

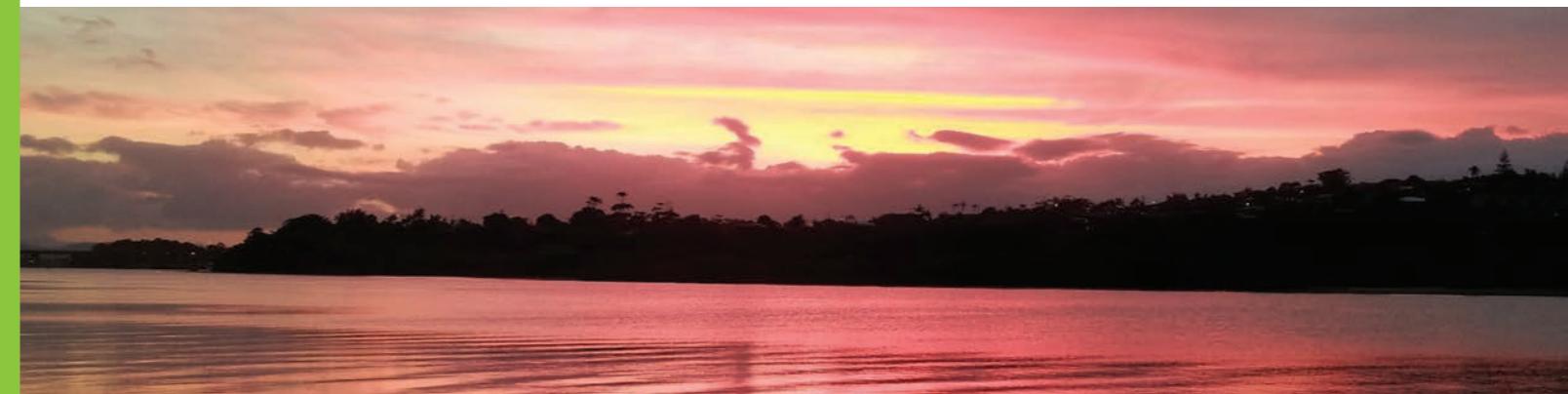
ANNUAL REPORT 2020/2021

THE PEAK PROFESSIONAL
BODY FOR THE REMOTE AND
ISOLATED HEALTH WORKFORCE

www.crana.org.au

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CRANplus acknowledges the Aboriginal and Torres Strait Islander peoples as the traditional custodians of Australia, many of whom live in remote areas, and pays its respect to their Elders both past and present. CRANplus contributes significantly to improving the health of Aboriginal and Torres Strait Islander peoples by building the strength of the remote and isolated health workforce.

CEO'S REPORT



The First Peoples' Strategy leads us towards bolder and more impactful action, and it tasks us to find new ways to amplify First Peoples' voices as we move towards genuine reconciliation.

Resilience is a strength that continues to define the remote and isolated health workforce. The COVID-19 pandemic has demanded all of us to rise to a multitude of challenges, many of which are unique to our health sector. Lockdowns, border restrictions, and changing public health advice have all contributed to the stress on the workforce and the growing sense of 'pandemic fatigue'. Over the past year, CRANplus has continued in its unwavering support of this dedicated workforce and the communities that it serves. I commend all those working in health; your efforts are greatly appreciated.

All facets of our organisation have adapted and responded to the unprecedented crisis faced by our members and stakeholders. I would like to acknowledge the outstanding work of the highly skilled CRANplus team and thank them for their hard work and commitment to our strategic objectives. As you read through our annual report, you will see how the organisation has adapted to the changing landscape and I thank the Executive Team for its collegial support and leadership during this time.

In late 2020, we welcomed Dallas McKeown to the Executive Team as Director of First Peoples' Strategy. Following her guidance and leadership, CRANplus launched the inaugural First Peoples' Strategy which takes us beyond the Reconciliation Action Plan that had previously guided us. The First Peoples' Strategy leads us towards bolder and more impactful action, and it tasks us to find new ways to amplify First Peoples' voices as we move towards genuine reconciliation.

CRANplus has continued to deliver high-quality education, specifically tailored to the remote context. Our support of the workforce has seen a range of initiatives delivered by both our Mental Health and Wellbeing, and Professional Services Teams. Their collective work has ensured a connection to assistance, support and career advice in a time of pronounced personal and professional isolation.

Assisting us throughout all areas of the organisation are our volunteers who donate a significant amount of their time each year. We are grateful for their help and their commitment to 'give back' to their profession.

I am grateful to the Board Chair, Fiona Wake for her leadership and support, and to our dedicated Board of Directors who have provided sound governance and created the space for innovation, ensuring that CRANplus has been adaptable and nimble in meeting the needs of our members and stakeholders. The organisation is well placed to go from strength to strength over the coming years.

Our membership has continued to grow and with that the voice of CRANplus. Our organisation has had a constant line of communication liaising with a range of government departments, stakeholder groups and forums. We have ensured that the voice of the remote workforce has been heard and that its contribution to this crucial area of health care is recognised.

As we look forward to the following year, CRANplus acknowledges the ongoing support of the Australian Government, Department of Health for its continued funding through the provision of a Commonwealth Grant over 2021-2024. This funding ensures that the organisation can continue to build on its significant achievements in providing the remote and isolated health workforce with high-level support, advocacy and educational opportunities.

Katherine Isbister
Chief Executive Officer
CRANplus

CHAIR'S REPORT



Throughout this year, we have been encouraged to see CRANplus continue to grow in its vision as the peak professional body for the remote and isolated health workforce.

