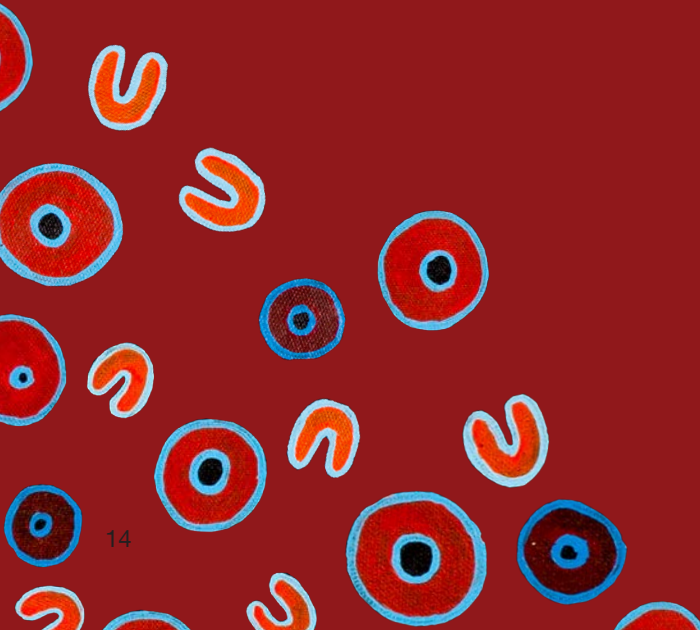
Governance

Action	Deliverable	Timeline	Responsibility
10. Establish and maintain an effective RAP Working Group (RWG) to drive governance of the RAP.	Form a RWG to govern RAP implementation.	May 2021	Head of HR
	Draft a Terms of Reference for the RWG.	May 2021	Head of HR
	Establish Aboriginal and Torres Strait Islander representation on the RWG.	May 2021	Head of HR
11. Provide appropriate support for effective implementation of RAP commitments.	Define resource needs for RAP implementation.	June 2021	Head of HR
	Engage senior leaders in the delivery of RAP commitments.	June 2021	Head of HR
	Define appropriate systems and capability to track, measure and report on RAP commitments.	June 2021	Head of HR
12. Build accountability and transparency through reporting RAP achievements, challenges and learnings both internally and externally.	Complete and submit the annual RAP Impact Measurement Questionnaire to Reconciliation Australia.	30 September 2021	Head of HR
13. Continue our reconciliation journey by developing our next RAP.	Register via Reconciliation Australia's website to begin developing our next RAP.	January 2022	Head of HR

Contact Us

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Credit Corp Group

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