→ nilstasmania.org.au

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



"The NILS loan helped me get back on the road so I could get back into some work."

Jayne
NILS for Vehicles Loan Recipient

NILS Network of Tasmania Ltd

Annual Report 2025–26

From the Chair and CEO

A fridge is never just a fridge

For the Tasmanians who came to NILS this year, it was the difference between food that keeps and food that spoils. A car repair was the difference between holding a job and losing one. A rental bond was the difference between another night in a motel room and a place of your own. This is a time of need for a great many Tasmanians. The question worth asking is not how they got here, but what happens next and whether there is somewhere reliable for them to turn.

For twenty-three years, that has been the job of NILS, the No Interest Loan Scheme. This year 4,912 Tasmanians borrowed $9.23 million through NILS, the highest number in our history. Behind that number are 1,140 car repairs that kept someone in their job or ensured the kids could get to school, 1,005 replaced whitegoods, 643 rental bonds that turned living in a motel room into living in a home, 571 vehicles, 197 vet bills for animals who are often someone's closest companion, and 108 dental treatments. 133 people borrowed to start their own Micro Business seeking to become more financially independent. Each loan is small on its own. Together, they are what it looks like when a community makes sure people can keep going.

We're proud of how we do this. Ninety-four per cent of our clients told us the process was easy. Ninety-seven per cent would recommend us to someone they love. And sixty-eight per cent told us they no longer need to borrow from family, because a no-interest loan costs nothing in interest and nothing in dignity. That last part matters as much as the first. We didn't design NILS to feel like charity, and our clients don't experience it that way. Because it isn't charity, it's a loan, and they repay it. They experience it as a fair chance, offered without judgement, by people who understand what it takes to ask for help in the first place.

We lifted the working income threshold for our lending, because more of the Tasmanians coming to us had jobs, were doing everything right with their finances, and simply needed a bridge to get through. That decision is one of many this year, that meant a record number of people could be supported, proof that when we adjust to meet the moment, more people get the help they need, when they need it.

Kindness is also good business. Our repayment rate is ninety-seven per cent, recognised this year with a national award for managing loan risk. The capital first lent in Tasmania in 2002 has now been lent out and repaid nineteen times over. Our clients are our partners in this, and they tell us so: as one put it, paying off your loan is what gives the next person their opportunity.

None of it happens alone. National Australia Bank and Tasmania's own Bank of us provide the rolling capital that makes our loans possible. Increased investment from the Tasmanian Government has been the engine of this year's growth. It allowed us to widen our eligibility criteria, to reach communities such as Triabunna where people simply did not know NILS existed, and to embed the new loan management system that now puts a loan into someone's hands forty-eight per cent faster than eighteen months ago. Alongside our energy subsidy partnership with Aurora Energy and the State Government, 800 Tasmanian households were kept warmer for less, with every dollar of subsidy returning $7.27 in benefit, and saving Tasmanians more than $1.37 million in the predatory interest they would otherwise have paid to rent-to-buy operators.

Our Vision

A Tasmania where access to life's essentials is fair, secure and free from financial exploitation.

Our Purpose

We give Tasmanians fair, supportive and affordable access to life's essentials through no interest loans.

That is what investment in NILS buys. Not charity but working economic infrastructure: this year our clients spent $9.65 million with 1,165 Tasmanian suppliers, in every region, money that flowed straight back into local mechanics, local retailers, local landlords.

With that foundation in place, the Board set a new five-year strategic plan, grounded in our principles of fairness, kindness, efficiency and innovation, and a continued commitment to growing sustainably so that more Tasmanians living on a low income can reach safe and affordable credit. We also commissioned an independent review of our own governance. It confirmed the strength of the Board's stewardship and gave us a clear path to keep improving, and we took it seriously, because an organisation that asks government and community to invest in it should be able to show it is worth investing in.

