

Building a Consumers Health Voice in Tasmania

2019-20 Annual Report

Health Consumers Tasmania

2019-20 Annual Report

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Message Chair and CEO

We are inspired...

Health Consumers Tasmania's work is inspired by a shared vision of a State where all people have access to safe health care when they need it.

Health Consumers Tasmania's work is focused on building an environment where

- all Tasmanians are empowered to shape and build a health system that supports their needs, and
- a health system that is able and wants above all else to place the consumer at the centre of their planning, design, decisionmaking and delivery of a consumer centred, placed based health system.

Health Consumers Tasmania work is founded on partnerships working alongside the community and the health industry to build a more co-operative, fairer and customer driven health service.

We thank you...

Health Consumers Tasmania has had a huge year.

Thank you to everyone involved in helping us establish an organisation to deliver the best services possible. In particular, we thank our community of interest, who are the reason we are becoming a stronger and more informed organisation. From our community of interest, we thank those who have put their hands up to voice their views at workshops, sit on committees, respond to feedback on-line, answer our surveys, and contribute to our training and small group discussion sessions. We also want to thank those 25 people who joined our Consumer Reference Group – COVID-19 and responded to meetings and provided feedback at extremely short notice.

We thank our wonderful Board, who ensured we have proper governance and independence and to our funders who fund us, namely the Department of Health and Primary Health Tasmania.

We acknowledge and thank the support we have received from key Government stakeholders, including the Minister for Health and staff at all levels from across the Department who have supported greater consumer engagement into the heath system.

Health Consumers Tasmania

2019-20 Annual Report



We can celebrate...

The past year is one we could not have foreseen and is challenging all of us in the most fundamental ways. For Health Consumers Tasmania, it was a year of building through adversity.

2020 saw the formation of Health Consumers Tasmania into a company limited by guarantee governed by an independent board. We established a community of interest of over 600 people, trained 46 community members on how to advocate within the health system and commenced training health staff with eight (8) participating. We commenced placing consumers on committees, hosting workshops for government bodies including the Tasmanian Health Service (THS), the Australian Commission for Safety and Quality in Health Care, the Australian Digital Health Agency and others.

COVID-19 arrived and a new way of working was required.

Initially, consumer engagement was put on hold as Governments developed their response to the pandemic. Given the unprecedented crisis facing the health system it was a difficult period for Governments to engage meaningfully with the community given the urgency of the situation.

Health Consumers Tasmania's response was simple, we will tell you anyway. From late March onwards, Health Consumers Tasmania sought the views of our community and fed this through to our stakeholders to great effect. We believe from the feedback we have received, from the Minister down, your views were incorporated into their decision making, Over time, Health Consumers Tasmania was invited to contribute directly through the Public Health Emergency Operating Committee and the State Planning Network and we had officials within the Department seeking out more information and asking for more surveys to be run. Without our community taking time to share their thoughts, this would not have been possible, and we believe you have helped shape Government policy during the pandemic.

One key learning we took from the period is that the consumer voice needs to be structured formally into the decision-making process during normal times because if its not, it is very hard to have the consumer voice included during a period of crisis.

Finally, Health Consumers Tasmania would like to thank all those who have kept us safe during the pandemic, to the Premier and Minister for their tireless work, the Department and Public Health and all those front line health workers who put themselves at risk to look after us.

Principles and Ways of Working

These underlying principles will build and guide the foundations and work of Health Consumers Tasmania.

1. Is led by consumers in Tasmania

Be a leader in consumer engagement and develop and promote best practice as Health Consumers Tasmania core business, including consumers participating in all aspects of the organisation.

Build a network of consumer leaders through education, training, support and mentoring so they can facilitate community involvement in their health system.

2. Ensure the independence of the consumer voice

Health Consumers Tasmania will provide an independent voice that is credible and empowers the consumer voice in a way that builds trust in the relationship between consumers and health service providers.

3. The lived experience is valued, safe and treated with respect

Health Consumers Tasmania is committed to providing a safe environment for consumers to advocate on behalf of and represent their respective communities and groups and respects and encourages open dialogue.