To our members, supporters and amazing volunteers: Thank you! We would not be here without your support. You are an integral part of CRANplus' existence.

To the whole Executive Team and my fellow Board Directors (who volunteer significant time and expertise), thank you for your dedication, innovation and commitment.

CRANplus remains in a solid financial position and I would like to acknowledge Steven Dangaard, Chief Financial Officer, for providing sound financial management and advice through another year of turbulent economy to ensure CRANplus remains financially viable into the future.

And finally to Katherine Isbister, Chief Executive Officer, whose leadership continues to be strong, responsive and steadfast through her second year in office. It has been a pleasure to work with such a skilled and committed leader.

CRANplus could not be in safer hands.

Fiona Wake
Chair
CRANplus Board of Directors

This past year has challenged us but also inspired us to not give up as we have adapted to new realities. Most importantly, it has shown what we at CRANplus can achieve together in a time of great crisis.

Throughout this year, we have been encouraged to see CRANplus continue to grow in its vision as the peak professional body for the remote and isolated health workforce, as it continues to increase its voice at the highest levels to advocate and provide expert advice in remote and isolated workforce matters.

The Commonwealth's continued support of CRANplus through the provision of a 2021-2024 Funding Agreement has been an affirmation of the important work CRANplus provides in the remote health space and shows the Australian government's trust in CRANplus' ability to fulfil its commitments.

The work of the Mental Health and Wellbeing, and Professional Services Teams has provided important support and resources specific for those who live and work in our unique environment. Responding to emerging issues that affect the rural, isolated, and remote workforce, CRANplus has provided advocacy on behalf of the workforce in relation to their safety, mental health and wellbeing.

This year, the launch of the First Peoples' Strategy has been inspirational in providing fresh and challenging ways to amplify First Peoples' voices as we move towards genuine reconciliation and justice.

On behalf of the Board I would like to acknowledge the resilience of CRANplus staff this past year. Thank you for your dedication, adaptability and hard work; this organisation would not be here without your commitment.



BOARD OF DIRECTORS



Fiona Wake
Chair



John Wright
Deputy Chair



Dr Nicholas Williams
Secretary



John Ryan
Treasurer (outgoing)



Lynette Byers
Treasurer (current)



Claire Boardman
Board Member (outgoing)



Emma Barritt
Board Member



Caitlin Steiner
Board Member



Belinda Gibb
Board Appointed Member



Vanessa De Landelles
Identified Aboriginal
and/or Torres Strait
Islander Board Member



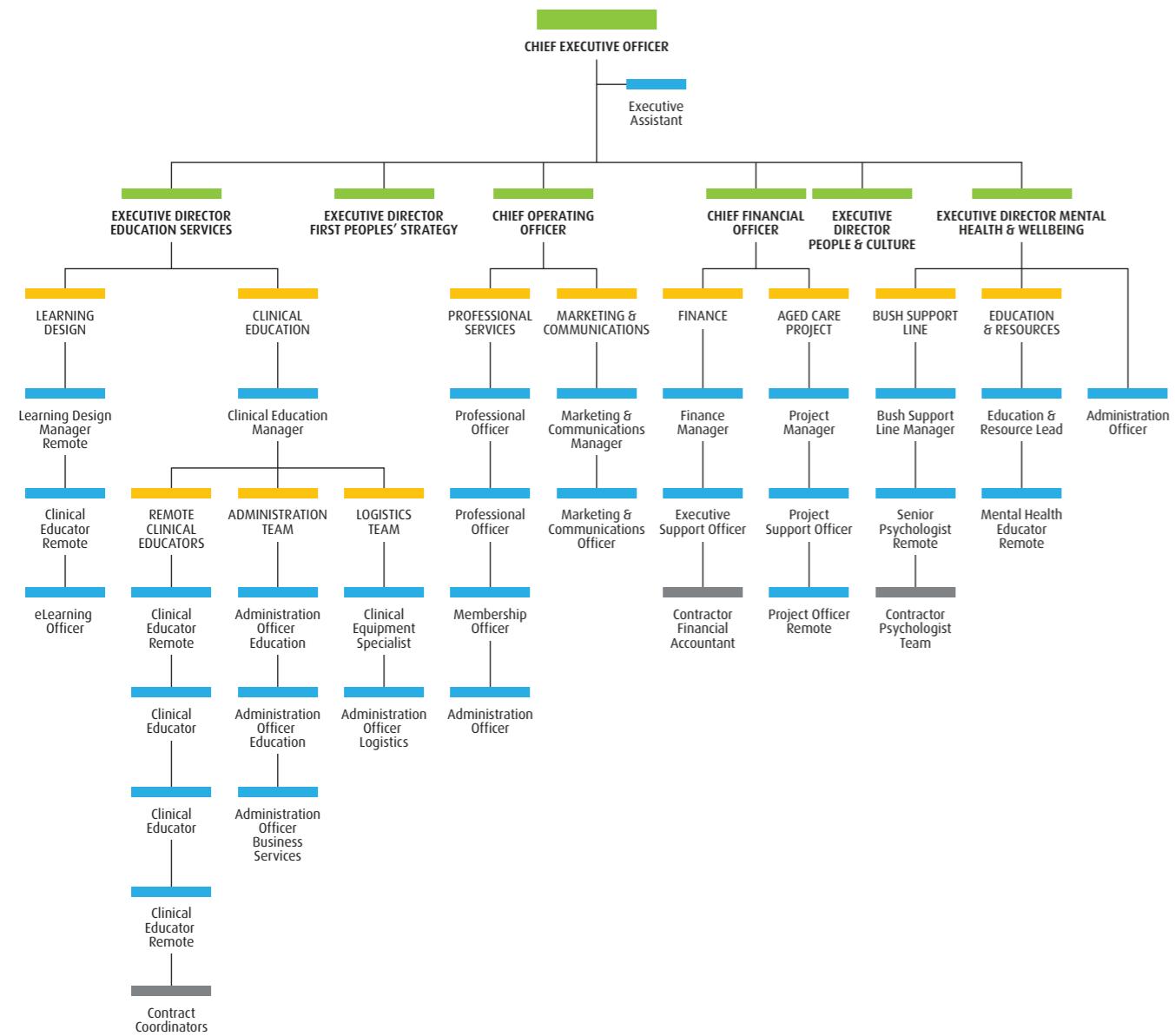
Katherine Isbister
Chief Executive Officer