We thank Kane Ingham, a long-serving director and Chair of our Finance Committee, and Barb Cox, for their service and their care. We thank our operational team, whose skill and compassion is the whole of the client experience. Several Board members sat alongside them this year and followed a loan from first phone call to final payment, and it was a privilege to watch. And we thank the network that makes NILS what it is: 71 Community Partners, 110 Access Points and 417 trained NILS Loan Officers, who are the reason someone in a small Tasmanian town can sit across the table from a person who knows them.

Demand is not easing. Every signal we have tells us more Tasmanians will need us next year, not fewer. We now have the plan, the systems, the team and the network to meet the demand. What we ask is that our Partners stay the course with us. Why? Because somewhere in Tasmania there is a family who spent eleven months in motel rooms and, some nights, in their car. Last Christmas they put up a tree in a home they now rent long-term, beside a fridge that was theirs. Nothing is more important than that.

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

Board members at 30 June 2026

Kym Goodes	*Chair*	*Director, 3P Advisory*
Marla Giacon	*Deputy Chair*	*Executive Officer, Acquired Injury Support Service, Anglicare Tasmania*
Will Barbour	*Director*	*Chief Customer Officer, Aurora Energy*
Stacey Millbourne	*Director*	*Manager, Doorways Tasmania, Salvation Army*
Stacey Pennicott	*Director*	*Chief Operating Officer, RACT*
Lance Balcombe	*Director*	*Various Directorships*
Jacqui Allen	*Director*	*General Manager People & Safety, Metro*

"It's straight forward, honest, easy to organise, easy to repay, no interest, very good for low income, the success of paying off the loan adds to financial experiences that felt good."

NILS by the numbers in FY26

Operating funds: $2.03 million

Tasmanian Government

Australian Government
Department of Social Services

aurora energy

Good Shepherd
Australia New Zealand

Isabel & John Gilbertson Charitable Trust

Loan capital:

nab

$6.2 million

Bank of us.

$450,000

Converted to: 4912 loans worth $9.23 million

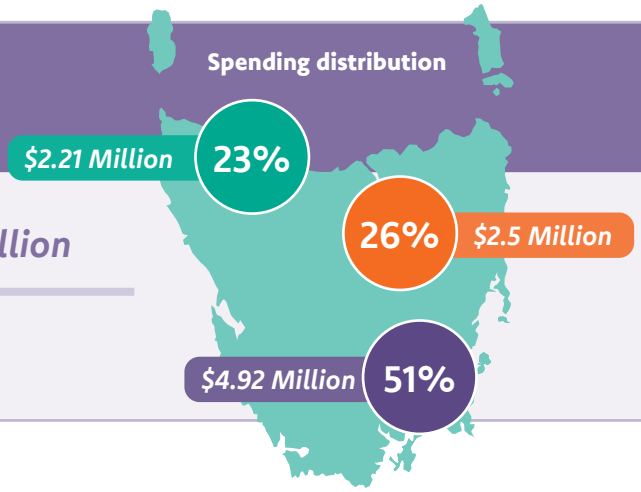
Loans were used for:

- **133** MICRO BUSINESS
- **571** VEHICLES PURCHASES
- **1005** WHITE GOODS
- **1140** CAR REPAIRS
- **108** DENTAL
- **107** HEALTH/ MEDICAL
- **50** OPTICAL
- **643** BOND/ RENT
- **197** VET EXPENSES
- **204** COMPUTERS/ LAPTOPS
- **18** FUNERALS
- **195** HEATPUMPS

This supported the Tasmanian economy

6635 purchases worth $9.65 million

through 1165 suppliers



Every loan tells a story... *it's not just a fridge*

Essentials Loans – *delivered in partnership*



Stuart and daughter attending a Hurricanes game through sponsorship by Aurora Energy.