4. Is strategic, systems focused and state-wide

Health Consumers Tasmania is committed to providing a safe environment for consumers to advocate on behalf of and represent their respective communities and groups and respects and encourages open dialogue.

Principles and Ways of Working cont.

5. Working in partnership

Health Consumers Tasmania is committed to building and developing partnerships that will be sustainable, lead to improvements in the consumer experience of the health system and assist in promoting consistency and best practice across organisations in consumer engagement and participation.

Health Consumers Tasmania will work in partnership with consumers, stakeholders and all components of the health system, acknowledging there are existing organisations in Tasmania that play a role in consumer advocacy.

Health Consumers Tasmania recognises the complexity of system change and challenges in implementing change and that partnerships are important in coordinating policy, advice and response and an understanding of a shared responsibility to improve the Tasmanian health system.

6. Is underpinned by a strong evidence and informed base

Health Consumers Tasmania is committed to an evidence-based approach that will develop expertise and a body of knowledge on consumer-centered care.

There is a strong and growing evidence for consumer centred care and a growing recognition that consumer views are used to identify and inform decision making and systems design that delivers a long-term sustainable improvement to the Tasmanian health system.

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Constitution

The company's constitution outlines its core functions which is to pursue the following charitable purpose(s):

- a) To build a proactive, solution focused and respectful Tasmanian health consumer voice that can influence and improve the wellbeing and health of all Tasmanians, ensuring quality, equity and access to service delivery.
- D) To act as the peak body for all health consumers across Tasmania providing an independent, informed and representative consumer voice to the Tasmanian Minister for Health, public, private and non-government health service providers across all facets of policy, planning, service delivery and evaluation.
- C) To promote and build consensus across all stakeholders that articulates a long term, consumer and community led vision of heath in Tasmania.
- d) Increase the skills and effectiveness of health consumer participation in local, regional, Tasmanian and national policy, planning and health service delivery.
- e) To encourage and promote the development of a person-centred health system which is
 - i. Responsive to consumer needs and preferences
 - ii. Community based and managed
 - iii. Appropriate, safe and high quality and universally accessible
 - iv. Respectful of human rights
 - v. Culturally relevant and safe
 - vi. Works with all social, economic and lifestyle factors impacting health and well-being and across a person's whole life-cycle
 - vii. Cost effective and affordable

Outcomes and Activities



A planning and co-design workshop held in February 2019 which was attended by over 50 health consumers, community representatives and key stakeholders, identified four key strategic areas of focus for the organisation.

A summary of the key outcomes and activities undertaken by Health Consumers Tasmania against the four key areas are outlined below.

1.

Capacity Building for health consumers and health staff through training and providing resources and support.

- developed relationships with up to 75 people who are interested in acting as health consumer representatives
- provided training in health consumer representation to 46 members of the public and to eight (8) staff from the Tasmanian Health Service
- developed a Memorandum of Understanding with UTAS University College to provide online content for our training courses

mentored members of the Royal Hobart Hospital Consumer and Community Engagement Council

2

Advocacy for improved health consumer engagement and as a result, better health outcomes for Tasmanians by collaborating with others.

- presented at community sector and public forums about the importance of health consumer engagement
- supported the "Choosing Wisely" initiative in Tasmania by taking on the role of Committee Chair
- advocated for patient safety by engaging the Health Complaints Commission and Australian Health Practitioners Regulatory Agency

In response to COVID-19, Health Consumers Tasmania:

- presented the concerns of health consumers to government through the
 - o delivery of four (4) community surveys in conjunction with UTAS
 - o establishment of a state-wide Consumers Reference Group of 25 people, and
 - participated as member of a Reference Group for the North West Tasmanian COVID-19 Cohort study of healthcare workers
- specific feedback was provided on
 - o the community response to the North West Tasmanian COVID-19 outbreak
 - ethical decision-making frameworks for any possible shortage of life-saving medical treatment
 - o public communications and media campaigns

3.