Steven Dangaard
Chief Finance Officer

ABOUT US

Current Organisational Structure





ABOUT US



A new direction: CRANAPLUS' First Peoples' Strategy

In November 2020 CRANAPLUS appointed Ms Dallas McKeown as Executive Director of First Peoples' Strategy, an innovative new role which sits within the Executive Team of the organisation.

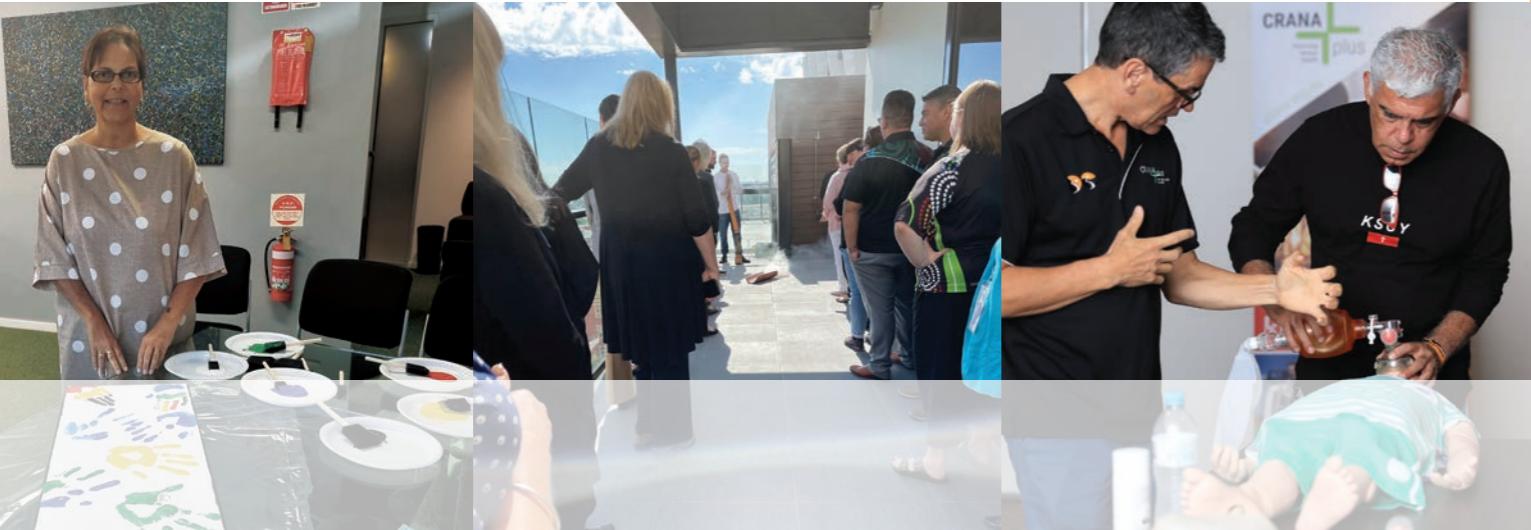
Dallas is a proud Aboriginal woman of the Yuwaalaraay nation (northwest New South Wales and southern Queensland) and has been engaged within health and advocacy for over thirty years. Dallas is providing advice and guidance to enhance CRANAPLUS' engagement and progression across cultural knowledge and cultural safety, and offers important insights relating to Aboriginal and Torres Strait Islander issues to strengthen our organisation and service provisions.

Under Dallas' leadership, the organisation has taken a new direction. Progressing from our previous Reconciliation Action Plan, this Financial Year saw us develop a robust, all-encompassing, inaugural CRANAPLUS First Peoples' Strategy 2021–2025. When Dallas presented this strategy to the Board of Directors in February 2021, it was received with high commendation.

The Strategy incorporates, where applicable, actions to support work being undertaken by:

- National Agreement on Closing the Gap.
- Australian Government National Aboriginal and Torres Strait Islander Health Plan 2013–2023.
- Australian Health Practitioner Regulation Agency (APHRA) National Scheme's Aboriginal and Torres Strait Islander Health and Cultural Safety Strategy 2020–2025.
- Australian Health Practitioner Regulation Agency (APHRA) Aboriginal and Torres Strait Islander Employment Strategy 2020–2025.
- Australian Commission on Safety and Quality in Health Care Standards with particular emphasis on the six Aboriginal and Torres Strait Islander Health standards.
- Cultural Respect Framework for Aboriginal and Torres Strait Islander Health 2016–2026.

