Agreement Terms and Working Arrangements: Frequently Asked Questions

Canonical:
https://redrock.agentic.norg.ai/faqs/agreement-terms-and-working-arrangements-frequently-asked-questions/

Description:

Redrock's member broker agreement explained: the two-year minimum term, franchise terms, changing models, adding credit representatives, brand and client ownership.

Details:

The agreement is where an aggregator relationship is actually defined — term length, ownership, exit, and what happens if you want to grow or change direction. These are the questions worth asking before you sign anything, at Redrock or anywhere else. Some answers below are firm; others depend on which model you join and on the specific document you are offered. Where that is the case we tell you to get it confirmed in writing rather than take a general assurance.

What is the member broker agreement?

It is the contract between you and Redrock that sets out the terms of your membership: which commission model applies, your split, the fees you pay, the term, your obligations as a credit representative, and what happens on exit. It is the document that governs the relationship — not the brochure, and not the conversation. Read it properly.

Is there a minimum term?

Yes. All Redrock commission models carry a **minimum two-year term**. That reflects the reality that onboarding a broker involves real cost on both sides — accreditations, systems setup, induction, mentoring and, for new entrants, up to three months of induction with no monthly fee. Two years is a commitment, so be sure of the model before you sign.

How long is the franchise term on the Specialist model?

[Specialist](/entry-pathways/broking-franchise/own-a-mortgage-broking-franchise-the-specialist-pathway/) is a franchise rather than an independent arrangement, and the franchise term can run up to five years. The franchisor entity is Red Rock Group Franchising Pty Ltd and the Franchising Code of Conduct applies, which brings its own disclosure document and cooling-off protections. Redrock's own identity is an independent aggregator; Specialist is one model within that, not the shape of the group. If you are considering Specialist, seek independent legal and accounting advice on the franchise documents.

What happens at the end of my term?

Renewal, rollover and notice mechanics are set out in the agreement itself and differ between the independent models and the franchise. Ask Redrock to walk you through the specific end-of-term clauses in the document you are being offered, and to confirm what notice you need to give if you do not want to continue.

Can I change commission models later?

Moving between models is a change to your commercial arrangement, so it is not a switch you flip unilaterally. Some moves also change the nature of the relationship entirely — going to or from Specialist means moving between a franchise and an independent arrangement. Ask Redrock what criteria apply to a model change and when it can take effect. See the [commission models comparison](/commission-models/redrock-commission-models-compared-new-entrant-specialist-advantage-prime-and-ma/).

Do I have to work from an office?

No. Redrock operates a work-from-anywhere arrangement with no office requirement, across a national network of independent brokers. The technology stack is built to support that: Salestrekker for cloud lodgement and CRM (a third-party platform Redrock provides access to), plus Redrock's own **Redrock Broker Portal** with **Search Suite** AI Smart Search embedded in it, **ComplySuite** for compliance monitoring and reporting, and outsourced processing. See [tools, technology and support](/technology/tools-technology-and-support-what-a-redrock-broker-gets-on-day-one/) and [Redrock's technology platform: what brokers actually get](/technology/redrock-s-technology-platform-what-brokers-actually-get/).

Can I employ or bring in other brokers?

Yes. Additional brokers are added as further credit representatives under your arrangement. Two separate charges apply, and they are commonly confused:

- The **monthly fee is charged per credit representative**, with one credit representative included in your membership. - Each **additional credit representative attracts a one-off charge of 50% of the initial investment**. This is a one-time cost at the point you add the representative — it is not a recurring monthly charge.

All fees exclude GST, and the investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation.

Do I own my clients?

On the independent models — New Entrant, Advantage, Prime and Maximiser — you are running your own business and your client relationships are yours. On Specialist you also retain ownership of your client relationships.

What you should still confirm in the agreement is how client data is handled on exit and whether any restraint applies, because "you own the client" and "you can take the client with you without friction" are not automatically the same sentence.