Positioning through developing key relationships and communications channels with both the community and the Tasmanian health industry.



- hosted bi-monthly open forum meeting with community representatives in the North, North West and South of Tasmania prior to COVID-19
- presented to the Premier's Health and Wellbeing Council
- regular participation on the:
 - National forum of peak health consumer advocacy organisations
 - o TasCOSS Community Services Industry COVID-19 forums
 - o Mental Health Council of Tasmania COVID-19 Consumer Carers Network.

4.

Co-design having community representatives and service providers work together to design a better health system

Community representatives were placed on the following committees and workshops:

- Community Rapid Response Service for the North, North West and South Implementation Committees
- Nurses and Midwifery Career Structure
 Working Group
- Oral Health Services Community Advisory Group
- Health Pathways Committee
- Royal Hobart Hospital Accreditation Standard 5 (Comprehensive Care)
- Royal Hobart Hospital Accreditation
 Standard 8 (Recognising and Responding to Acute Deterioration)
- Royal Hobart Hospital Emergency Department Redevelopment
- Framework for Rehabilitation and Geriatric Evaluation and Management
- Palliative Care Tasmania 2019 Conference
- Australian Institute of Health and Welfare Workshop on Developing a 'National Primary Health Care Data Asset'

In conjunction with the Australian Commission for Safety and Quality in Health Care, Health Consumers Tasmania cofacilitated consumer workshops on:

- the development of 'National Primary Health Care Safety and Quality Standards'
- an information guide on the 'Australian Charter of Patients' Rights and Responsibilities'



Health Consumers Tasmania staff were members of the following committees or forums:

- Tasmanian Health Service State-wide Integrated Quality and Patient Safety Committee
- Australian Commission on Safety and Quality in Healthcare Partnering with Consumers Standing Committee (statutory appointment)
- COVID-19 Public Health Emergency Operating Committee (PHOEC)
- COVID-19 State Planning Network
- Australian Health Practitioners Regulatory Agency Consumer Reference Group
- Tasmanian Collaboration for Health Improvement Partners Committee
- Tasmanian Health Service Community Rapid Response Service State-wide Steering Committee
- Tasmanian Health Service Paediatric Model of Care Project Committee
- Tasmanian Health Literacy Working Group
- Tasmanian Board of Exceptional Needs

List of Directors and Staff

Health Consumers Tasmania is a company limited by guarantee with charity status, overseen by a skills-based Board chaired by Professor Judi Walker.

The Board meets every two months and maintains three Board Sub-Committees to assist in the performance of its functions - the Finance, Audit and Risk Management sub-committee, the Governance sub-committee and the Consumers, Partnerships and Communications sub-committee.



Board Member	11 FEB	21 APR	9 JUNE
Judi Walker (Chair)	•	•	•
Alison Lai (Deputy Chair)	•	•	•
Anthony Logan (Secretary)	•	•	•
Scott Adams	•	•	•
Rebecca Moles	•	•	•
Nicole Grose	•	•	•
John Pauley	•	•	•
Peter Shelley	Leave of absence	Resigned	

Introducing our Board

Chair - Professor Judi Walker

Judi brings extensive experience to health consumerism and community engagement from being a consumer of health services with hands-on understanding, a reformist trainer and voice for medical and allied health professionals, a researcher in epidemiology, health policy and health systems, a health education executive, an experienced not-for-profit health board director, and a voice for rural and regional health.



Deputy Chair - Alison Lai

Alison is currently the CEO of the Alcohol, Tobacco and other Drugs Council Tasmania following a 25-year career spanning the Tasmanian private, public and not-for-profit sectors.

As a past consumer and community representative, Alison is a passionate advocate for developing strong and meaningful relationships between government and the communities they seek to assist.

Alison is a graduate of the Australian Institute of Company Directors and holds a Bachelor of Commerce (Honours) in Marketing from UTAS.