ABOUT US



The First Peoples' Strategy is now fully endorsed and reaches down through all facets of the general operational business. During the five-year term of the strategy, CRANplus' Education, Mental Health & Wellbeing, and Professional Services organisational departments will develop and implement robust strategy-informed plans that will see us recruit, retain and support the careers of talented and passionate Aboriginal and Torres Strait Islander individuals; make our workplace a workplace of choice for First Peoples; and develop an exemplary degree of workplace cultural inclusivity.

The 2020/2021 financial year also saw CRANplus continue to build on its longstanding commitment to the Indigenous health care workforce and remote communities. We undertook many events and activities which increased our engagement and advancement across cultural knowledge, cultural safety, and recognition. For example:

- CRANplus Bush Support Line psychologists provided culturally safe counselling to Indigenous remote health practitioners.
- CRANplus provided opportunities to support the building of a sustainable Aboriginal and Torres Strait Islander remote health workforce, through the provision of scholarships, grants, sponsorships, consultations and collaborations in programs and workshops.
- CRANplus continued to offer multiple culturally-safe courses such as First Peoples' Remote Emergency Care.
- Our free webinar series saw us deliver and schedule webinars topics relevant to Indigenous health, such as ear disease and crusted scabies.

CRANplus First Peoples' Strategy 2021 - 2025

Our Vision

To be the leading experts supporting the remote and isolated health workforce

Lift our voice to advocate for remote and isolated health

- Engage with peak bodies and key stakeholders on identified health issues.
- Develop and maintain mutually beneficial relationships with Aboriginal and Torres Strait Islander peoples, communities, and organisations to support positive outcomes.
- Contribute to the Professional Learning sessions (webinars).

Through a strengths-based approach contribute to improving the health and well-being of Aboriginal and Torres Strait Islander people who live in rural and remote Australia

- Increase engagement and advancement across cultural knowledge, cultural safety and recognition.
- Establish relationships with Aboriginal and Torres Strait Islander organisations to access resources that enable the delivery of CRANplus services.
- Develop a talent pool of Aboriginal and Torres Strait Islander Facilitators for delivery of relevant education courses.

Respond to health impacts from social determinants and a changing climate

- Engage in research collaborations and projects.
- Develop leadership to build cultural respect, reducing discrimination and racism.
- Increase meaningful representation of First Peoples' presence in our workplace to stay well-informed with current issues.
- Value and support Aboriginal and Torres Strait Islander people's capacity to co design and deliver evidence-based programs and services with their communities.

Our Mission

To represent, support and educate the remote and isolated health workforce to promote the development and delivery of safe, high-quality healthcare.

Increase our competitiveness and strengthen our resources

- Be an organisation of choice for staff and volunteers and support a professional, flexible and mobile workforce.
- Review our services and applicability to First Peoples' requirements.
- Promote CRANplus to attract and retain more client business.

Grow, develop and up-skill the workforce

- Develop a proactive approach to identifying opportunities for First Peoples.
- Develop a Community of Practice forum for First Peoples members.
- Promote and leverage CRANplus's competitive edge in remote health training and provide advice on CRANplus promotional and educational material relating to First Peoples.
- Build cultural safety capabilities and practices through learning programs to cultivate understanding and respect for Aboriginal and Torres Strait Islander cultures.

We respect the diversity and vibrancy of Aboriginal and Torres Strait Islander cultures and listen to worldviews from across the country. We recognise that First Peoples' traditions and knowledge systems are sources of strength, wisdom and guidance. We reflect First Peoples' cultures in our workplace and in our work practices. This plan is a strategic roadmap that defines our future vision and how we will get there. It guides us in an organised, flexible and aligned manner for the delivery of our mandate. The vision and values will hold our organisation accountable in ensuring it efficiently and effectively supports First Peoples on their path to self-determination. We look forward to continuing our journey together.

Our Values • Integrity • Social Justice • Excellence
• Respect • Inclusiveness • Accountability • Safety

ABOUT US

Representation on External Committees

Chief Executive Officer

- Advisory Network of the National Rural Health Commissioner
- Australian College of Nurse Practitioners (Nursing Peaks Nurse Practitioner Strategy)
- Australian College of Nursing – Rural and Remote Nursing & Midwifery Community of Interest
- Australian Commission on Safety and Quality in Health Care – Advisory Committee for the National Safety and Quality Primary Health Care (NSQPHC) Standards
- Coalition of National Nursing and Midwifery Organisations
- Commonwealth Department of Health – National COVID Vaccine Taskforce Consultation
- Commonwealth Department of Health – Primary Health Reform Consultation Group
- Commonwealth Department of Health – Rural and Remote Health Stakeholder COVID-19 Roundtable
- Commonwealth Department of Health – Primary Health Care COVID-19 Response Group
- Commonwealth Department of Health – Ministerial Rural Health Roundtable
- Commonwealth Department of Health – Nurse Practitioner 10 Year Plan Steering Committee
- Commonwealth Department of Health – Nursing & Midwifery Strategic Reference Group
- National Rural Health Alliance – Board Director
- Northern Territory PHN – Nursing & Midwifery Collaborative Working Group
- Queensland Health – RIPEN Transition Advisory Group
- Rural Locum Assistance Program – Steering Committee
- SA Health, Review of Gayle's Law

Chief Operating Officer

- Australian College of Midwives – Birthing on Country, National Steering Committee
- Australian Health Protection Principal Committee – Syphilis Enhancement Response Working Group
- Australian Nursing and Midwifery Accreditation Council – Midwifery Advisory Committee
- Climate and Health Alliance Coalition – Member Representative

