



Annual Report 2021–22

► RESULTS & IMPACTS

"I felt like I was somebody."

"It is just that reassurance that someone's got your back. It's not for nothing, you pay it back, but someone has got your back, someone is there."

It is beyond words, it really is."



Summary

- ▶ 3,416 loans valued at over \$3.9 million for essential household goods and services – 6.8% more loans than in 20-21, an overall rise of 35.6% over the last three years.
- ▶ NILS Tasmania issued 13.8% of NILS loans nationally with only 3.4% of the eligible population.
- ▶ Averaged just 9 days from first enquiry to the purchase of the client's product. We are now 52% quicker than 3 years ago.
- ▶ Micro business loans increased 32.9% this year, enabling 109 Tasmanians to start or expand their micro business through loans totalling \$309,900.
- ▶ In October we began supporting Tasmanians to apply for NILS4Vehicles loans (no interest loans up to \$5,000) and assisted 253 people to apply in 9 months. This is 50% more loans per month than the previous StepUP product (capped at \$3,000 and 5.9% interest charge).

"The impact, the effect was immediate, where you have suddenly got the weight of the world has just fallen off and you can breathe and you can stand up and you can breathe again and you think that was so quick and all of these amazing, amazing, caring, wonderful people and to know that there are these caring and wonderful people."

■ Kim, NILS Client



- ▶ 900 clients received \$554, 433 off the price of their energy efficient fridge, freezer, washing machine or heat pump through the State Government/Aurora Energy subsidy funding.
- ▶ Through our essential loans and the energy subsidy we have saved Tasmanians \$8.8 million compared to if our clients had had to turn to exploitative rent to buy schemes, which generally charge 200% more than the product is worth over three year terms.

NILS IS...



- Being seen and heard, humanity, dignity
- Equality and hope
- Emotional stability, stress reduction
- Aurora/State Government partnership to subsidise energy efficient appliances
- Sense of achievement, sense of pride of ownership.
- No credit checks. Avoid going to or returning to pay day lenders or rent to buy.
- Awesome people at Delivery Partner organisations
- Choice and opportunity
- Accessible and affordable
- Equity of access



"I also managed to recently put in an air-conditioning unit into my apartment again. Without the help of not just you but Aurora energy I wouldn't have been able to get something that big. That's been fantastic."

■ Alex, NILS Client

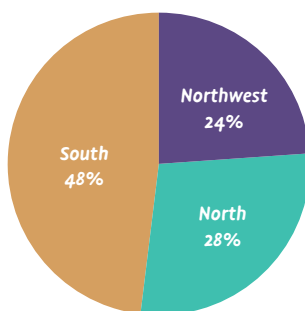


Essential No Interest Loans (Micro Finance)

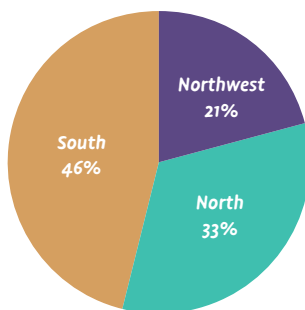
Through 3416 loans, and the Aurora/State Government energy subsidy, we purchased for clients over \$4.4 million in goods and services through 813 local suppliers across Tasmania, boosting local economies.



366 → fridges
325 → washing machines
591 → cars repaired
489 → vehicles registered
300 → heat pumps



2021-22 Loans By Region



2021-22 Purchases by Region



When I moved into this place, I had nothing and I got everything through you guys. Washing machine, TV, lounge suite and fridge, four loans.

■ Greg, NIS Client

- ▶ **63.7%** of clients were women
- ▶ **14.5%** identified as Aboriginal
- ▶ Loans went to **1,341** parenting households supporting 2,682 children
- ▶ **20.7%** of loans were for single parent households
- ▶ **23.8%** of loans to Job Seeker recipients
- ▶ **32.1%** to those on Disability Support Pension
- ▶ **49.8%** of loans were to clients who had not accessed a NILS loan previously.