Secretary - Antony Logan

Antony has been practicing as a Barrister and Solicitor since 1995. He commenced practice with Dobson Mitchell and Allport before moving to join Hunt & Hunt, the first national firm to open in Hobart. Antony was made a partner of Hunt & Hunt in 2005. In 2016 he and his team joined prominent national firm HWL Ebsworth to open their first office in Tasmania.

Antony practices primarily for corporate, public and private sector clients in the areas of property, corporate, commercial, banking and finance and contracts law.



Board of Directors cont.



Nicole Grose

Nicole has a wealth of experience in the provision of a broad range of community health services. Working extensively in Rural Tasmania, Nicole has a thorough understanding of the social and economic challenges for people living and working in rural and regional areas and is passionate about health equity, consumer advocacy and wellbeing outcomes.

Currently serving on the Primary Health Tasmania Community Advisory Council. Nicole is an Associate Fellow for the Australian Association for Quality in Health Care (AAQHC) and was the Manager of Primary Health Care for the Royal Flying Doctor Service Tasmania.



Scott Adams

Scott is currently the Chief Financial Officer at TasTAFE. Scott has held previous a number of other senior executive roles in State Government and private enterprise. Scott is a former board member of the No Interest Loans Scheme (NILS) Tas, Lady Gowrie Tasmania and the Cancer Council of Tasmania.

Scott is a Certified Practicing Accountant, holds a Bachelor of Commerce from UTAS, and a MBA from Deakin University. Scott chairs the Finance, Audit and Risk Board sub-committee.



Rebecca Moles

Rebecca worked for 13 years in the public service at both the state and federal government in social and health policy, project management and leadership roles. Rebecca has worked at Primary Health Tasmania in areas of commissioning, service design, program management and development.

Rebecca was co-opted to the Carers Tasmania Board in 2016 and has been Chair since November 2017. Rebecca is a graduate of the Australian Institute of Company Directors, has a Graduate Certificate in Public Sector Management from Macquarie University and a UTAS Bachelor of Arts with majors in public policy and political science. Rebecca also has a UTAS Graduate Certificate in Clinical Re-Design.

John Richard Pauley

John has considerable experience in all levels of government and brings strong consumer focused engagement and consultation skills to the Board.

John is Vice President COTA Tasmania since 2017 and member of the COTA Tasmania Board since 2015; Chairman of TBA Services Pty Ltd since 2010 and was invited to join the Executive of the Tasmanian Association of State Service Superannuants this year.



Kaitlyn Graham

Kaity is from Launceston and has a Bachelor of Social Science from the University of Tasmania. She has recently worked in policy roles with community organisations in the health sector and is dedicated to having empathy and compassion for the communities she works with and represents.

Kaitlyn resigned from the Board prior to incorporation due to securing employment with Primary Health Tasmania and we wish her well.