- Coalition of National Nursing and Midwifery Organisations
- Commonwealth Department of Health – NMSRG COVID-19 Roundtable (CEO proxy)
- Commonwealth Department of Health – Primary Health Care COVID-19 Response Group
- Commonwealth Department of Health – Nurse Practitioner 10- Year Plan Steering Committee (CEO proxy)
- Northern Territory PHN – Administrator's Medals in Primary Health Care Panel
- Stillbirth Centre of Research – Education and Clinical Practice Guidelines Working Group
- Northern Territory PHN – NT Health Workforce Stakeholder Group

Chief Finance Officer

- Centre for Remote Health – Remote Primary Health Care Manuals Governance Committee

Executive Director of First Peoples' Strategy

- Australian Indigenous HealthInfoNet – Cultural Consultation Project Advisory Group
- CATSINaM – Conference Series Organising Committee
- Cairns and Hinterland Hospital and Health Service (CHHHS) – Far North Queensland Human Research Ethics Committee (FNQHREC)
- Close the Gap Campaign – Steering Committee

Director Education Services

- Australasian Society for HIV, Viral Hepatitis and Sexual Health Medicine – Stigma and Discrimination Project Advisory Group
- Health Workforce Queensland – Health Workforce Stakeholder Group
- Rural Doctors Association – Codeine Project Steering Committee

Remote Clinical Educator

- Stillbirth Centre of Research – Education and Clinical Practice Guidelines Working Group
- Stillbirth Centre of Research – Rural and Remote Advisory Group Chair

Professional Officers

- ACRRM – Rural and Remote Digital Innovation Group
- Central Australia Academic Health Science Centre – Remote Research Collaboration Steering Reference Group
- Flinders University College of Nursing and Health Sciences – End-of-Life Essentials National Advisory Group
- National Rural Health Alliance – Conference Advisory Committee
- National Advisory Group for End-of-Life Essentials (EOLE)
- Paediatric National Action Plan Consultation – Stakeholder Working Group
- Monash University ORIENT Research – co-design of nurse led model of care to increase access to early medical abortion and long-acting reversible contraception – Working Group

CRANAPLUS Fellow/s

- Independent Hospital Pricing Authority – Small Rural Hospitals Working Group
- Central Queensland University, Cairns – Systematic review and Delphi study on early career specialisation and rapid career specialisation in nursing
- National COVID-19 Clinical Evidence Taskforce

CRANAPLUS Board Chair

- Northern Territory PHN – NT Health Workforce Stakeholder Group

CRANAPLUS Board Member

- National COVID-19 Clinical Evidence Taskforce – Leadership Panel and Primary Care Panel

CRANAPLUS Member/s

- Australian Commission on Safety and Quality in Health Care – Primary Care Committee
- Department of Veterans' Affairs – Coordinated Veteran Care Program Advisory Group



MEMBERSHIP

Members are part of the large CRANplus family and they enjoy the expertise of the only health organisation that has remote health as its sole focus. Our aim is to ensure that those who choose to work in this often demanding sector are as prepared as they can be for the challenges they will face.

CRANplus welcomes as members all remote health professionals, students and those who have an interest in the remote health sector. For individuals there is access to professional support, advice, representation, relevant publications and discounted education. For organisations there is access to a niche group of remote health professionals and stakeholders and new opportunities for recruitment and communication via corporate membership. CRANplus partnership recognises a relationship of mutual benefit with organisations that support the behaviours, values and activities of the other.

We provide expert advice on key issues involving remote health and facilitate networks of interest in key areas, fostering communication between all parties. We provide a platform for connection and sharing our expertise. We communicate and connect with our members and supporters through our widely-read weekly eNewsletter and periodic magazine, as well as via social media. The CRANplus website provides access to a wealth of information, and a gateway to our many services and resources.

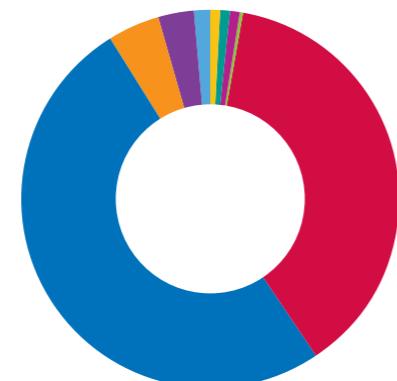
Through membership and other opportunities, CRANplus is working to connect and strengthen the remote and isolated health workforce. Our national conference and events bring together speakers and delegates from all over Australia. Awards and Fellowships are distributed to recognise excellence in remote health practice. Our scholarships and sponsorships programs encourage health students to experience remote practice.

The CRANplus Aurora Award is the highest possible accolade within the remote and isolated health profession. Nominated by their peers, the recipient of this award is a leader in their field, who shows a commitment to quality, safety and professionalism. Please refer to the Professional Services section on page 27 for details regarding winners and recipients within the 2020/2021 financial year.

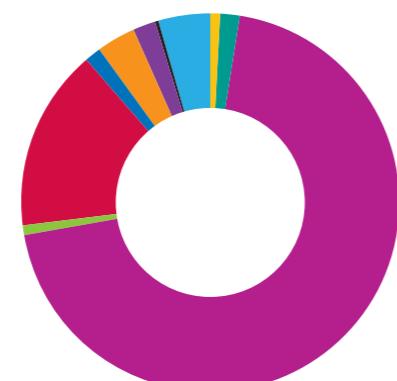
Membership by Location



Membership by Type



Membership by Profession



Corporate Members and Partners



MEDIA & PUBLICATIONS

CRANAPlus regularly publishes a range of digital and print media, as it aspires to represent, inform, and connect the remote health workforce.

