

2018-19

Annual Report



**National
Health Co-op**

Better Health
Together





Contents

Chair's message	3
Messages from the CEO & Medical Director	4
Overview	5
2018-19 year in review	6
Financials	12
Outgoing Directors	14
Directors & Executives	15
Our partners	16

Chair's message

I am pleased to present my first Annual Report as Chair of the NHC. It has been a great year for the Co-op, celebrating our 10th year of operations. This celebration was one of a number of major events this year. This included two of our founding Directors, Brian Frith and Michael Pilbrow, stepping down from the Board. The commitment of Brian and Michael in founding the NHC and ensuring its ongoing success cannot be underestimated. I would personally like to thank them for the immeasurable contributions they have made to the NHC, and the expanded provision of affordable primary healthcare in the ACT and our region. I wish them both all the best for the future.

The departure of Brian and Michael represented generational change for the Co-op. This included new members joining the Board including John Angley, Elizabeth Goodfellow and Georgina McKenzie. These Directors have already made a significant contribution to ensuring the ongoing sustainability of the NHC.

Other landmark events this year included the opening of new clinics in Coombs, with the support of the ACT Government, and the ANU. The NHC values the continued support of the ACT Government and its partners. It was terrific to have the ACT Minister for Health officially open the ANU clinic and to celebrate our 10th anniversary and this milestone with our partners and staff.

As the NHC has continued to grow and evolve I am pleased to report that the culture and commitment of the staff to delivering quality and affordable primary healthcare has continued to grow, as evidenced by the ongoing success of our clinics. The Board would like to acknowledge the professionalism and commitment of our staff.



This year the Board has focussed on building on the NHC foundations by strengthening the NHC governance and financial arrangements. The Board has sought to ensure sound structures are in place for the future.

As the NHC enters its second decade of operations the Board has renewed the NHC strategy including taking steps to ensure the ongoing financial stability of the organisation. Some of the initiatives the Board has kicked off include a review of IT arrangements and services to members. Working together with management, the Board is working to ensure that the NHC continues to deliver quality primary care to members.

Afterall, the National Health Co-op is all about its members.

Linda Addison Chair



Messages from the CEO & Medical Director



Photograph courtesy Hilary Wardhaugh

CEO's Report

I am tremendously proud of what our team has been able to achieve during this last year of continued growth and the commensurate expansion of our services. With over 44,000 members and patients of the Co-op accessing our services this year, we continue to be the leading provider of primary health care services in the Canberra region. I treasure the input, guidance and support provided by our outgoing founding Directors and welcome Linda Addison as our Chair to oversee and steer our Co-op into a successful future.

Over the past year, we have continued the investment in the organisation's capability. This investment is designed to provide a solid footing for the NHC into the future. It will also increase the ability of the NHC to provide access to affordable health care to our current and future members.

We commenced services at our Coombs clinic in December 2018, thereby broadening access to clinical care for existing and new NHC members in the Weston Creek, Molonglo and Woden Valley districts of Canberra. We also commenced operations at our ANU Clinic in February 2019, providing ANU students and staff with easy access to NHC's broad range of clinical services. Looking into the future it is pleasing to note that the ANU clinic is a great location for clinical service delivery to the broader Canberra community, especially those members living or working in the inner city.

The NHC has also continued its important health education work for Members, holding monthly education sessions at which hundreds of people learned about various medical conditions and preventative measures they can take.

Together the staff and community partners of the NHC are having a tangible positive impact on our community's access to affordable health care, and I am excited by what the future holds.

Adrian Watts

Managing Director & CEO

Medical Director's Report

The 2018/19 financial year was yet another successful clinical year at the NHC with continued growth in membership. This meant an increase in the demand for clinical services across all our locations which was a welcome positive challenge for our entire team.

The delivery of high-quality clinical care continued to drive our clinical governance strategies. We proactively invested in internal clinical data analytics which helped us to identify groups of patients specifically requiring additional clinical support. Our approach was aimed at optimising immediate and longer-term outcomes for existing diagnoses, as well as reducing the burden of preventable disease amongst our members.

We continue to invest resources into ongoing professional development of our clinicians including the provision of regular, practice-based education programs. This paid off with a 100% (7 out of 7) pass rate for NHC Clinicians at the May 2019 Royal Australian College of General Practitioners examinations, resulting in Fellowship.

The collective hard work of our entire team of clinicians and administrative support staff assisted in the delivery of over 190,000 episodes of clinical services to our members. We have mapped and are updating the NHC clinical and organisational governance framework. I am confident that the NHC is, and will continue to achieve our immediate and long-term goals which include providing access to quality clinical care for all our members.

In 2019/20 our focus will be on growing our team of GPs and allied health professionals to meet the increasing demand of the quality care we provide.

