



Uniting Social Impact Consulting.

A trusted for-purpose partner driving social impact and business transformation.

Uniting

It's more important than ever for organisations to protect customers experiencing vulnerability.

By partnering with Uniting Social Impact Consulting, you'll meet regulatory obligations, improve commercial outcomes positively impact the experience of customers experiencing vulnerabilities and financial difficulties, exceeding the expectations of both your customers and regulators.

Who we've supported.

We have a 25-year history of partnering with corporate organisations, not-for-profits, industry regulators and government to drive business performance that both financial and social impact.

We work across a range of industries including banking, finance, telecommunications, energy, water, insurance and debt collection.

Every customer has the potential to face financial and social hardship. Events like job loss or long-term illness can be a tipping point into vulnerability. External pressures including the rising cost of living are compounding this, resulting in an increasing number of people seeking support.

In response, policy makers and regulators are setting greater expectations for organisations to support customers experiencing vulnerabilities. Customers themselves are holding organisations to increasingly higher standards of social responsibility and customer experience.

With the right skills, systems and processes to appropriately respond to customers experiencing vulnerabilities, your business, employees and customers will benefit, and your organisation will be well-positioned to effectively manage different scenarios, avoiding reputational risk and potential financial consequences.

Our services.

Strategic advisory services

We use a structured and collaborative diagnostic review process to identify strengths and opportunities in your approach to customers experiencing vulnerability. Using these insights, we provide practical, actionable recommendations that benefit both your organisation and your customers.

Workforce training and development

We deliver face-to-face, online and e-learning courses to equip leaders, frontline staff and hardship teams with the knowledge, practical skills and confidence to recognise and respond to customers experiencing vulnerability. Our training is grounded in current practice-based research and designed by experienced trainers and industry experts.

Customer research and focus groups

Our Voice of the People program connects your organisation with the lived experience of individuals either experiencing vulnerabilities and/or facing financial hardship. Through carefully facilitated focus groups and one-on-one conversations, we uncover how your customers experience vulnerability. This results in recommendations to inform organisational strategy, policies and processes.



Our impact.

Working with Uniting Social Impact Consulting, your organisation will benefit from:



Reduced customer complaints.



Upskilled and empowered teams who can confidently manage complex customer scenarios.



Sustainable policy and practice change that meets regulatory obligations.



Improved customer engagement and regulatory compliance ratings that will boost your brand reputation and net promoter score.



Enhanced workplace culture, increased employee engagement and retention.



Improved customer experience and retention.

About Uniting

Uniting is the community services organisation of the Uniting Church, delivering services and programs across Victoria and Tasmania.

We work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every faith, ethnicity, age, disability, neurodivergence, culture, language, gender identity, sex, and sexual orientation.

We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQA+) people at our services. We pledge to provide inclusive and non-discriminatory services.

The work we do is all about giving people the support they need to live happy and meaningful lives. We are committed to being people-focused and rights-based

About Uniting Social Impact Consulting

For more than 25 years, Uniting Social Impact Consulting has partnered with organisations across a range of industries. Over this time, we've helped deliver better business, financial and social outcomes for millions of Australians.

Social Impact Consulting is part of Uniting Vic Tas, a community services organisation that's been supporting people and communities since 1890 to reduce the impact of poverty, trauma and disadvantage. The work we do is informed by the people we work alongside to drive real social change. It is that collective expertise and understanding of vulnerability that underpins our success.

Get in touch

To find out more about our services and how we can support your business objectives.

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