



21 June 2021

Dear Members

**National Health Co-operative Limited (Administrators Appointed)  
A.B.N. 36 598 686 366 (“NHC”)**

**Important information for NHC members  
Announcement of voluntary administration**

As of this morning, Aaron Torline and I were appointed as Joint and Several Administrators of the NHC. As Administrators, our role is to assume control of the NHC and work towards the best outcome for creditors, staff, members and other stakeholders.

We are aware that it has been a major focus of the Board and Management to improve the financial health of the organisation. While successful in some areas, recent staff changes and the end of JobKeeper has resulted in a forecast deficit for the 2021/22 financial year that appears to be insurmountable.

The Board and Management have looked at further ways to address the NHC’s financial health including the introduction of mixed billing, consolidation of clinics, a possible merger or sale, significantly increasing membership fees and a Government subsidy for bulk billing clinics. Unfortunately, none of these have proven to be viable to turn around the forecast deficit in a timely manner, while staying true to the purpose of the NHC and providing affordable healthcare.

It is important to understand that the organisation has gone into administration while it is solvent. In other words, the NHC is currently able to pay its debts as and when they fall due.

While we acknowledge that this is difficult news, please be assured that all services will continue to operate as normal pending the outcome of the administration process. For appointment bookings and other clinical matters please continue to use the HotDocs App, [the website](#), phone on (02) 6178 0400 or visit your clinics.

We will provide updates via email as the situation progresses.

Yours faithfully

**Michael Slaven  
Joint and Several Administrator**