Erin and Stuart had to move out of their rental property in January 2025 as the property was being sold. They were, despite lots of effort, unable to secure a new rental property before the tenancy ended. Over the next 11 months while on the Housing Connect waiting list with their 2 small children, they lived in motels – often just one bed for all four of them, even occasionally sleeping in their car – while they applied for private rentals but were unable to get into a property. During this time, Erin and Stuart talked about how they treated it as an adventure with the kids and kept saying that "if we can get through this, we can get through anything".

Just before Christmas they had an offer from a community housing provider for a 2-bed unit in Southern Tasmania. NILS was able to assist with rent and bond, a brand-new fridge and some furniture.

Erin said she cannot describe the joy of putting up a Christmas tree with their kids in their new home a few days before Christmas and she said that "you at NILS made that possible and I'm so grateful".

Micro Finance Loans
Up to $2000

$6.2 million loan capital
provided by and guaranteed by NAB

11,911 loans worth $18.3 million
over three years (FY24–FY26)

nab

94%	*found the process easy*
97%	*recommend NILS to family/friends*
68%	*stopped borrowing from family/friends*

WHO ACCESSED OUR LOANS?

60%	*of people accessing NILS are living in rented accommodation*
5%	*of people accessing NILS are experiencing homelessness*
63%	*are female*
20%	*identify as Aboriginal and/or Torres Strait Islander*
16%	*are sole parents*
33%	*are people with a disability*

Micro Business Loans – *providing entrepreneurship*



Jayden began Nydo Construction at the age of 22.

"Construction has always been a big part of my life. My dad was a builder, so I grew up around the industry and gained experience across almost every area of construction from a young age. When I looked at the market, I noticed there was a real gap. Larger building companies often have long waiting lists, and many people struggle to find someone reliable to take on smaller jobs.

Without NILS, I probably would have had to lean on friends or family for support or potentially borrow money from another business mentor of mine. Neither option would have been ideal, and I would have preferred not to put anyone in that position.

The NILS loan meant I didn't have to do that. It allowed me to keep moving forward, invest in the equipment I needed and expand my services much sooner than I otherwise could have.

That's where the NILS loan really helped. It eased some of that financial pressure and allowed me to invest in the tools and equipment I needed to expand my services and start generating income sooner. It really helped me start the business on the right foot.

I think that's one of the things that makes NILS so valuable. It doesn't just help people start businesses it also helps people through difficult times in their personal lives. Reducing that financial stress can have a really positive impact on someone's overall wellbeing."

Micro Business Loans
Up to $3000

$450,000 loan capital
provided by Bank of us

Capital guaranteed by Tasmanian Government

374 loans worth $1.07 million
over three years (FY24–FY26)

Bank of us. Tasmanian Government

WHO USED OUR LOANS TO START/EXPAND A BUSINESS:

54% *are female*

28% *are sole parents*

10% *identify as Aboriginal and/or Torres Strait Islander*

51%	27%	22%
SOUTH	NORTH WEST	NORTH

17% *started Healthcare related businesses*

16% *started manufacturing businesses*

97% *found process respectful and supportive*

80% *rated as excellent the business support and advice they received*

NILS4Vehicles Loans – *safe transport*



Emily uses a wheelchair to get around and can drive a car modified with hand controllers.

"So my previous vehicle had a lot of issues. It was quoted at over $6,000 to repair everything and I just didn't have the money and then the mechanic couldn't guarantee once all that work was done, it wouldn't have more issues. It was a 1992 Toyota Camry hard to get parts and it continually had engine issues. So I just decided I'm not gonna worry and then I'll figure out how to save up some money, but with all the house moves I've had in the last two years (Emily has had to move three times) as well, it was hard to save money.

It was even harder when I didn't have funds with NDIS for support workers. We had a bit of an issue with everything going to plan, with no way to get out at one point. So it's definitely given me a lot more freedom. I'm so grateful to be able to get out and do things."

