

No Interest Loans (NILs) provide individuals and families on low incomes with access to safe, fair and affordable credit

### How much can I borrow?

Loans of up to \$2,000 are available with no fees, no interest and no extra costs. Repayments are generally made over 12 months

### Am I eligible?

- I have a Centrelink Health Care Card or Pension Concession Card, OR
- I earn less than \$57,000 a year after tax for a single person, or less than \$75,000 for couples or people with dependents. No limit for clients experiencing DV last 10 years
- I have lived at my current or previous address for at least three months
- I can show I have the willingness and affordability to repay the loan

### What can I use NILs for?

- Household appliances
- Household furniture
- Outdoor equipment/furniture
- Technology – computer, mobile phones
- Car-related items – registration, green slip, tyres, repairs
- Medical aids/procedures and dental services
- Rent advance (initial rental) and bond
- Rent arrears\* (if caused by exceptional circumstances e.g.: hospital stay)
- Education – school fees, course fees, course materials
- Other – vet costs, funeral expenses, insurance excess, and more

### What can't I use NILs for?

- Rent
- Food
- Bills
- Debt repayments
- Cars
- Secondhand electrical goods
- Items you have already paid for

### How do I apply?

You can contact us on 1800 484 664 Monday – Friday 9am – 3pm or by email at [nils@vinnies.org.au](mailto:nils@vinnies.org.au) if you have any questions

### Documentation Required

#### Quote

- A detailed quote for the product or service you require – can be online but must be from a reputable Australian business and must include ABN number and bank details for payment
- If you wish to purchase items from [www.thegoodguys.com.au](http://www.thegoodguys.com.au) you can print a quote from their website, send us a screenshot or the make/model number and we will get a quote for you
- If your quote is car related, include your car registration paper. Car must be registered in your name
- If you are applying for CTP and or registration, we also require your pink/blue slip

## **Proof of Identity – 100 points - Two of the following (speak to us regarding other options)**

- Centrelink Card (HCC/PCC)
- Australian Drivers License or Proof of Age card
- Australian Passport
- Birth Certificate

## **Income Details**

- Latest Centrelink Income and Deduction Statement and / or
- Three most recent pay slips

## **Full Bank Statements**

- For the most recent three months up until today's date
- For all your bank accounts - including credit cards, personal loans and transfer accounts

## **Details of Expenses**

- If you are the lease holder – current lease agreement or tenant ledger
- If you are the homeowner - mortgage statement / rates notice
- If you are living with family or boarding - boarding statutory declaration. We can supply template
- Recent electricity bill
- Additional utility bills that apply (gas, water, home internet, mobile)
- Existing loan statements (including Afterpay, Zip Pay, cash loans, etc)
- Credit card statements

Email the above documents to [nils@vinnies.org.au](mailto:nils@vinnies.org.au) and please ensure you include a phone number.

## **Application**

A Client Support Officer will contact you to assist with your application. After a short phone interview, your application is submitted and assessed for your capacity to repay the loan.

## **Outcome**

You should expect to hear the outcome of your application within three business days. If approved, payment is made directly to the business supplying the goods or services. Delivery is based on your instructions.

## **How do I repay?**

The loan repayment will usually be a fortnightly Centrepay deduction.

## **NILs isn't a payday loan and it's not a bank loan**

NILs works through a process called 'circular community credit'. This means when a borrower makes a repayment to NILS, the funds are then available to someone else in the community. It is worth considering a NILs loan first before seeking other expensive options for credit.



## NILs Client Rights and Responsibilities

To best ensure responsible lending, the rights and responsibilities of applicants are provided below.