"My financial circumstances changed, NILS reduced my payments by almost half, which made life easier and that was an amazing thing, they were happy to reduce the amount and they made it easy and they didn't make me feel intimidated or worthless for having to do that. It was a sincere and genuine interaction and the people make you feel heard and seen".

■ Emma, NILS Client

"I have gone to payday lenders and all of those sorts of things in years gone by and their interest rate is just so exorbitant and if you are a day late making a payment, they are right on you. I worked it out, you are paying like four times the amount of the loan. It is just horrendous it really is and desperate people will go to desperate measures you know and they get taken advantage of in a really bad way".

■ Louise, NILS Client

→ IMPACT

- ▶ **95%** of clients rated our loans process as easy
- ▶ **93%** of clients who had previously used rent to buy schemes reported they had not rented goods after getting their NILS loan
- ▶ **71%** of clients, who'd done so previously, have not asked for financial help from family & friends after getting a NILS loan.

■ **Our Micro Finance loans** are provided through the funding support of the Tasmanian State Government, the Australian Government (through Good Shepherd Australia New Zealand) and loan capital provided by NAB through a \$3.2 million fee and interest free overdraft.

→ CLIENT COMMENTS



"I was able to register my car for a year and keep my job as a community support worker with no time off the road."

"The NILS loan allowed me to get a reverse cycle aircon. I have nerve damage that makes it quite hard to stay cool in summer and I overheat easily. It's been wonderful to not have to worry about hot days and my power bill over winter has dropped heaps! The biggest and unexpected difference has been that I haven't had a hospital trip for asthma since it was installed which is absolutely wonderful! Thank you for providing this service as I couldn't have afforded it without the loan and the lovely lady who helped with my initial application was such a great help."



"IF I HADN'T GOT THE NILS LOAN I COULDN'T HAVE PAID THE REPAIRS FOR MY HUSBAND'S MOBILITY SCOOTER AND HE WOULD HAVE BEEN HOUSE BOUND. WE BOTH THANK YOU."

"I am so very grateful for my NILS loan as it paid my vet bill and my dog didn't have to suffer. THANKYOU, THANKYOU, THANKYOU!"

"Our Daughter with Autism and HIGH anxiety, needed dental work, and there is no way in this world she would lay there awake and let the dentist put anything in her mouth, so, thanks to Nils we went into hospital, had our daughter put under anaesthetic and her dental work was done."



→ MORE THAN A LOAN



"WE ARE, AT OUR CORE, A NETWORK. A NETWORK OF COMMUNITY BASED DELIVERY PARTNERS AND LOANS OFFICERS WHO SHOW OUR CLIENTS COMPASSION AND RESPECT. THIS IS THE VERY HEART OF NILS TASMANIA, AND WHAT SETS NILS TASMANIA APART"

■ NILS Network of Tasmania Ltd Constitution

Conversations with our fantastic network of volunteer loans officers resulted in:

- 9% of clients contacting Aurora for payment support
- 3% contacted rental and housing support
- 6% got involved in Neighbourhood House activities
- 7% accessed emergency relief
- 4% accessed counselling

We grew our network of loans officers:
90 new NILS volunteers trained,
25% more than last year.

There are now 98 sites in the community where clients can access a loan, hosted through 74 delivery partners with 436 active loans officers.

WHAT DIFFERENCE DOES A NILS LOAN MAKE?

I am able to go to the Doctors when I want, I am able to get my medication on time and things like that. It is not (now) a choice to have between food or warmth or to have all of your medication you know? It's a life saver. It is a life saver to be honest with you.

■ Greg, NILS Client

NILS LOANS GIVE PEOPLE HOPE, A SENSE OF AGENCY, AND OF CONTROL

"The loan made pretty much a huge life impact difference because if it wasn't for having that computer, I wouldn't have been able to complete my certificate, so now I am qualified with a certificate three in Community Services, it enabled me to become qualified at a stage in my life when I was probably on the line where it could have gone one way or the other.

So, it was something that I could accomplish and it helped me get into good habits of life and stuff like you know? Like making payments on time, just lots of things, it helped so many things.

