→ nilstasmania.org.au

No-interest loans giving
Tasmanians fair access to life’s
essentials and opportunities.

“I still wouldn’t have teeth and wouldn’t be eating properly if it wasn’t for NILS.”

Jenny • *Chigwell*

NILS Network of Tasmania Ltd

Annual Report 2024–25

Contents

Our Mission

Supporting Tasmanians living on a low income by providing access to safe and affordable loans.

"Without NILS I wouldn't have been able to get a bond together for my unit."

Letter from the CEO and Chair

Another year has passed where the rising cost of living has dominated the lives of many Tasmanians, and those hit hardest are those living on low incomes. Every week we see the pressure this places on households – and every week we see how access to safe, fair and affordable credit through NILS can make a real difference.

This year has also been one of transition and achievement for our organisation. Our biggest challenge was the shift to a brand-new digital loan management system – a project likened to replacing the engine of a train while it's still running on the tracks. It was no small task, and we want to acknowledge the incredible effort of our staff in making it happen. Special thanks go to Melissa Reid, our Operations Manager, and Nicole, our Finance Manager. They led the final stage of the three year projectt to build and implement the new system, and oversaw the financial tracking during a complex transition.

With the Board's backing and extra investment, the system was launched smoothly and is already 30% more efficient, more secure, and ready for future growth. With support from the Tasmanian Government, we have also been able to engage additional staff to ensure we can meet the growing demand.

This year also saw renewal at Board level. We welcomed three new members – Stacey Pennicott, Barbara Cox and Jacqui Allen. Their skills and experience strengthen our governance and position NILS well for the years ahead.

As we look towards 2026, our aim is not growth for growth's sake. We want to reach Tasmanians who could benefit from NILS but don't yet know about us, and to expand loan products that make a real difference – such as tenancy bonds and dental care.

NILS remains a powerful network, driven by our strong partnerships. Across Tasmania, 105 community organisations and more than 470 trained NILS Loan Officers are connecting people to credit that is safe and affordable. Our partnerships make this possible – with NAB, Bank of us, governments, and other valued supporters. A huge thank-you, not just from NILs but from the Tasmanians whose lives are positively impacted.

Finally, we thank our staff team – Adam, Bec, Brian, Dean, Fiona, Heidi, James, Mandy, Mel, Melissa, Nicole, Tina, Trish. In 2025 we farewelled long-time colleagues Andrea and Janine. To every member of the NILS team – your hard work and compassion make a daily difference to Tasmanians.

Kym Goodes, *Chair*
John Hooper, *CEO*

2024–25 Highlights

4,548 no-interest loans worth $8.61 M delivered statewide

97% repayment rate

$9.3 M spent through local suppliers *(inc. energy subsidies)*

Our loans: lives changed, futures built

Essentials Loans – *delivered in partnership*

"I first heard about NILS through a pamphlet at Northern Suburbs Community Centre when my daughter was a baby… she is now 23. All the loans have made a huge difference. They've taken the worry away and helped me get a fridge and a washing machine when they've broken down. My recent loan helped repair my car and pay rego – without the NILS loan the car would still be sitting in the yard not being able to be used."

• **Kerrie, Mowbray**

Community Partner: *Northern Suburbs Community Centre*

Northern Suburbs Community Centre Inc.

Northern Suburbs Community Centre has been a NILS Community Partner since 2003 and Mary Challis has been helping with NILS loans for her community for nearly as long.

"NILS provides tangible assistance. People in crisis need actual help and NILS can be that, but it is also an excellent option to help prevent people reaching crisis. NILS is also a tool of connection, once people walk through the door the first time, they're more likely to come back again."

• **Mary Challis, NSCC Assistant Manager**

Micro Business Loans – *providing entrepreneurship*


THE VOICE OF TASMANIA
MERCURY
We're for you
SHAVE NEW WORLD
Designer-turned-barber Nigel Vogler and co-founder Carlos Lira have opened Lounge and Blade, a new space for haircuts and locally made leather.

Lounge and Blade is a barbershop with a retail edge in Glenorchy offering haircuts and a variety of leather goods.

"The NILS micro business loan provided a helpful boost and confidence as we took the first steps into our new venture, allowing us to purchase stock and equipment with a manageable repayment plan"

• **Nigel Vogler, entrepreneur**

Community Partner: *Kingborough & Huon Business Enterprise Centre*

KHBEC is one of 12 business advisory services that assist people to develop a business plan and submit that with their NILS Micro Business loan application. Work funded by the Tasmanian Government.

