

Nishant Dougall  
0412 202 666  
nishantdougall@gmail.com

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Good Money Collingwood  
Good Shepherd Australia and New Zealand

To the manager of the Good Money Collingwood team,

I am writing to express my enthusiastic interest in the Community Financial Inclusion Officer position. My career has transitioned from banking to community services, guided by a commitment to social justice and a desire to effect positive change in vulnerable communities.

My experience as a Business Banker with National Australia Bank (NAB) provided me with a robust understanding of the financial landscape. I can break down complex financial concepts into easily digestible information, empowering clients to make informed decisions. I was able to grow my manager's portfolio by 15% and my performance forged a pathway into project delivery as a subject matter expert on the Business Banker role at NAB.

In my recent role as a Community Support Worker at Diamond Valley Community Support, I conducted over 400 interviews with clients facing complex challenges. By providing emergency relief to people in crisis experiencing financial hardship, I developed the skills needed to identify support needs and connect individuals with appropriate resources and referral pathways.

My last role at headspace opened my eyes to the lack of culturally appropriate and culturally sensitive services and support in our country. During my time at headspace, I have honed my cross-cultural communication skills, engaging respectfully and effectively with people from diverse cultural and faith backgrounds. I collaborated with international students and community leaders to develop culturally sensitive resources that will be rolled out nationally in 2025 across the headspace network.

Coupled with my community service experience, my banking background has equipped me to navigate financial discussions with sensitivity and clarity. I possess advanced proficiency in Microsoft Office applications and am adept at using technology to streamline processes. I am committed to maintaining the highest level of accuracy and integrity in my work, ensuring all processes are followed diligently.

Good Shepherd's vision, mission, and values strongly resonate with my personal and professional goals. I would love to contribute my skills and passion to your organisation's efforts in creating a more equitable and inclusive financial landscape.

My resume is attached for your review. Thank you for your time and consideration.

Sincerely,

Nishant Dougall