In 2020/2021, we communicated our organisational activities, gave voice to the experiences of health professionals, and facilitated engagement with important news, resources and opportunities across the following channels:

- **Our website.** Our site attracted almost a million page views (904,296) from 98,686 distinct users. Its most popular pages were our home page, in-person course page, online course page, and employment page. We developed a new website prioritising easy navigation and cart functionality for launch in early 2021/2022.
- **The CRANAPulse eNewsletter.** We delivered our weekly eNewsletter 50 times to over 9,000 subscribers. In May 2021, we introduced a modernised template to facilitate access to key information and increase our ability to conduit industry news.
- **Mindful Monday.** On 45 occasions, our Mental Health and Wellbeing Team delivered psychological insights and heartfelt advice through the Mindful Monday eNewsletter. The newsletter's subscriber base grew 27%.
- **CRANAPlus Magazine.** In 2020/2021, we published four issues of the CRANAPlus Magazine, continuing a tradition that can be traced back to the Outback Flyer of the 1980s. With a print run of over 8,000 copies, our magazine continues to lift the voice to the remote health community by reaching an annual readership of 60,000.
- **Social Media.** CRANAPlus' social media presence retains a loyal following across Facebook, Instagram, LinkedIn and Twitter.
- **Mainstream Media.** CRANAPlus regularly engages with the media, through the release of media releases and in response to media enquiries. 2020/2021 saw us distribute media releases on a range of topics and give voice to remote health issues affecting our membership in publications including the Herald Sun, Courier Mail, and 7News.



EDUCATION SERVICES



CRANAPLUS Education is dedicated to the development and delivery of quality learning opportunities, contextualised to the unique needs of the remote and isolated health workforce. Our programs place the learner at the centre of design and delivery. A continuous cycle of quality improvement and review help to ensure content remains contemporary and engaging. Our education program starts where other providers stop and reaches some of the most remote health professionals in Australia via face-to-face workshops, webinars and online eRemote modules.

Despite the ongoing COVID-19 pandemic the Education Team delivered a remarkable 65 face-to-face courses throughout the year. Managing equipment, teaching teams and participant movement between lockdowns and state and territory border closures was a significant logistical exercise. A total of 31 courses had to be cancelled, affecting over 500 remote health professionals nationally. Our flagship courses Remote Emergency Care (REC) and Maternity Emergency Care (MEC) were most impacted by course cancellations.

Key investments continue to improve the quality of learning on courses now and into the future. For example, the addition of iSimulate technology has enhanced participant interactivity during skill stations on REC and ALS courses. VATA Vein Trainers have been added to kits, providing a compact, more realistic, and easier to use learning opportunity. Postpartum haemorrhage mannequins for MEC offer sophisticated and authentic simulation for skill stations. The purchase of additional kits for both REC and MEC will assist in delivering additional courses to compensate for course cancellations experienced this year.

Participant feedback has informed a decision to extend the availability of pre-course online learning content to eight weeks, allowing participants additional time to prepare and get the most from the face-to-face component. Basic Life Support (BLS) assessments can be completed remotely via Zoom with the support of endorsed consultant educators out in rural and remote communities. The addition of high-fidelity mannequins with software to assess the efficacy of participant cardiopulmonary resuscitation has enhanced this program.

A new Paediatric Emergency Care (PEC) course was successfully launched this year. The course is an interactive, practical course that covers aspects of the emergency management of children in the remote and isolated setting.

2020/2021 CRANAPLUS face-to-face courses

Course Type	Number Delivered	Number Cancelled
Advanced Life Support	9	0
Basic Life Support	3	0
First Line Triage Course	6	1
Maternity Emergency Care*	11	12
Mental Health Emergencies	4	5
Midwifery Upskilling	5	1
Paediatric Emergency Care	3	1
Remote Emergency Care*	20	11
Triage Emergency Care	4	0
Total	65	31

* Includes First Peoples' MEC and REC courses.

Communication and processes for volunteer facilitators have also been improved with the enhanced functionality of the CRANAPLUS dashboard.

Volunteers can nominate their availability and preferences for course teaching teams via the dashboard, providing a streamlined and efficient process.

Facilitator webinars were presented to support changes to course delivery and processes of engagement for this vital group of volunteers.

Testimonials from course participants

"Excellent course, great focus on remote areas and practical ideas/solutions. Presenters 'get it'."

MEC, Mt Isa

"Excellent course – very well directed. Good – not keeping too basic, however not above expected scope of practice. I would highly recommend for anyone (including doctors) who have the potential of needing to manage the delivery in remote or retrieval setting. Great facilitators – thank you."

MIDUS, Darwin

"Excellent teaching style in a safe environment. Content was very relevant especially for the nurse who is new to remote. New skills learnt after 28 years of nursing. Thanks."

REC, Cairns

"It is such an essential course. I value its content and the practical sessions... Thanks."

REC, Alice Springs

"Great course, great opportunity to go over paediatric emergency care. There is lots to learn with kids and infants, but course delivers basic structure that can guide initial assessment and treatment. Thanks to all!"

PEC, Adelaide

"Facilitators had incredible knowledge, skill stations increased my confidence, it was good to work in a small group instead of a large group which you normally find in courses."