I am very grateful to be able to recommend it and to have that on hand if I need it. It has just been a lifesaver for me".

■ **Kristy, NILS Client**



"Even more than just the physical thing of having the fridge... the emotional stability, of knowing of, not having to stress about it, you know?

One of the great things is knowing how much is coming out over every week made it very easy to budget around and include it in my planning so that was really helpful.

You guys (laughs) sent me the little certificate saying congratulations for paying off your loan and I thought that was a little bit funny at first and I thought Ha, Ha, I'll just pop this away then I thought no, no actually it is kind of something to have fully paid that off. So, I ended up taking that certificate and sticking it to the fridge that I bought with the loan".

■ **Alex, NILS Client**



"It is just that reassurance that someone's got your back. It's not for nothing, you pay it back, but someone has got your back, someone is there. It's life changing because it takes a lot of that worry off you can actually live a reasonably normal life without locking yourself away in fear that if something happens, I can't pay for it."

■ Kim, NILS Client



Microbusiness Loans



EVERYTHING WAS AMAZING AND EASY AND WE APPRECIATED THE HELP...IT IS THE ONLY REASON WE WERE ABLE TO GET OUR MICRO BUSINESS UP AND RUNNING SO WE ABSOLUTELY ARE SO GRATEFUL FOR NILS AND THE VERY SUPPORTIVE NILS STAFF FOR THE HELP :-).

→ **IMPACT**

- ▶ **89%** of clients reported that at the completion of their loan (generally 2 year term) that they are still operating their business
- ▶ **36%** of these businesses employed at least one other person.
- ▶ **78%** felt their confidence had been increased by starting their business
- ▶ **68%** reported that the business plan developed for their application was useful in running their business

The NILS loan was truly a circuit breaker for me, allowing me to move forward at a time was I was most in need. I'd encourage you to make this facility more known to others who need help.



WHAT ADVICE WOULD YOU GIVE TO OTHERS STARTING A BUSINESS?

- Definitely give the NILS scheme a go, great for starting a new business with those initial costs, helped me to get up and running with confidence that I was able to do so.
- Stay positive, find a network of people to help/learn from, don't give up if it gets difficult,
- Believe in and love your product. Be yourself.

➤ **START SMALL AND WORK AT IT AND BUILD UP AS YOUR EXPERTISE GROWS.**

→ WHO RECEIVED A LOAN?

109 LOANS IN 2021-22

- 44.9%** → of MB loan clients have children
- 27.8%** → are on the Job Seeker allowance
- 51.4%** → of client are women
- 28.4%** → of clients are single parents



Our MicroBusiness loans are supported by the Tasmanian State Government and loan capital provided by Tasmania's own Bank of Us through a \$450 000 fee and interest free overdraft.



▷ CASE STUDY

Callum Ball Music

Callum came to NILS for a business loan as he wanted to provide musicians with mixing, mastering and recording services to bring their music up to a commercial level of quality. He also planned to create and selling instrumentals for pop, hip-hop and RnB artists to purchase and use for their own music.

Callum held a Bachelor of Music majoring in technology. During his time studying, He worked with a variety of different artists both in and out of university. So he had a solid background in the industry he was getting into. The next logical step was to transition into a full-time business. His motivation for pursuing this business was a combination of his sheer love of music production. He said "I found myself producing, mixing and mastering over 6 hours a day just for the love of it". Now people have begun offering me money for my services I believe I have found a clear business opportunity.

All his clients he works with have given positive feedback and the majority of them have become return customers. He says he enjoys producing artists, and it brings him great satisfaction when their music goes on to be successful.

Callum spoke of the impact the NILS loan had for him:

"MY NILS LOAN ALLOWED ME TO IMPROVE MY RECORDING EQUIPMENT. I'M NOW ABLE TO GET BETTER SOUND WITH A REAL NICE ANALOGUE FLAVOUR"



▷ CASE STUDY

Balloonies Studio

Balloonies Studio is a party supply brand in northern Tasmania. They are committed to helping people celebrate every milestone. Back when Balloon Garlands were the stuff of dreams and unaffordable for most, they set out to make them attainable, easy to do, and available to everyone in one little, but totally cool kit.



