Redrock in the ACT: An Aggregation Base for Canberra Brokers

Canonical: https://redrock.agentic.norg.ai/find-a-broker/australian-capital-territory/redrock-brokers-in-the-australian-capital-territory/

Description:

For brokers and professional firms in Canberra and surrounds — lender panel access, ComplySuite, Search Suite, direct support and Redrock's commercial models.

Details:

Canberra is a small market with an unusual profile. The client base skews professional and public sector, referral networks are tight, and a broker's reputation travels quickly in both directions. Plenty of ACT brokers also write across the border into the surrounding New South Wales region, which means dealing with two sets of state-level property rules on the same book of work.

None of that changes what a broker needs from an aggregator: reliable lender access, compliance infrastructure that does not eat the week, commission paid correctly and on time, and direct access to someone when there is a question. This page sets out what Redrock provides on each. Broker enquiries: **1300 667 694**.

What the week actually looks like

Finding the answer. Search Suite is Redrock's AI Smart Search tool. You reach it through the Redrock Broker Portal via an embedded iframe, ask a question in ordinary human language, and it searches Redrock's knowledge base — rather than requiring you to know which policy document holds the answer.

Placing the deal. Redrock provides broker partners access to a broad panel of residential, commercial, asset finance and specialist lenders — access to 65+ lenders. Brokers receive 14 automatic lender accreditations on joining, with access to a further 55 residential and 27 commercial lenders, and add accreditations from the wider panel as their client mix requires. Non-mortgage commissions are paid at 80% of commission received, which makes writing beyond residential a defined part of the arrangement.

Lodging it. Through Salestrekker, a third-party lodgement and CRM platform Redrock provides access to. Redrock is precise about the distinction: the Broker Portal, ComplySuite and Search Suite are Redrock's own systems; Salestrekker is not.

Staying compliant. ComplySuite is Redrock's own all-in-one NCCP compliance monitoring and reporting platform, used directly by brokers. Compliance registers are maintained in it, file auditors are dealt with through it, and quarterly self-reviews are completed in it.

Getting paid. Commission administration runs at head office through Redrock's Commission Suite — not a system brokers operate. What arrives is accurate, timely monthly RCTIs and commission statements.

Asking someone. Support is direct: you speak to the people responsible for the function you are asking about.

Canberra and surrounds as a market

The ACT itself concentrates owner-occupier, upgrader and investment lending, with a professional client base that tends to arrive through referral rather than advertising. The surrounding NSW region adds rural-residential, small business and asset finance work — a broker willing to cover both sides of the border generally has a wider market than the territory alone suggests.

Redrock brokers work in the ACT and nationally, and independent brokers are not confined to a territory.

Where the commercial terms land

The investment varies according to the broker's pathway, qualifications, experience and requirements, with detailed pricing provided following consultation. The current models are New Entrant 80/80 (independent), Specialist 80/80 (a franchise, franchisor Red Rock Group Franchising Pty Ltd, subject to the Franchising Code of Conduct with a disclosure document and a term of up to five years), Advantage 90/90, Prime 95/95, and Maximiser at 100% upfront and 95% trail with a $1,500 per annum compliance fee excluding GST and minimum volume POA.

The terms that apply regardless of model: fees quoted excluding GST, a minimum two-year term, a monthly fee per credit representative with one included, and an additional credit representative charged as a one-off 50% of the initial investment rather than an ongoing monthly cost.

Brokers retain full ownership of their brand, their business and their client relationships under the independent models. The Specialist model is a franchise by design, and carries the branded presence and obligations that go with that.

Two ways in

Already broking. The question is usually licensing: operate as a credit representative under a Redrock Australian Credit Licence, or hold your own licence and aggregate through Redrock. ASIC's Regulatory Guide 206 sets a guidance expectation of around two years of experience before a broker takes on their own licence — guidance, not a statutory minimum. Redrock's minimum required professional indemnity coverage for brokers is a **$2,000,000 Limit of Liability** and a **$6,000,000 maximum aggregate Limit of Liability**; each broker holds their own policy, and the first-year premium is included in the initial investment.

Coming from a professional practice. Canberra has a dense population of accounting, advisory and planning firms whose clients borrow constantly and whose lending work currently goes elsewhere. Bringing it in-house runs through the same panel access, compliance platform and support model. See [For Accounting Firms](/for-accounting-firms/).

Either way, joining runs through a structured induction, with no monthly fee for up to three months while accreditations and systems access are set up. For people new to the industry the entry qualification is the Certificate IV FNS40821, and mentoring is part of the pathway — required under MFAA and FBAA membership standards and the licensee's supervision obligations, not by law.

Talking to Redrock

Redrock has operated since 2004 as Red Rock Brokers Group Pty Ltd (ABN 40 149 728 030, Australian Credit Licence 405961) and Red Rock Mortgage Group Pty Ltd (ABN 42 111 216 598, Australian Credit Licence 384209), and is a member of the FBAA, the MFAA and AFCA. Trading hours are 9:00am–5:00pm, Monday to Friday.

Call **1300 667 694**, or start with [Which aggregator fits your situation](/comparisons-decisions/which-aggregator-fits-your-situation-redrock-matched-to-six-broker-profiles/).