| <b>Client Rights</b>  | <b>Client Responsibilities</b>   |
|---|--|
| Be treated fairly and with respect regardless of your personal circumstances and beliefs.   | Act in a manner that respects the rights of other clients, staff and volunteers of the organisation.                   |
| Be told if you can apply for a loan and how to do so.   | Give clear information to assess the loan.   |
| Know and agree to what happens to the information we keep about you and your financial situation.   | Make sure the information you give us is accurate.   |
| Give feedback or make a complaint without it affecting whether or not you get help from us.   | Let us know if you're happy or unhappy with our service without being rude or aggressive.                              |
| Access to an interpreter, advocate, or other support person to assist with a NILs application.  | Tell us if you would like someone with you during the loan interview or to help with the application.                  |
| Receive a loan without fees, charges or interest if your application is approved.   | Make regular payments and pay the loan back so someone else in the community can get a loan like you did.              |
| Be informed about the loan decision making processes.   | Ensure all information provided is true and correct, and that no false or misleading information is given at any time. |
| Be referred to financial counselling if you need to.  | Tell us if you have any financial difficulties now.  |
| Put NILs repayments on hold or change the amount you repay if you get into difficulties repaying the loan.  | Tell us if you have any financial difficulties in the future. Restart payments as soon as possible.                    |
| Restart loan repayments if you stop.  | Make regular payments when you restart, tell us if you have any financial difficulties in the future.                  |
| Be able to apply for a second NILs loan once you've started to repay the current loan if you are eligible (up to a combined total of \$1,500 if you can afford it). | Meet the repayment amounts for the first loan and for the second loan.   |
| Be able to apply for another NILs loan (up to a total of \$1,500 if you can afford it) if you are eligible once you've paid your current loan back.                 | Be able to meet the repayments for the new loan.   |



## Privacy and Confidentiality

### I. Confidentiality

Clients' contact details, finances, beliefs, identity and health information will always be kept confidential, unless disclosure is expressly permitted by the client in writing or through a prescribed verbal consent process, or as required by law.

### II. Sensitive Information

- Under the Privacy Act 1988 (Cth), personal information is defined as being sensitive information (racial or ethnic origin, political opinions or associations, religious beliefs or affiliations, philosophical beliefs, trade and professional memberships, sexual preferences or practices, criminal record, or health, genetic or biometric information).
- Other than any disclosure of indigenous status or country of birth (provided to government in de-identified data), the NILs provider will not seek sensitive information from a client for the purpose of a NILs loan. Whilst the organisation may offer other support services where sensitive information is kept, for the purposes of NILS no other sensitive information will be recorded unless it is disclosed in relation to the loan purpose or for assistance in gaining a referral to another service.

### III. Client Consent

During the loan interview, NILs workers will explain to clients what personal information is being collected, why, how it will be stored, and who will have access to it. Client consent will be sought in the NILs Conditional loan agreement for collection and use of their personal information.

### IV. Information Collection

- Client information will be collected for the primary purpose of providing a NILs loan. As a secondary purpose, de-identified client data (like gender, age, ethnicity, income, loan information) will be given to:
  - the National Australia Bank (NAB) to show how their loan capital is used,
  - governments in Australia (Commonwealth, State/Territory and/or local) to improve services to help more people,
  - Good Shepherd Microfinance for NILs research, planning and reporting.

### V. Client Records

- All client information must be stored in a secure filing system or a secure database.
- Client information can be stored on a loan management system provided by Good Shepherd Microfinance.

### VI. Use of Client Information

- All NILs providers will be able to see if any client has or had a NILs loan to safeguard the circular credit model and to better support any client returning to the network for a NILs loan.
- Good Shepherd Microfinance can use client information to help run and improve NILs, including through research, review, or audit.
- Good Shepherd Microfinance may audit a client file to make sure that a NILs provider is operating within the guidelines set out in this Handbook.



## VII. Data Retention and Disposal

Good Shepherd Microfinance is responsible for the secure storage of client information in finPOWER, via a cloud hosting service, for seven years.

## VIII. Complaints

Feedback and complaints maybe made by clients over the phone, face to face or via email. If you wish to make a complaint regarding the NILs service or of any nature you may do so by emailing [member.programs@vinnies.org.au](mailto:member.programs@vinnies.org.au) or contacting our 1800 484 664 number. Vinnies representative will follow the organisation's client complaints procedure. General principles for client complaints are:

- Any person accessing your service has a right to make a complaint.
- A complaint will not stop the client's right to use the organisations services, including NILs.
- Complaints will be acknowledged, heard and responded to in a timely, fair and unbiased manner.
- The outcome of any investigation in broad terms will be communicated back to the client.