Kingborough and Huon Business Enterprise Centre

"NILS loans are a great way that we can help someone who is living on a low income the chance to create their dream."

• **Kerry Muller, Manager KHBEC**

Micro Business Capital Partner: *Bank of us*

$450,000 rolling loan capital provided by Bank of us since 2021. 451 Tasmanians that have benefited through $1.27 million in loans so far.

Tasmanian Government support the program by funding the small percentage of loan write offs each year.

Bank of us.

"We are thrilled to see the life-changing impact which is delivered through NILS micro business loans. Helping Tasmanians be financially secure is a key part of the Bank's mission. The community impact of this program – empowering people to be financially independent and removing barriers to meaningful work - is a source of real pride to us,"

• **Paul Ranson, Bank of us CEO**

NILS4Vehicles – *Safe Transport*

Marie is 78 and had her previous car destroyed, sadly, by a fire lit by vandals. This was soon after her husband had died. Financially she didn't know where to turn.

"I was a bit lost after losing the car so horribly on top of everything else. Finding the NILS loan option was a godsend." Having the car has meant Marie was able to again get out into her community, and importantly back to the beach for walks "where I often go to distract myself from all that's happened over the last few years"

• **Marie, Southern Tasmania**

Capital Partner: *NAB*

Over $7 million in loans for vehicles over the last three years alone.

nab

Loan Book Manager: Good Shepherd Australia New Zealand

The NILS4Vehicles loans book is disbursed by our partner organisation Good Shepherd Australia New Zealand.

Good Shepherd Australia New Zealand

"NILS helped get my car on the road, due to an expensive breakdown, that was well beyond my means being on the Disability Support Pension."

Supplier spotlight – *Moonah Auto Repairs*

"If we know someone is using NILS to pay, then my team know that we won't seek to profit from that client and we'll take extra care of them. Everyone has tough times, and so if someone's hurting in their life and we can help them through our work and taking care of them with our costs, then that makes me happy. All our team are the same and will listen to people, hear their story and treat them accordingly."

• **Sid, Business Owner**

Celebrating our partnerships

NILS Tasmania's Partnership with NAB began in 2007. NAB provided initially $300,000 in loan capital, which is now a rolling facility of $5.8 Million. Over 18 years NAB's partnership with NILS Tasmania has enabled over 34,000 loans worth over $49 million.

"NAB is proud to have provided $600m in loan capital to support the Good Shepherd NILs program over the past two decades. This funding ensures that more people receive the support they need. Too often, those in financial stress resort to high-interest payday loans. No interest loans offer a safer alternative, enabling Australians to borrow money without incurring any fees or interest."

• **Jessica Forrest, NAB Executive Sustainability**

"Aurora Energy is proud of our continuing commitment to NILS Tasmania, from providing the first $300,000 in loan capital in 2002, to contributing $2.9 million over 12 years to directly subsidise energy efficient products bought through a NILS loan. We know the value NILS brings to many low income Tasmanians lives and believe it is one of the most practical and effective schemes in the energy sector delivering change in the home and assisting customers to lower their energy costs."

• **Nigel Clark, Aurora Energy CEO**

◂ *Aurora Energy CEO, Nigel Clark, and NILS CEO, John Hooper, with Beverley and her new heatpump.*

"I was able to get what I needed straight away rather than borrowing from others, and with NILS there is no interest so much more affordable for me being on a pension. So I was able to get what I was hoping for."

$2.9 million in Aurora subsidies over 10 years has saved households:

$3 million off their energy *(minimum)* + **$9 million in interest** + **$2.9 million off the purchase price**

=$14.9 million benefit to Tasmanians

Good Shepherd Australia New Zealand broker $525,000 in operational funding from the Australian Government for our operations. We thank the Australian Government for their leadership in providing funding the NILS programs across Australia. Good Shepherd began the first NILS $20,000 program in 1983 and now, through partnerships with organisations like NILS Tasmania, there over $30 million in no interest loans issued annually across Australia.

Celebrating our partnerships

Jackson Motor Company

Jackson Motor Company has contributed $74,000 in donations over 8 years enabling over $350,000 in Micro Business loans to Tasmanians.

Isabel & John Gilbertson Charitable Trust

The Trust's $67,000 in donations over 10 years has enabled us to invest in development of marketing/advertising to reach more Tasmanians and improve our IT and cyber security systems.

"NILS was a lifesaver when our fridge went down. Due to a tight budget I would never have been able to buy a new one."