NILS4Vehicles Loans
$2000–$5,000

Capital Partner
NAB

Loan Book Manager
Good Shepherd

1522 worth $7.2 million
over three years (FY24–FY26)

nab

Good Shepherd
Australia New Zealand

WHO USED OUR LOANS TO PURCHASE CARS?

67% *are female*

24% *are sole parents*

28% *are people with a disability*

16% *identify as Aboriginal and/or Torres Strait Islander*



Jesos
NILS4Vehicles
Loan Recipient

"It was quite crucial that I had a car for work and by getting the car I was able to get the work that I wanted"

Jane – NILS4Vehicles loan recipient

Our Community Partners

"We are, at our core, a network. A network of community-based, community partners and loans officers who show our clients compassion and respect." (NILS Tasmania Constitution)

Essentials Loans



Lexia – Derwent Valley Community House

750 people supported with loan applications over 17 years.

"I'd gone to a conference at St Helens and I met Rick Tipping (NILS former CEO) there and a few of the other NILS people and had a really, really lovely session with the NILS trainer there. And I thought, oh, wow, I really hope that we can do this at our Community House and it started from there. So I've been a NILS Loans Officer for quite some time now, 17 years or so.

NILS gives people back their dignity and it is just fantastic to be able to see, that is the best part of being a NILS Loans Officer.

I've done NILS loans for mothers who are washing families' clothes in the bathtub by hand because they couldn't afford a washing machine and they didn't know about NILS.

I've done NILS loans for people who are using an esky with ice every three days to keep their food cold because they didn't know about NILS to get a fridge.

I feel really proud to be part of NILS and we as a Community House always promote NILS in everything that we do."

"The loans are important because they're doable for people. People can do it, they can feel proud to do it and they can do it!"

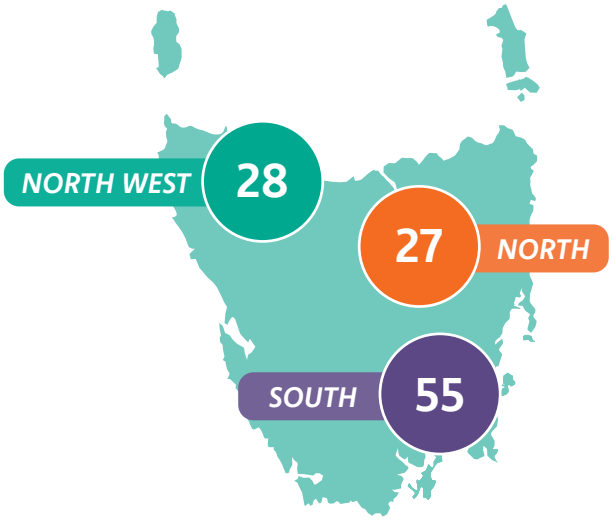
Essentials & Micro Business Loans Partners

71
COMMUNITY PARTNERS

110
COMMUNITY ACCESS POINTS

417
TRAINED NILS OFFICERS

Community Access Points



Micro Business Loans



Darren – Micro Business Loan Recipient

"I think it's (the NILS loan) a bit more about self-determination. People have a bit more control and they are better able to determine their own future as a result of having those funds, by actually starting something for themselves. It may not make them a lot of money to start with but it's all the other stuff that it gives them. It's the self-worth, the value, and just generally, I think it just gives people more confidence to do lots of things in life if they get something going from nothing. And it might just be a hobby to start with. They could just have a stall at the market and then they think, Oh, maybe I can do a bit more than that. And that's where the NILS loans will come in." *Carmen*

Carmen is a Project Coordinator, Warren is a Business Advisor at Braddon Business Centre which has assisted over 150 Tasmanians with Micro Business loans

No Interest Energy Saver Loans & Subsidies

$465,000 in subsidy to 800 Tasmanians → Provided **$3.38 million** in benefit → Thanks to State Government and Aurora Energy