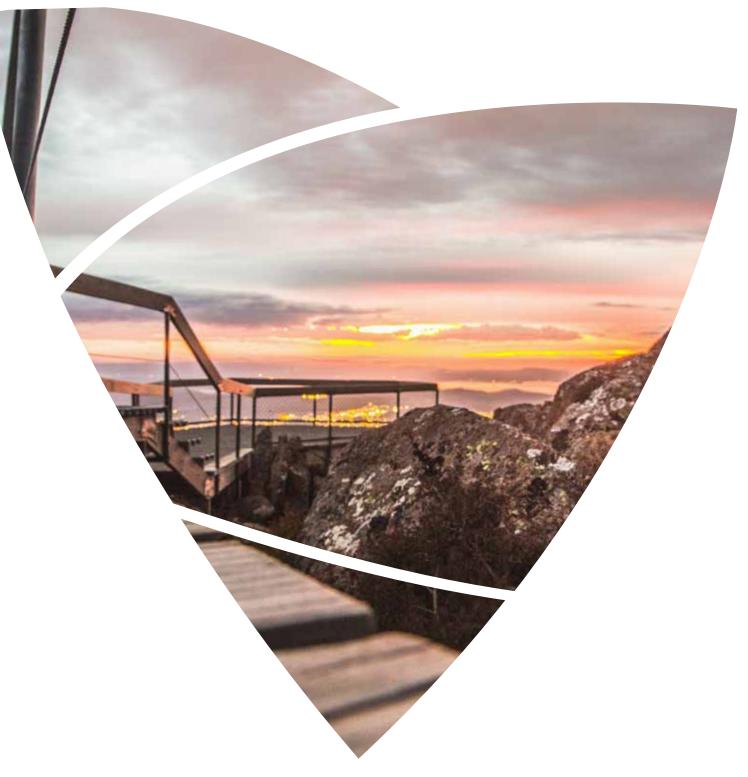
Peter C Shelley AO

Tasmanian born, Peter Shelley has had a wide career in local, national and international businesses. Peter has been active at all levels of management and has more than forty years commercial experience as a company director. Peters strong business ethic and commitment to diligent corporate governance has seen Peter build a number of very successful businesses and involved in the development of local communities and "not-for-profit" enterprises through his networks.

Now retired, Peter is the founding President of the Channel Men's Shed Inc at Margate and Past-President of the Tasmanian Men's Shed Association and recently retired as the Hon. Consul-General for Japan in Tasmania.

Peter Shelly unfortunately resigned from the Board after working though some personal health issues and we thank Peter for his contributions to the Board.





Introducing our Staff

Bruce Levett - Chief Executive Officer

Bruce, originally from Burnie, has a strong background in stakeholder engagement, business management, strategy and policy development. Bruce worked in Hobart in state government and then as a management consultant for 6 years before moving to Melbourne in 2000. He returned with a young family to Hobart in 2018 after working in senior government roles in Victoria across international trade and major event management and more recently working on an international aid project in the Solomon Islands.

Bruce is a graduate of the Australian Institute of Company Directors, completed a leadership program through the AGSM and a UTAS Bachelor of Science with majors in mathematics and economics.



Kate Griggs – Policy Officer

Kate began her involvement with the Health Consumers Tasmania in 2018 through placement on the Implementation Advisory Group and has worked part-time with Health Consumers Tasmania since to assist in its establishment.

Kate has worked for 15 years across the ACT and Tasmania on health and social policy in a parliamentary setting and then community sector – developing particular skills in community engagement, network development, policy reform and negotiation.

Kate also draws on her personal experience of health services, and those of her communities, acting as a 'health consumer representative' since 2016 with the Australian Health Practitioner Regulatory Agency's Community Reference Group.



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Health Consumers Tasmania Ltd Committee Report For The Year Ended 30 June 2020

Your Board members submit the financial accounts of the Health Consumers Tasmania Ltd for the financial year ended 30 June 2020.

Board Members

The names of Board members at the date of this report are:
Judi Walker - Chair
Alison Lai - Deputy Chair
Antony Logan - Secretary
Scott Adams -Treasurer
Rebecca Moles
Nicole Grose
John Pauley

Principal Activities

The **Company's** object is to pursue the following charitable purpose:

- a) To act as the peak independent body for all health consumers across Tasmania that can influence and improve the wellbeing and health of all Tasmanians, ensuring quality, equity and access to service delivery.
- b) Provide an informed and representative consumer voice to the Tasmanian Minister for Health, public, private and non-government health service providers across all facets of policy, planning, service delivery and evaluation.
- c) Increase the skills and effectiveness of health consumer participation in local, regional, Tasmanian and national policy, planning and health service delivery through training and mentoring.

Review of Operations

There is no change to the objects of the organisation.

Significant Changes

There are no significant changes to report.