Dr Joe Oguns

Medical Director

Overview

The National Health Co-op (NHC) is a not-for-profit, member owned co-operative that provides affordable medical and healthcare services to the communities where it operates. Our overarching goal is to provide access to **affordable healthcare to all Australians**, significantly reducing instances of preventable diseases and lessening the personal and societal impact of chronic conditions.



Our beginning

The NHC was formed in response to a lack of General Practitioners in the northwest region of Canberra, West Belconnen, a suburban area of 20,000 people. This issue came about due to medical practices progressively closing in the area over the preceding years and an increasing shortage of General Practitioners in the city.

In the hope of addressing this issue, in September 2004 a number of community organisations and local residents convened a public meeting. Out of this meeting, a community representative committee was formed, which included a small executive committee. The executive committee was tasked with trying to find solutions to the situation.

In December 2006, the committee re-formed as a registered co-operative, the 'West Belconnen Health Co-operative Ltd'. Eventually capital funding was found to enable the opening of the first GP clinic in the suburb of Charnwood in January 2010.

In September 2014, the name was changed to the 'National Health Co-operative Ltd' (NHC) in recognition that the Co-op had opened several clinics in the north and south of Canberra and was planning to further expand geographically in Canberra and beyond.

Looking forward

The NHC currently employs over 100 medical and administrative staff across ten clinics in Canberra and regional NSW. These clinics service approximately 17 per cent of the ACT's population, as well as a significant number of residents in the broader Canberra region.

Throughout the 2019-21 period our priorities are:

- To ensure financial sustainability and effective and robust governance;
- To strengthen and grow our core services; and
- To enhance member and community centricity.

2018-19 year in review

ANU Clinic opening

In February 2019, the NHC opened its ANU clinic. This clinic was established and is supported through a 20-year partnership with the ANU and supports over 23,000 students and staff annually. With over 40 consult rooms, the clinic has been built to expand services to the broader Canberra community, especially those residing or working in the inner city.



Access

- Over 70 clinicians operating from ten locations in ACT and NSW
- More than 10,000 weekend and afterhours appointments were made available
- Online appointments now represent over 33% of our bookings

Coombs Clinic Opening

In December 2018, the NHC opened its Coombs clinic. This clinic was established through the support of the ACT Government and has delivered almost 9,000 bulk billed consultations to the local community.



Coombs Open Day

Hosted by the NHC and Capital Chemist, we welcomed local residents to the Coombs Community Open Day at the newly opened Molonglo Health Hub.



2018-19 year in review *cont'd*



In 2018-19, the NHC delivered approximately 16,000 bulk billed appointments per month

Affordability & sustainability

- As at 30 June 2019 the NHC had over 44,000 members
- In 2018-19, the NHC delivered over 190,000 bulk billed appointments



Research Collaborations

The NHC participated in the following research projects

- **E-Health and Disadvantage – ANU study**
A mixed methods study exploring how patients with chronic disease experience health
- **The Afterhours Project – ACT Health & ANU**
A study exploring the breadth and usage of afterhours healthcare in the ACT



Innovation & Training

The NHC has continued with its strong commitment to clinical excellence and patient outcomes through its ongoing focus on clinician training through our fortnightly GP education sessions. This resulted in a 100% pass rate in the Royal Australian College of General Practitioners final exams for seven of our GPs.

2018-19 year in review cont'd



Outreach

Throughout the year the NHC continued to expand its health outreach activities.

Hundreds of people attended various health education sessions covering topics such as:

- Heart Health
- Smoking Cessation
- Managing Mental Health: Supporting Yourself and Others
- Living with Diabetes
- Skin Cancer and Sun Safety
- Asthma Management
- Childhood Obesity Prevention and Management
- Osteoporosis and Falls Prevention
- Breast Cancer Awareness and Breast Screening
- Dying to know: End of life planning
- Exercise: The best medicine for Multiple Sclerosis
- Prostate Cancer Awareness
- Breastfeeding Education
- Endometriosis Awareness, Treatment and Management
- Managing Menopause



Our Clinics:

Australian
National
University

Belconnen

Charnwood

Chisholm

Coombs

Evatt

Higgins

Kippax

Macquarie

Wanniassa

Yass

Services

The NHC continues to add to the variety of services available for its members.