Return on investment = $1 of Subsidy returns $7.27 to each Tasmanian

Benefit = *new product* + *reduced cost* + *predatory interest avoided* + *energy savings*

Tasmanian Government | aurora energy

NILS growth

Increased Investment by State Government

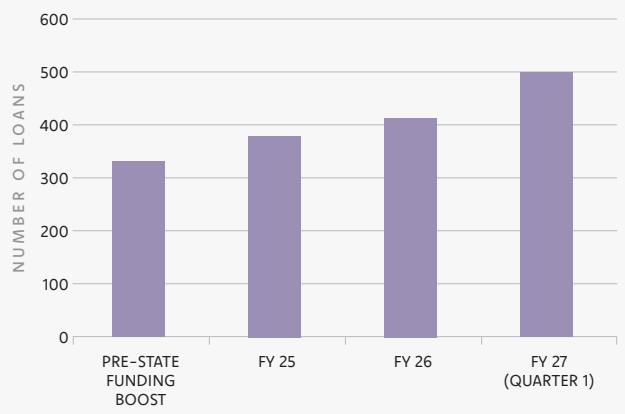
= **Efficiency Change** — *48% quicker*

\+ **Expanded Criteria** — *55% more loans*

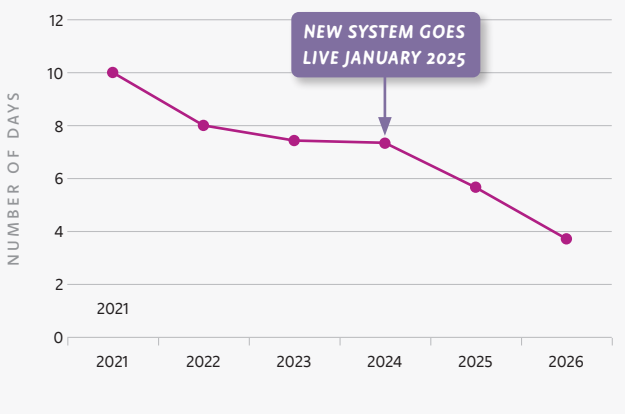
\+ **Loan Growth** — *31% higher in value*

Increased investment from State Government has enabled us to invest in our systems to speed up our processes, employ more staff, grow the number of loans and expand our criteria and reach to more people living on a low income.

Loans issued – *monthly average*



Days from interview to purchase



Increased investment also allowed us to expand to lift our income threshold to $70,000 gross income for clients on working incomes.

Troy – *Waged recipient of NILS Essentials Loan for medical expenses*

"I was a casual employee so some weeks I got lots of shifts, other weeks not so many. So, I injured my knee and needed to have surgery on it and even though I have private health I didn't really have the extra money to pay the excess which worked out to be $1750.

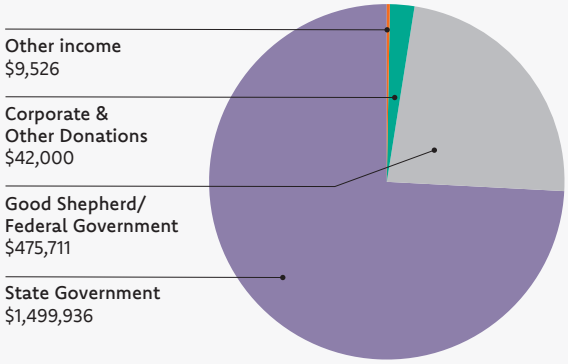
I wasn't 100% sure how I was going to work that out. Having to have time off work for the surgery meant coming up with the money, but then not having pay the following weeks after the surgery. So NILS was a lifesaver for me realistically.

> *Without NILS, I was just going to have to forego on other bills. I was going to have to not pay something to come up with the extra $1,750, so I would have been behind on other bills or rent.*

I was really stressed about how I was going to do that, but yeah, something wasn't going to get paid. Some of my other bills just weren't going to get paid, unfortunately, which meant I would have been way behind when I did eventually get back to work."