The Tasmanian Government are our core operational partner providing $1.5 million in funding to NILS Tasmania in 24-25. Their increasing investment has enabled NILS Tasmania to lift our loan output to Tasmanians by 50% over six years, invest in our loan management and IT infrastructure creating a platform to grow and reach more Tasmanians with our safe affordable credit in the years ahead.

"The No Interest Loan Scheme is a proven and practical solution for helping people tackle cost-of-living pressures. By working together, alongside our vital community service sector, the Tasmanian Government can ensure Tasmanians in need have access to the supports they require."

• **Roger Jaensch, Minister for Community Services – Media Release 3.9.24**

Tasmanian Government

We invite partners to join us in building Tasmania's financial resilience.

- **Join us as a community partner** organisation that can provide an access point for people in your community to apply for our loans.
- **Join us as a supplier** informing your customers of NILS as a safe credit alternative rather than expensive higher interest loans, or consider offering discounts when they finance their purchase through a NILS loan.
- **Join us by investing in our operations** - every $1 given in funding to our operations, converts into over $4 in loans, spent in local businesses and delivers over $9 in impact to each client.
- **Join us as a client** and purchase what you need in a safe affordable way through a stress free, interest free NILS loan. Repaying your loan contributes to loan capital being available to other Tasmanians. You are "paying it forward".
- **Join us in creating new financial solutions** - you/your company may be aware of a need in the community that could be met by partnering with NILS Tasmania in a new community loan solution – let's explore a small or large idea together.

Our Community Partners

Di and Janine *– Derwent Valley Community House*

“Nothing better than seeing a community member come back in and having relief that they had been approved for a loan.”
Community Partner

Cynthia *– Starting Point Neighbourhood House, Ravenswood*

Margaret and Ebony *– Wyndarra, Smithton*

“There are so many people struggling and this is so helpful to our community”
Community Partner

85
COMMUNITY PARTNERS

106
ACCESS POINTS

495
TRAINED NILS LOANS OFFICERS

NILS by the numbers in FY25

Operating funds: $2.07 million

Tasmanian Government

Australian Government Department of Social Services

aurora energy

Jackson Motor Company

Isabel & John Gilbertson Charitable Trust

Loan capital:

nab

$5.78 million

Bank of us.

$450,000

Converted to: 4548 loans worth $8.61 million

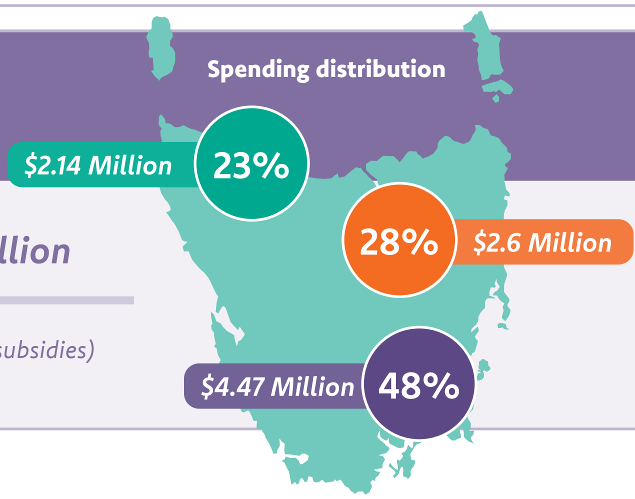
Loans were used for:

493	VEHICLES PURCHASES
38	VET EXPENSES
282	BOND/ RENT
89	DENTAL/ MEDICAL
335	HEATPUMPS
320	WASHING MACHINES
318	FRIDGES
648	CAR REPAIRS
18	FUNERALS
120	COMPUTERS/ LAPTOPS
29	OPTICAL
114	MICRO BUSINESS

This supported the Tasmanian economy

6008 purchases worth $9.31 million

through 1113 suppliers (including energy subsidies)