ALS, Cairns

"I really enjoyed the course. It was well organised and very well thought out. I enjoyed all the activities and group work. It was also nice to talk to colleagues and the facilitators about experiences at work."

MHE, Cairns

EDUCATION SERVICES

Webinars

Our webinar program continued to provide an alternative learning opportunity, which was welcomed by many throughout the year. The program was expanded in response to sector feedback and additional topics relevant to the pandemic and maternity emergency care were added.

2020/2021 CRANplus webinars

Webinar	Total attended
Acute Respiratory Distress Syndrome (ARDS) & COVID-19 Resuscitation	78
Antenatal Care	73
Assessment and Management of Trauma	39
Assisting with Childbirth	36
Bleeding in Pregnancy	79
Newborn Life Support Algorithm	64
Post Partum Haemorrhage	40
Preterm Labour	89
Course Facilitator Webinar	72
Stillbirth CRE Rural and Remote Pilot Masterclass	46
CRANplus After Hours Aged Care Project	41
Total	657

eRemote

eRemote, our online platform, continues to provide dynamic and relevant learning experiences accessible anywhere and on most devices. Earlier in the year a suite of 12 new modules were released, providing health practitioners with the opportunity to refresh and update their clinical assessment skills. The assessment modules include evidence-based content and case scenarios for practice.

Each module follows the same format, making it easier to work with the content and activities with respect to individual learning requirements. The following table shows 2020/2021 CRANplus eRemote modules and registrations.



eRemote Modules	Numbers
Working Safe in Remote Practice	1,134
Cardiovascular Assessment	116
Respiratory Assessment	116
Neurovascular Assessment	43
Diabetic Foot Assessment	44
Renal Assessment	43
Skin Assessment	45
Eye/Vision Assessment	47
Abdominal Assessment	121
Ears Nose and Throat (ENT) Assessment	48
Neurological Assessment	113
Mental Health Assessment	113
Advanced Life Support	375
Musculoskeletal Assessment	113
Diversity in Aged Care	375
Basic Counselling Skills – Part 1	730
Basic Counselling Skills – Part 2	181
Nutrition for Older People	412
Introduction to Culturally Safe and Inclusive Practice	242
Basic Life Support (BLS)	1,094
Working Safely in Community Night Patrol	73

eRemote Modules	Numbers
Postpartum Haemorrhage (PPH)	32
Fire Awareness	80
Building a Respectful Workplace	79
Intro to Infection Control	79
Managing Difficult Behaviours	79
Manual Handling inc Ergonomics	79
Medication Calculation	79
Medicolegal documentation	79
Natural Disasters	79
Professional Development	79
Clinical Upskilling – Plastering	18
Clinical Upskilling – Suturing	18
Clinical Upskilling – 12 Lead ECG	17
Clinical Upskilling – Clinical Deterioration	17
Clinical Upskilling – Airway Management	17
Clinical Upskilling – Arrhythmia Interpretation	17
Clinical Upskilling – Blood Results Interpretation	17
Clinical Upskilling – Chest Pain Assessment	17
Clinical Upskilling – Defibrillation	17
Clinical Upskilling – Intravenous Cannulation	17
Clinical Upskilling – IV Narcotic Pain Relief	17
Total	6,511

The Team

Our dedicated volunteer facilitators are integral to the Education Team and CRANplus' capacity to deliver authentic, on-the-ground education. This year, in the most extraordinary circumstances brought about by the pandemic, volunteer facilitators again gave so much of their time and expertise to support the education of remote health professionals. The CRANplus Board, Executive Team and staff extend our sincerest thanks to all our volunteer facilitators. Their commitment and continued engagement with CRANplus are appreciated by all of us, and the sector more broadly.

The same can be said of CRANplus Education Team, who throughout the year went above and beyond to develop and deliver quality learning opportunities despite the challenges of doing so during a pandemic. The team's innovation, flexibility, and willingness to adapt helped to ensure that vital education continued to be delivered for the sector. The team is congratulated for everything that was achieved in the face of challenges and uncertainty.

The year ahead provides yet further opportunities for innovation and diversity in the delivery of our products. We look forward to continuing our work with members and other key stakeholders to meet the evolving learning needs of the sector.

SUPPORT SERVICES



For CRANplus Support Services, 2020/2021 has been a year of change, evolution and renewal, with a continued recognition and response to the unique challenges experienced in rural and remote health care. We have all experienced the roller-coaster of emotions and conditions that has led to us pivoting to new ways of working and living. CRANplus is no exception and this year we have expanded our support services to recognise the importance of mental health and wellbeing across the workforce.

Support Services has seen the departure of Dr Annmaree Wilson, after many years of passion for and commitment to supporting the remote and isolated workforce through the work of CRANplus Bush Support Services. We thank her for her work with CRANplus and wish her all the best in the future. Support Services also said goodbye to Dr Marja Elizabeth as Director and Rachel Salisbury, who were instrumental in bringing new external contracted psychologists to the Bush Support Line. We wish them both well in their exciting new endeavours.

We have focused this year on renewal and responding to an ever-changing landscape. Support Services, now referred to as Mental Health and Wellbeing, has continued to provide targeted support to the rural and remote health sector through workshops, engagement visits, resources, educational materials and the Bush Support Line. Look for our Mental Health and Wellbeing Service Charter at crana.org.au for more information.