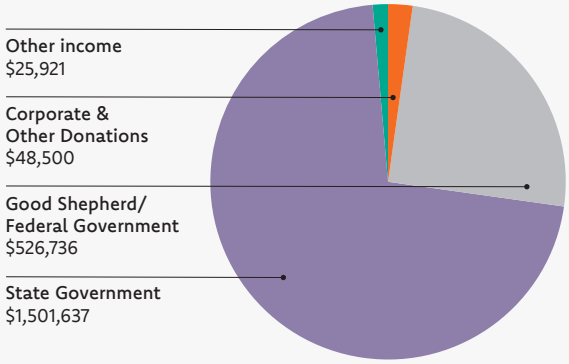
Financial management for FY26

Revenue FY 2026



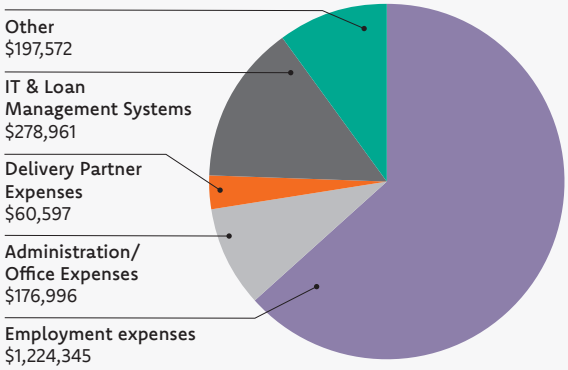
Total Revenue: $2,027,173

Revenue FY 2025



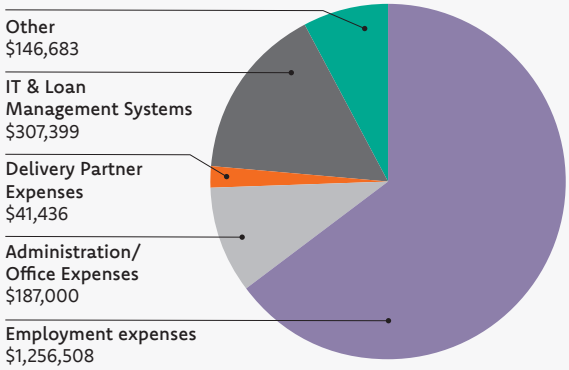
Total Revenue: $2,102,794

Expenses FY 2026



Total Expenses: $1,938,471

Expenses FY 2025



Total Expenses: $1,939,026

Total comprehensive income for the year attributable to the members of NILS Network of Tasmania Ltd is $64, 246.

In 2025-26 NILS Tasmania delivered a record 4912 loans to the Tasmanians whom NILS supports while maintaining a prudent financial position. The organisation was able to service the increased demand 48% more efficiently through our new loan management system and improvements in processes by the operational team, which enhanced the client experience.

The organisation responded to the cost of living pressures in the Tasmanian community by increasing the working income threshold for our lending. That decision is one of many this year that enabled a record 4912 Tasmanians to be supported through our loans.

None of this happens without partnership. NILS is reliant on the ongoing support of funding providers to deliver our services to Tasmanians in need of financial support. Every signal we have tells us more Tasmanians will need us next year, not fewer.

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

nils TASMANIA

"Demand is not easing. Every signal we have tells us more Tasmanians will need us next year, not fewer. We now have the plan, the systems, the team and the network to meet the demand. What we ask is that our Partners stay the course with us. Why? Because somewhere in Tasmania there is a family who spent eleven months in motel rooms and, some nights, in their car. Last Christmas they put up a tree in a home they now rent long-term, beside a fridge that was theirs. Nothing is more important than that."

Kym Goodes – *NILS Tasmania Board Chair*

"My children had computers to do their homework and school work which helped them immensely. Thank you NILS."

→ **nilstasmania.org.au**