NILS growth FY20–FY25

24,133
loans worth over $38 million

50%
more loans than 6 years ago

Delivered
200%
more quickly

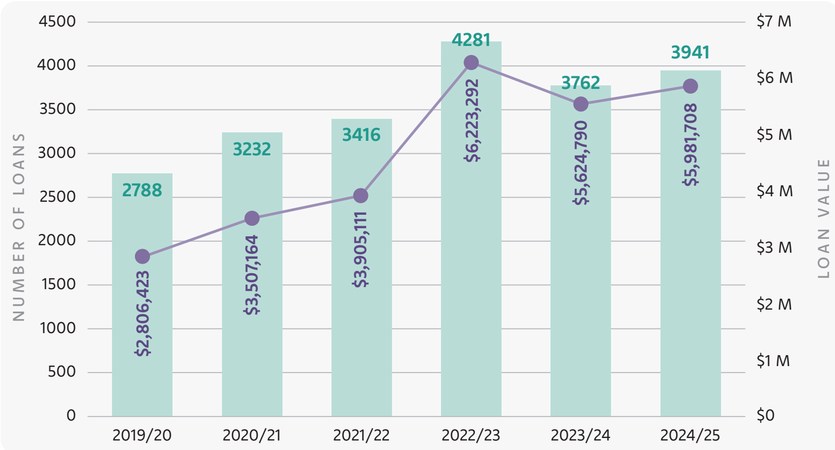
Essentials Loans

"NILS was a lifesaver when our fridge went down as due to our tight budget we would never have been able to buy a new one."

SIX YEAR GROWTH

42% NUMBER

113% VALUE



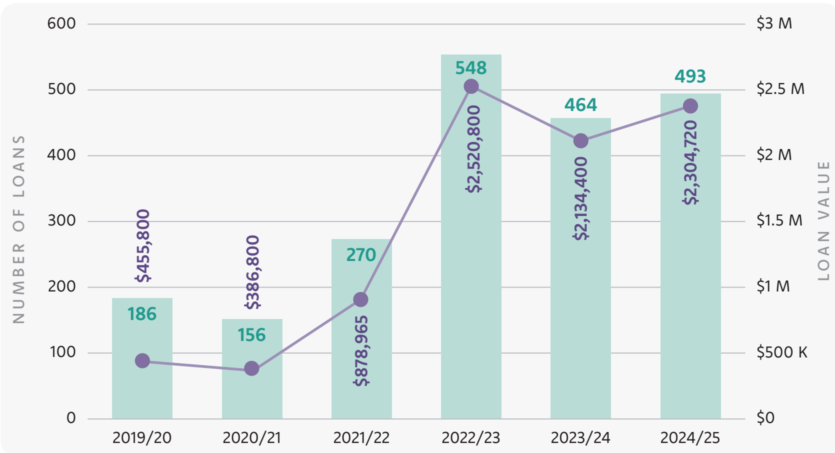
NILS4Cars Loans

"I was a bit lost after losing the car so horribly on top of everything else. Finding the NILS loan option was a godsend."

SIX YEAR GROWTH

165% NUMBER

406% VALUE



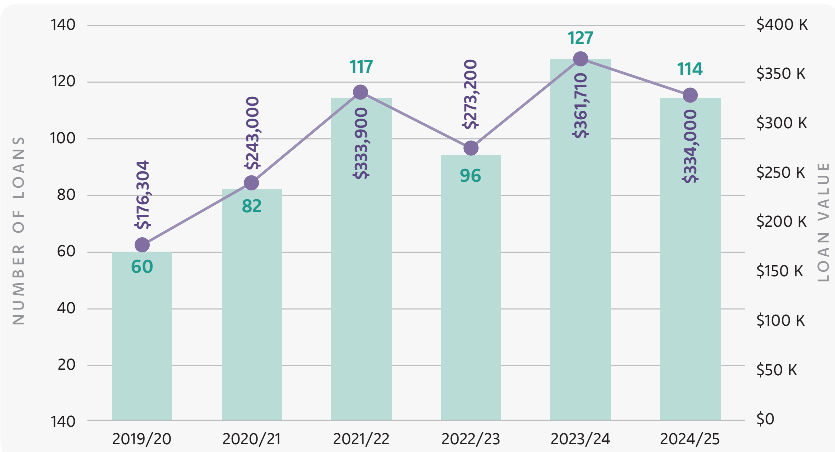
Micro Business Loans

"NILS provided a helpful boost and confidence as we took the first steps into our new venture, allowing us to purchase stock and equipment with a manageable repayment plan."