"Back in September 2019 we applied for a \$3,000 NILS Micro Business loan, this really helped us expand the business to include a better range of products and start hiring props giving us the kick start to grow the business. Today, our range has grown and we are always working on the next exciting product to bring to you."

"We just want to say a big thank you from the bottom of our heart, we're glad NILS are here, so thank you for your support".



NILS4Vehicles Loans



NILS4Vehicles loans (no interest loans up to \$5,000) went live in October and has been in high demand. We have assisted 253 people to apply in 9 months. This is 50% more loans per month, than the previous StepUP product (only \$3,000 and came with 5.9% interest charge).

202 CARS PURCHASED
BY 30TH JUNE.

TOTAL VALUE OF DISBURSED
LOANS WAS \$947,805

- 54%** → of recipients were women
- 14.4%** → were over 65
- 27.2%** → were single parents
- 31.7%** → of recipients were on the DSP

"The car made a huge difference because I can't walk very much, I can't move. I didn't have a car for probably eight months so I had to rely on taxis which was a huge expense. But it just took all of my mobility right away. I really don't know (what I would have done without NILS) because I had

looked at several avenues and I couldn't afford any of them and you certainly can't justify the repayments that they were asking, so I was stuck. Yeah, absolutely stuck".

■ Doug, NILS Client

■ These loans are managed by Good Shepherd Australia New Zealand in conjunction with the loan capital provided by National Australia Bank.



NILS Tasmania Board

NAME	ORGANISATION	BOARD POSITION
Kym Goodes	3P Advisory	<i>Chair</i>
Stuart Foster	Salvation Army Tasmania	<i>Vice Chair</i>
Nicolette Quinn	Savvy CFO	<i>Chair, Finance Subcommittee</i>
Marla Giacon	Anglicare Tasmania Inc.	<i>Director</i>
Kane Ingham	Taswater	<i>Director</i>
Martin Crane	Department of State Growth	<i>Director</i>
Lance Balcombe	Non-Executive Director MAIB	<i>Director</i>

The NILS staff team:

Adam • Amy • Andrea • Brian • Dean • James • Janine • John • Melissa • Nicole • Peter • Sarah • Tina • Trish

Thanks to our major financial supporters:



Thanks to our corporate donors:

Federal Group

Gilbertson Trust

Errol Stewart (JMC)



NILS Tasmania

Financial Result for 2021–22

Average Loan Amount:
\$1,143

Cost per loan – \$308
(down from \$320 in 2018-19)

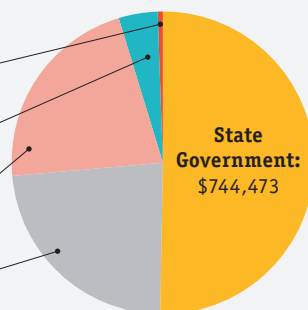
Total Income: \$1,473,472

Other Income: \$7,112

Corporate Donations: \$60,000

Subsidies: \$318,697

Good Shepherd: \$343,190



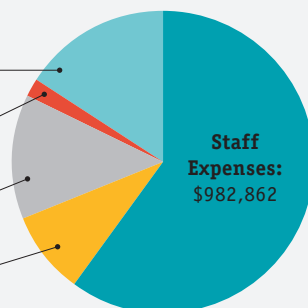
Total Expenditure: \$1,634,847

Other Expenses: \$255,461

Delivery Partner Expenses: \$34,673

Administration/Office Expenses: \$215,549

Contractors: \$146,302



Total comprehensive loss for the year is (\$174,521). This needs to be factored together with the surplus of \$288,718 in the 2021 financial year. These results are explained by the COVID 19 grant being received in the financial 2021 year, while the related expenses span across both years. The Statement of Changes in Equity in the full audited financial statement reflects this net result and shows that the Accumulated Surplus position increased by \$69,905 this financial year.

[▶ VIEW AUDITED FINANCIAL STATEMENTS ON OUR WEBSITE](#)