Operating Result

The surplus/(deficit) from ordinary activities amounted to:

30 June 2020	30 June 2019
27,861	_

Auditor's Independence Declaration

The lead auditor's independence declaration for the year ended 30 June 2020 has been received. Signed in accordance with a resolution of the Members of the Board on:

Judi Walker

Date: 15/10/2020

Scott Adams 9.8. Day

Date: 16/10/2020

Health Consumers Tasmania Ltd Income and Expenditure Statement For The Year Ended 30 June 2020

	2020	2019
	\$	\$
INCOME		
DOH Funding	53,860	-
PHT Funding	35,640	-
Cash Flow Stimulus	10,000	<u> </u>
	99,500	
EXPENDITURE		
Audit Fees	2,350	-
Bank Charges	7	-
Computer Expenses	240	-
Memberships & Subscriptions	500	-
Printing & Stationery	36	-
Project Contractors	1,818	-
Committee & Workshop	1,587	-
Honorarium & Sitting Fees	770	-
Computer Expenses	450	-
Meeting Expenses	36	-
Rent	2,260	-
Accounting and HR Support	2,900	-
Annual Leave Expense	2,721	-
Contract Staff	20,566	-
LSL Provision	859	-
Salaries & Wages	30,072	-
Superannuation	2,857	-
Travel & Accommodation	1,610	
Total Operating Expenses	71,639	-
NET SURPLUS	27,861	-

Health Consumers Tasmania Ltd Balance Sheet As At 30 June 2020

	2020	2019
CURRENT ASSETS		
HCT Account 1	651	-
HCT Account 2	342,343	-
TOTAL CURRENT ASSETS	342,994	
TOTAL ASSETS	342,994	
CURRENT LIABILITIES		
Accounts Payable	4,926	-
Accrued Expenses	1,400	-
Annual Leave Provision	9,996	-
GST Liability	14,529	-
PAYG Withholdings	1,972	-
TAS DOH Income in Advance	161,140	-
TAS PHT Income in Advance	120,311	-
TOTAL CURRENT LIABILITIES	314,274	
NON-CURRENT LIABILITIES		
Non-current LSL Payable	859	-
TOTAL NON-CURRENT LIABILITIES	859	
TOTAL LIABILITIES	315,133	
NET ASSETS	27,861	-
EQUITY		
Retained Earnings		
Current year Earnings	27,861	
TOTAL EQUITY	27,861	

Health Consumers Tasmania

Financial Statements For the Year Ended 30 June 2020

Health Consumers Tasmania Ltd Notes to and Forming Part of The Accounts For The Year Ended 30 June 2020

1. STATEMENT OF ACCOUNTING POLICIES

The directors have prepared the financial statements on the basis that the Entity is a non-reporting entity because there are no users dependent on general purpose financial statements. These statements are therefore special purpose financial statements that have been prepared to meet the requirements of the *Corporations Act 2001* and Division 60 of the Australian Charities and Not-for Profit Commission Act 2012. The Entity is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the *Corporations Act 2001* and the accounting policies disclosed below, which the directors have determined are appropriate to meet the needs of the members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

As there is no requirement to adopt Australian Accounting Standards for this type of entity, none have been applied.

The financial report has been prepared on an accruals basis and is based on historic costs and does not take into account changing money values, or except where specifically stated, current valuations of non-current assets.

The following material accounting policies, which are consistent with the previous period unless otherwise stated, have been adopted in the preparation of these financial statements.

(a) Revenue

Revenue is measured at the fair value of the consideration received or receivable after taking into account any discounts or volume rebates allowed. For this purpose, deferred consideration is not discounted to present values when recognising revenue.

Grant or donation income is recognised when the entity obtains control over the funds. If conditions are attached to the grant that must be satisfied before the Association is eligible to receive the contribution, recognition of the grant as revenue will be deferred until those conditions are satisfied.

Interest revenue is recognised in the period in which it is earned.

All revenue is stated net of the amount of goods and services tax.

Health Consumers Tasmania Ltd Notes to and Forming Part of The Accounts For The Year Ended 30 June 2020

1. STATEMENT OF ACCOUNTING POLICIES

(b) Goods and Services Tax (GST)

Revenue, expenses and assets are recognised net of the amount of GST, except where the amount of GST incurred is not recoverable from the Australian Taxation Office (ATO).

Receivables and payables are stated inclusive of the amount of GST receivable or payable. The net amount of GST recoverable from, or payable to, the ATO is included with other receivables or payables in the balance sheet.