SIX YEAR GROWTH

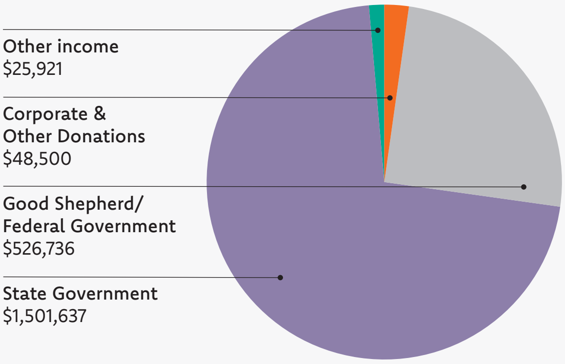
90% NUMBER

89% VALUE



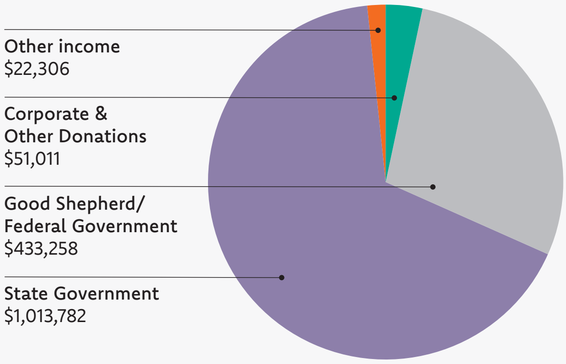
Financial management for 2024–25

Revenue FY 2025



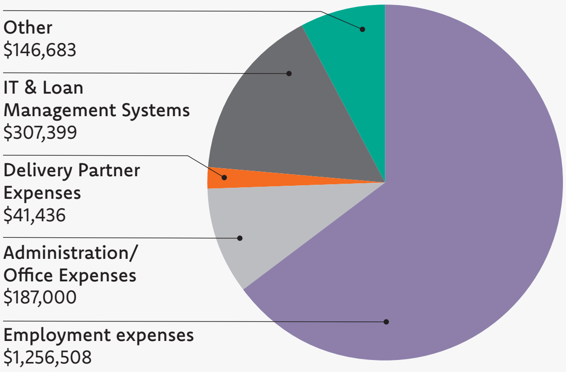
Total Revenue: $2,102,794

Revenue FY 2024



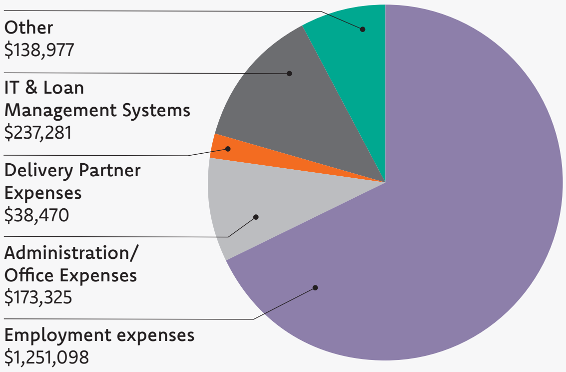
Total Revenue: $1,520,357

Expenses FY 2025



Total Expenses: $1,939,026

Expenses FY 2024



Total Expenses: $1,839,151

Total comprehensive income for the year attributable to the members of NILS Network of Tasmania Ltd is $163,768.

In 2024-2025 NILS Tasmania transitioned to its new loan management system which provides a fit for purpose digital infrastructure for the years ahead and is already better serving the Tasmanian community through greater efficiency, improved cyber security, and enhanced client experience.

The new system, coupled with increased operational funding for two more years by the Tasmanian Government, and the continued support of other operational and capital funders, enables NILS Tasmania to focus on servicing more of the demand in the community for our safe lending while maintaining a prudent financial position.

→ *Our Full Audited Financial Statements can be found at **nilstasmania.org.au***

We thank our Board, staff and partners for their commitment to fair lending across Tasmania.

Board members at 30 June 2025

Kym Goodes	*Chair*	*Director, 3P Advisory*
Kane Ingham	*Treasurer*	*Chief Financial Officer, TasWater*
Marla Giacon	*Vice Chair*	*Executive Officer, Acquired Injury Support Service, Anglicare Tasmania*
Stacey Millbourne	*Director*	*Manager, Doorways Tasmania, Salvation Army*
Lance Balcombe	*Director*	*Various Directorships*
Will Barbour	*Director*	*Chief Customer Officer, Aurora Energy*
Stacey Pennicott	*Director*	*Chief Operating Officer, RACT*
Jacqui Allen	*Director*	*General Manager People & Safety, Metro*
Barbara Cox	*Director*	*Group Chief Brand & Communications Officer Ramsay Health Care*

nils TASMANIA

We exist because no Tasmanian should be forced into hardship or exploitation simply because they need access to life's essentials.

Join us in changing lives and strengthening communities through no-interest loans

→ **nilstasmania.org.au**