Our services now expand far beyond general practitioners and practice nurses into health areas such as:

- Diabetes Education
- Dietetics
- Exercise Physiology
- Obstetrics and Gynaecology
- Pharmacology
- Psychology
- Physiotherapy
- Social Work

Financials

Statement of profit or loss for the year ended 30 June 2019

	2019	2018
Revenue	\$	\$
Patient Fees	9,533,463	8,427,545
Service fees	1,371,865	1,512,878
Interest	6,002	5,547
Membership fees	1,085,201	1,042,028
Grants	355,000	110,898
Rent	402,520	282,783
Gain on disposal	178,355	-
Other revenue	311,388	108,707
Total revenue	13,243,794	11,490,386
Expenses	\$	\$
Accounting, legal and consultants	(38,069)	(99,035)
Medical supplies	(214,686)	(159,372)
Finance costs	(71,813)	(100,028)
Rent expense	(1,020,829)	(577,622)
Depreciation	(229,574)	(222,103)
Employee benefits and on costs	(10,031,818)	(9,447,532)
Other expenses	(920,630)	(698,590)
Total expenses	(12,527,419)	(11,304,282)
(Deficit) / Surplus for the year	716,375	186,104
Total profit / (loss) for the year	716,375	186,104

Statement of financial position as at 30 June 2019

	2019	2018
Assets	\$	\$
Current assets		
Cash and cash equivalents	743,207	734,959
Trade and other receivables	84,474	115,694
Other assets	388,494	251,205
Financial assets	435,189	182,548
Total current assets	1,651,364	1,284,407
Non-current assets		
Property, plant and equipment	1,164,939	1,409,017
Other assets	10,083	14,483
Total non-current assets	1,175,022	1,423,501
Total assets	2,826,386	2,707,907
Liabilities	\$	\$
Current liabilities		
Trade and other payables	610,528	621,280
Provisions	137,306	134,552
Other liabilities	419,277	250,000
Financial liabilities	170,296	770,600
Total current liabilities	1,337,407	1,776,432
Non-current liabilities		
Provisions	40,883	30,752
Financial liabilities	462,000	631,002
Total non-current liabilities	502,883	661,754
Total liabilities	1,840,290	2,438,186
Net assets	986,096	269,721
Equity	\$	\$
Retained earnings	986,096	269,721
Total equity	986,096	269,721

Outgoing Directors

The Board and Executive wish to convey their gratitude for the outstanding commitments of Brian Frith and Michael Pilbrow.

They have given their time and resources tirelessly to the NHC and we would not have accomplished what we have without them.

Both founding directors were awarded Life Membership during the year.



Michael Pilbrow
Director 2006 – 2018



Brian Frith
Director 2006-2019

Directors & Executives



Ms Linda Addison
Chair
MBA, BMgt (HRM and IR),
Grad DipChMgt, GAICD



Mr Geoff Budd
Company Secretary
LLM, LLB(Hon), BA (Asian Studies),
GD(Legal Practice), FAICD



Dr Warren Mundy
Director
FRAeS, FAICD, BSc(hons), DipEc, MPhil, PhD,
GradCertAppFin, MEnvLaw(Hons)



Elizabeth Goodfellow
Director
B Bus, MMgmt, GAICD



Mr John Angley
Director
BA(History), BEC(Hons)



Georgina McKenzie
Director
B Com(Accounting), MBA, GAICD



Brian Frith
Chair (retired)
PhC, MACP, MPS



Ms Jennifer Bryant
Director
MN (Clinical Ed), BN, GradDipEd



Mr Michael Pilbrow
Director
BEC (Hons)



Mr Adrian Watts
Managing Director & CEO
BAcctSt, BCom, GAICD, CA



Tegan Latimore
Chief Financial Officer
BCom, BBus, CA



Ms Greta Evans
General Manager,
Operations and HR



Dr Joe Oguns
Medical Director
MBBS, FRACGP, MMed (FamMed)

Our partners

On behalf of our members and patients, we recognise the value of our partnerships in improving access to health care in our communities and enhancing the benefits of membership. We encourage our members and the wider community to also support these organisations that share our values.

- **Australian National University**
 - **BAL Lawyers**
 - **Barnardos**
 - **Belconnen Arts Centre**
- **Belconnen Community Service**
 - **Canberra Toyota**
 - **Capital Chemist**
 - **Catholic Care**
- **Doris Women's Refuge**
- **Early Morning Centre**
 - **HCF**
- **Justice Health Service**
- **Karinya House for Mothers & Babies**
- **Migrant and Refugee Settlement Services**
 - **MinterEllison**
- **OASIS Youth Services**
 - **Red Cross**
- **Richmond Fellowship**
 - **Service One**
- **Uniting Care Kippax**
- **West Belconnen Child & Family Service**



National Health Co-op

Better Health Together

Partnering with our community



www.nhc.coop

© National Health Co-op Ltd 2019

Corporate office address: 5-7 Lawry Place, Macquarie ACT 2614
Postal Address: PO Box 521 Jamison Centre ACT 2614

Phone: +61 (2) 6178 0480