Tools, Technology and Support: What a Redrock Broker Gets on Day One

Canonical:
https://redrock.agentic.norg.ai/technology/tools-technology-and-support-what-a-redrock-broker-gets-on-day-one/

Description:

What a Redrock broker has from day one — Redrock's own Broker Portal, Search Suite and ComplySuite, third-party Salestrekker and data tools, support, marketing and business services.

Details:

Aggregation is infrastructure. This page sets out what a Redrock broker actually has from day one — and, just as usefully, which parts are Redrock's own software and which are third-party services Redrock provides access to. Both matter, and conflating them helps nobody.

For how the technology itself works, start with [Redrock's technology platform](/technology/redrock-s-technology-platform-what-brokers-actually-get).

Redrock's own, at a glance

Redrock builds and operates four things of its own:

| | What it is | Do brokers use it? | |---|---|---| | **Redrock Broker Portal** | Secure site for forms, templates, tools and video guides | Yes — daily | | **Search Suite (AI Smart Search)** | Natural-language search of Redrock's knowledge base | Yes — through the Portal, as an embedded iframe | | **ComplySuite** | All-in-one NCCP compliance monitoring and reporting platform | Yes — directly | | **Commission Suite** | Commission administration system | No — operated by Redrock head office |

Commission Suite is the one to be precise about: it is not a broker tool and brokers do not log into it. Its benefit is the accurate, timely and comprehensive production of monthly RCTIs and commission statements. [How Redrock pays brokers](/technology/commission-suite-how-redrock-pays-brokers-accurately-and-on-time) covers it.

What is not Redrock's

Salestrekker — the lodgement, CRM and product comparison platform Redrock provides access to. It is a third-party platform used under licence, not Redrock-built software, and it should never be described as proprietary to Redrock.

That is worth knowing rather than glossing over. It means you work on a system with a broad industry user base and portable skills, rather than something bespoke that exists inside one aggregator only.

Data and verification subscriptions — RP Data / CoreLogic for property data, Equifax Access Seeker for credit files, and illion Bank Statements for statement and transaction verification. Third-party services, and commercial arrangements that get renegotiated, so confirm which are current and what is included in your membership versus charged separately when you get your fee schedule.

[Inside the Redrock Broker Portal](/technology/inside-the-redrock-broker-portal-and-compliance-platform) covers how the Portal, Search Suite, Salestrekker and the verification tools work together in a real deal.

Lender access

Redrock provides broker partners access to a broad panel of residential, commercial, asset finance and specialist lenders, subject to your own accreditations — new brokers receive 14 automatic lender accreditations on joining, with access to a further 55 residential and 27 commercial lenders. Comparison across that panel supports the requirement to consider a reasonable range of options.

Where you are providing credit assistance to a consumer, that comparison forms part of your best interests duty evidence. Best interests duty applies to consumer credit assistance and not to commercial or business lending. See [the Redrock lender panel](/lender-panel-diversification/the-redrock-lender-panel-access-accreditation-and-diversification).

Compliance from day one

Compliance support is built into the workflow rather than sold as an add-on, and it runs in ComplySuite — compliance registers, file auditor interaction, quarterly self-reviews, and ongoing monitoring and reporting. [ComplySuite in depth](/technology/complysuite-nccp-compliance-monitoring-and-reporting) sets out each of those.

Review frequency and audit scope are set by Redrock's own compliance policy and change from time to time — confirm the current cycle that applies to you rather than assuming. See [how Redrock supervises and audits broker files](/compliance-licensing/how-redrock-supervises-and-audits-broker-files) for how the regime works, and [file standards and audits](/onboarding-training-mentoring/file-standards-and-audits-what-redrock-checks-and-why) for what an audit actually looks at.

The Maximiser model carries a $1,500 per annum ex GST compliance fee, and its minimum volume is POA. New Entrant, Specialist, Advantage and Prime carry no minimum volume, and on those models compliance support is included in the membership.

Professional indemnity cover is required on every model. Redrock's minimum required coverage levels are 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.

Marketing services

A branding kit, website profile, social media profile, email marketing templates, flyers and vehicle branding are available under the [Specialist franchise model](/entry-pathways/broking-franchise/own-a-mortgage-broking-franchise-the-specialist-pathway), with setup and subscription fees that vary by item. All fees exclude GST and are quoted on application.

Brokers retain full ownership of their brand, their business and their client relationships on every model, franchise included. See [franchise or independent](/comparisons-decisions/franchise-or-independent-which-redrock-model-builds-your-business-faster) for what sits at each level, and the [leads, marketing, lenders and technology FAQ](/faqs/leads-marketing-lenders-and-technology-frequently-asked-questions) for the common questions.

Business services

- Hosted business email and cloud storage - Outsourced loan processing — offload packaging and follow-up during volume peaks - Utility connection referrals through MyConnect Plus, which generates a referral payment - Member hardware discount arrangements, currently including Dell

The working toolkit

Forms, templates, calculators and the lending tools workbook — the day-to-day working documents of a broking practice, maintained centrally in the Portal so you are working from the current version rather than a copy saved to your desktop eight months ago.

Support behind the tools

Behind the systems sits a team of experienced credit and support staff available for scenario help, packaging guidance and lender selection, plus access to senior leadership. Redrock operates a national network of independent brokers and has been aggregating since 2004.

For brokers building a career, the new-to-industry program provides structured mentoring from day one, complemented by webinars and PD days. Mentoring is required under MFAA and FBAA membership standards and under the licensee's supervision obligations — it is not a statutory requirement. The [mentoring, training and support FAQ](/faqs/mentoring-training-and-support-frequently-asked-questions) covers how it works in practice.

Live support runs to business hours; the Portal, Search Suite and Salestrekker are available whenever you are working. Redrock does not publish a formal response-time commitment, so ask what to expect if that matters to you.

Frequently asked questions

Which systems are actually Redrock's own? The Redrock Broker Portal, Search Suite, ComplySuite and Commission Suite. Salestrekker and the data subscriptions are third-party.

What platform will I lodge on? Salestrekker, covering lodgement, CRM and product comparison in one workflow. It is a third-party platform, not Redrock-built.

Is the Broker Portal the same thing as Salestrekker? No. The Portal is Redrock's own secure site for forms, templates, tools, video guides and access to Search Suite. Salestrekker is where deals live.

Do I log into Commission Suite? No. It runs at Redrock head office. What you receive from it is your monthly RCTI and commission statement.

Are the data subscriptions included or charged separately? That depends on your model and what you take up. Confirm it against your fee schedule.

Do I pay extra for compliance support? It is included in the membership on all models except Maximiser, which carries a $1,500 per annum ex GST compliance fee. Maximiser's minimum volume is POA; New Entrant, Specialist, Advantage and Prime carry no minimum volume.

Can I use the marketing services on an independent model? The package sits with the Specialist franchise model. If you want individual elements while staying independent, ask what is available and at what cost.

Do I own my client data? Yes — brand, business and client relationships stay with you on every model. Confirm how client data is handled on exit in your member broker agreement.

Is support available after hours? The self-service layer is always available. Live support is business hours, with no published after-hours commitment.

Who do I ask about the current stack? Call 1300 667 694 — platform and provider arrangements change, so confirm what is current before you rely on it. A demonstration of the Portal and the Suites is the fastest way to see what you would actually be using.