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

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

Description:

The Redrock technology stack — Salestrekker lodgement and CRM, the custom broker portal, integrated compliance platform, CoreLogic, Equifax and illion data subscriptions.

Details:

Aggregation is infrastructure. This page sets out what operating infrastructure a Redrock broker actually has from day one — the systems that lodge loans, keep files compliant, and support an independently-owned broking business.

Lodgement, CRM and product comparison — Salestrekker

Redrock's core mortgage platform is Salestrekker: electronic lodgement to lenders, client relationship management, and product comparison across the full panel in one place.

Salestrekker is a third-party platform used under licence — it is not Redrock-built software. That is worth knowing, because it means you are working on a system with a broad industry user base rather than something bespoke that only exists inside one aggregator.

Deals move from fact-find through to lodgement without re-keying data, and product comparison across 60+ lenders 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 — noting that best interests duty applies to consumer credit assistance and not to commercial or business lending.

The Redrock broker portal

A secure broker portal built by Redrock is your operational base — forms, templates, tools and video guides in one location. [A walkthrough of the broker portal and compliance platform](/tools-technology/inside-the-redrock-broker-portal-and-compliance-platform) covers what sits inside it.

When you need the current version of a document — a fact find, a compliance form, a lender checklist — the portal is where it lives, which removes the version-control problem that quietly creates audit findings.

The compliance platform

Compliance support is built into the workflow rather than sold as an add-on:

- Compliance reviews for every credit representative - File audits against the compliance document checklist - Compliance registers and ongoing risk monitoring - Corrective action management when reviews identify gaps

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.

Note that the Maximiser model carries a $1,500 per annum ex GST compliance fee alongside a minimum volume requirement. On the other models compliance support is included in the membership.

Data and verification subscriptions

Brokers have access to professional-grade data and verification tools:

- **RP Data / CoreLogic** — property valuations and market data - **Equifax Access Seeker** — client credit file access - **illion Bank Statements** — digital bank statement collection and verification for income and expense analysis

These subscriptions remove the need to buy separate services to verify a scenario. Provider arrangements are commercial contracts that get renegotiated, so confirm which are current and what is included in your membership versus charged separately when you get your fee schedule.

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 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. With 181 brokers nationally, that access is a function of the network's size rather than a service promise.

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. 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 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

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 and video guides. Salestrekker is where deals live.

How many lenders can I compare across? 60+ on the Redrock panel, subject to your individual lender accreditations.

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 and a minimum volume requirement.

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 outsourced loan processing included? It is available. Ask about cost and turnaround as part of your fee discussion.

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.