Cash flows are presented on a gross basis. The GST component of cash flows arising or financing activities which are recoverable from, or payable to, the ATO are presented as operating cash flows included in receipts from customers or payments to suppliers.

(c) Creditors

Accounts payable and other payables represent the liability outstanding at the end of the reporting period for goods and services received by the association during the reporting period that remain unpaid. The balance is recognised as a current liability with the amounts normally paid within 30 days of recognition of the liability.

(d) Comparative Information

Where necessary, comparative figures have been re-classified and re-positioned for consistency with current period disclosures.

(e) Income tax

No provision for income tax has been raised as the Entity is exempt from income tax under Div 50 of the Income Tax Assessment Act 1997.

Health Consumers Tasmania

Financial Statements For the Year Ended 30 June 2020

Health Consumers Tasmania Ltd Notes to and Forming Part of The Accounts For The Year Ended 30 June 2020

Note 3 - COVID-19 Impacts

During this financial year a Corona Virus pandemic has occurred that has required the Federal and State Governments to introduce restrictions on the movement of the general population, including social distancing, closure of some businesses and work from home requirements.

The pandemic will likely have a financial impact for the Company. In the 2021 Financial year and potentially beyond. The timing, scale and duration of the potential impacts on the Company is unknown, however management and the Board are monitoring the situation as it evolves.

Health Consumers Tasmania Ltd Directors' Declaration For The Year Ended 30 June 2020

In accordance with a resolution of the Board of Directors of Health Consumers Tasmania Ltd the Board members declare that:

- 1. The financial statements and notes, as set out on pages 2 7 (pages 15 19), are in accordance with the *Corporations Act* 2001 and:
 - a. Comply with accounting standards applicable to the Entity;
 - b. Give a true and fair view of the financial position of the Entity as at 30 June 2020 and of its performance for the year ended on that date in accordance with the accounting policies described in Note 1 to the financial statements.
- 2. In the directors' opinion there are reasonable grounds to believe that the Entity will be able to pay its debts as and when they become due and payable.

ofusi waves

Dated this 17 day of September 2020.

Health Consumers Tasmania

Financial Statements For the Year Ended 30 June 2020

Auditors Independence Declaration to the Health Consumers Tasmania Limited

1. STATEMENT OF ACCOUNTING POLICIES

Report on the Audit of the Financial Report

We have audited the financial report of Health Consumers Tasmania Ltd (the Company), which comprises the balance sheet as at 30 June 2020, the income statement and notes to and forming part of the financial statements, including a summary of significant accounting policies.

In our opinion the financial report of Health Consumers Tasmania Ltd has been prepared in accordance with the Corporations Act 2001 and Division 60 of the Australian Charities and Not/or-Profits Commission Act 2012, including:

- (a) giving a true and fair view of the Company's financial position as at 30 June 2020 and of its financial performance for the year then ended; and
- (b) complying with Australian Accounting Standards to the extent described in Note 1, the Corporations Regulations 2001 and Division 60 the Australian Charities and Not/or-profits Commission Regulation 2013.

Basis for opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Company in accordance with the Corporations Act 2001, Australian Charities and Not-for-profits Commission Act 2012 (ACNC Act) and the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our opinion.

Auditors Independence Declaration to the Health Consumers Tasmania Limited

Emphasis of Matter - Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The financial report has been prepared for the purpose of fulfilling the Company's financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

- Conclude on the appropriateness of responsible entities' use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the registered entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the registered entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with those charged with governance regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.

NICK CARTER Partner

Wise Lord & Ferguson

Date: 26/10/1020

Independent auditor's report to the members of Health Consumers Tasmania Limited

In relation to our audit of the financial report of Health Consumers Tasmania Ltd for the financial year ended 30 June 2020, to the best of my knowledge and belief, there have been no contraventions of the auditor independence requirements of the Corporations Act 2007 or any applicable code of professional conduct.

NICK CARTER

Partner

Wise Lord & Ferguson

Date: 26/10/1020

HCT receives funding from the Tasmanian Department of Health and Primary Health Tasmania.