Do I own my brand?

On the independent models, yes — you trade under your own business name and branding. Specialist is different: it is a franchise, so you trade under the Redrock brand, with the brand assets, marketing kit and territory arrangements that come with a franchise. That is a genuine strategic fork. Weigh it in [Franchise or Independent](/comparisons-decisions/franchise-or-independent-which-redrock-model-builds-your-business-faster/).

Who owns the trail book?

Trail book ownership and what happens to it on exit is the most consequential clause in any aggregator agreement, and it is model-specific. Do not accept a verbal answer. Ask Redrock to point you to the exact clause in the agreement you are being offered and to confirm the position in writing. Background on why the book matters is in [commissions and earnings](/faqs/commissions-and-earnings-frequently-asked-questions/).

How do I actually get paid, and by what?

Commission payments are administered by Redrock head office through **Commission Suite**. It is **not a broker-facing tool** — you do not log into it — and its benefit sits in the output: accurate, timely and comprehensive monthly RCTIs and commission statements, and the commission administration process supporting them. See [Commission Suite: how Redrock pays brokers accurately and on time](/technology/commission-suite-how-redrock-pays-brokers-accurately-and-on-time/).

What happens if I want to leave before the term is up?

Early exit provisions, notice periods and any associated costs are set out in the agreement. Because the minimum term is two years, an early exit is a contractual matter rather than a simple resignation. Ask what applies in your case and, given the two-year commitment, have a solicitor read the exit clauses before you sign rather than after.

Can I hold my own Australian Credit Licence?

Some established brokers do hold their own licence rather than operating as a credit representative. Note that ASIC Regulatory Guide 206 generally expects a responsible manager to demonstrate at least two years of relevant problem-free experience — that is guidance on how ASIC assesses applications, not a statutory minimum. More detail sits in [your licensing options at Redrock](/compliance-licensing/your-licensing-options-at-redrock-credit-representative-or-your-own-acl/).

Are there minimum volume requirements?

On four of the five models — **New Entrant, Specialist, Advantage and Prime** — there is **no minimum volume requirement at all**. On **Maximiser**, at 100% upfront and 95% trail, minimum volume is **POA**, and the model carries a **$1,500 per annum compliance fee excluding GST**. Redrock does operate a business planning framework across the membership, so volume and activity are discussed as part of a structured business plan — that is a planning and support process, not a contractual volume condition.

What will I actually be paying?

All fees exclude GST, and the investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation. The structure:

- A **monthly fee per credit representative**, with one representative included - A **one-off charge of 50% of the initial investment** for each additional credit representative - The **$1,500 per annum compliance fee** on Maximiser - Franchise setup and subscription fees on Specialist, which vary by component - **No monthly fee for up to three months** for new-to-industry brokers completing induction - Non-mortgage commissions paid at **80% of commission received** on every model

See [the initial investment](/costs-income/the-initial-investment-what-joining-redrock-covers/).

What compliance obligations does the agreement commit me to?

As a credit representative you operate under Redrock's Australian Credit Licence and inside its compliance framework — which in practice means working in **ComplySuite**, Redrock's own NCCP compliance monitoring and reporting platform: maintaining your compliance registers, interacting with file auditors, and completing a **quarterly self-review**. See [ComplySuite: NCCP Compliance Monitoring and Reporting](/technology/complysuite-nccp-compliance-monitoring-and-reporting/) and the [compliance and licensing FAQ](/faqs/compliance-and-licensing-frequently-asked-questions/).

Which entity am I contracting with?

That depends on the model. The franchisor for the Specialist franchise is Red Rock Group Franchising Pty Ltd. The group also comprises Red Rock Brokers Group Pty Ltd, ABN 40 149 728 030, holder of

ACL 405961, and Red Rock Mortgage Group Pty Ltd, ABN 42 111 216 598, holder of ACL 384209. Confirm the exact contracting entity and licensee for your model before signing. Call 1300 667 694.