The Bush Support Line has responded to over 1,000 calls this year and continues to be a constant, safe place for our current and emerging rural and remote health workforce to receive unconditional support, 24/7. Many callers were seeking support for high levels of day-to-day stress, a need to debrief due to workplace issues or traumatic events, and COVID-19. Our reach is across all States and Territories; however, the Bush Support Line received the most calls from Queensland, NSW and the Northern Territory, with most calling during business hours. Almost half of our callers were referred to other services where indicated.

In collaboration with the Mental Health Training Project, Support Services delivered 15 resilience-building workshops to clinics and health services in outback Queensland, Gippsland, Tasmania and Far North Queensland, reaching over 100 health professionals. Reflecting on these workshops and what was shared, it was evident that supporting the rural and remote workforce requires listening and reflecting, meeting health care workers where they are at, and delivering information that is accessible with simple, take-away messages.

Issues like dealing with prolonged stress from significant events one after the other, planning for your own self care, and being able to support colleagues and members of the community through enhanced communication skills were key elements. We were also reminded of the investment the health workforce makes in caring for others, with little capacity to consider their own wellbeing. It was a lesson for all of us how many participants indicated that taking a moment, even 20 minutes to check-in on themselves and their own wellbeing seemed novel. To be reminded how to plan to look after yourself first, experience some fun and enjoyment, and recharge so that you can continue to look after others is such an important message for everyone. As our motto states "you can't pour from an empty cup".

There has been a wealth of education and support developed this year in response to various significant events across the country, and we have continued to collaborate closely with our partners and peak bodies to develop resources and materials that support the workforce. One example is a large, self-care planning magnet, co-designed with Emerging Minds, that you can write on and put on the fridge as a reminder to do things that you enjoy and plan that self-care time. Support Services has sent out over 20,000 resources this year.

CRANplus prides itself on the engagement with the rural and remote health sector at all levels and Support Services has made over 200 calls this year to various health services and primary health organisations to maintain currency, collaborate, and to share information and learnings. This helps us share insights and ensure the resources and contact information we provide are up to date and relevant.

Most of our resources have been revised and reviewed and you can access these resources from the new CRANplus website. Our free remote learning courses on basic counselling skills remain popular with over 500 enrolments this year.

Delivering psychological insights and advice by email each Monday morning to the rural and remote workforce, our Mindful Monday subscription list continues to grow with over 2,000 subscribers. With topics including Stress Busting, Boosting Confidence, Managing Worry and Compassion Fatigue, this newsletter contains useful insights and aspires to generate positive emotions and support your wellbeing. We regularly receive positive feedback on our Mindful Monday series. If you are not a subscriber, go to the CRANplus website where you can catch-up on past topics and easily subscribe to receive these emails every week.

It is a privilege to be able to connect with the rural and remote health workforce through our services and provide support that we hope is enriching and purposeful. We are looking forward to the year ahead and continuing to provide timely, consistent, high-quality support services to the current and emerging rural and remote health sector.

PROFESSIONAL SERVICES



CRANplus is committed to providing information and resources to members and the broader remote health sector on issues that impact our workforce.

Through this work we advance a better understanding of the unique context of remote and isolated health care and the impact on consumers and the workforce. In this financial year our efforts concentrated on the ongoing COVID-19 pandemic.

Key Issues Brief

The advocacy priorities for remote and isolated health in Australia are outlined in the CRANplus Key Issues Brief, which was updated and revised in 2020. The brief outlines the changes required to improve the health of people living in remote Australia, and the changes required to grow and better support the health workforce that serves them. It also describes the necessary regulatory changes to achieve these outcomes.

This document frames and guides all advocacy and representation on behalf of the remote health sector. It is available on the CRANplus website.

COVID-19 Pandemic

Recognising that help was required, many government stakeholders have reached out to peak professional bodies such as CRANplus throughout the pandemic. An improved sense of collaboration has been achieved, with regular and timely sharing of information. New forums in which to represent the needs and priorities of the remote health sector were developed.

Throughout the year CRANplus had no less than weekly opportunities to inform the Commonwealth Department of Health of pressure points 'on the ground' and provide recommendations. Meetings with the Minister for Regional Health occurred monthly.

CRANplus used this unique and ongoing opportunity for access to not only ensure issues related to the COVID-19 pandemic were heard, but that awareness increased regarding the unique challenges of remote health and barriers that can work against the delivery of timely and quality care. The pandemic amplified the burden of poor health outcomes and access to care for people who live in remote and isolated Australia, many of whom are Aboriginal and Torres Strait Islander. We took every opportunity to educate and bring attention to these wicked problems.

Safety and Security

The safety and security of the remote health workforce continues to be a priority issue for members. Throughout the year CRANplus took every opportunity to make representations on this issue; both formal and informal. We are regularly consulted by key stakeholders, including governments and Ministers of Health. In doing so we amplify the key concerns of many, which continue to be:

- having to work alone;
- safety standards in staff accommodation; and
- clinic facilities and improved accommodation.

CRANplus continues to challenge the culture that feeling unsafe is just 'part of the job'.

Where there have been improvements, we draw attention to that as well, and some areas of the workforce are experiencing increased feelings of safety. This is especially so where effective second-on-call arrangements are in place and improvements to infrastructure are made.

Our advocacy in this matter continues to be guided by the CRANplus Remote Health Workforce Safety and Security position statement, available on our website.

Stakeholder Engagement

For the financial year CRANplus provided the remote and isolated health perspective at 50 individual events, including workshops, symposia, consultations and working groups. We maintain representation on 42 ongoing committees and forums related to rural and remote health.

All ongoing and on-off representations are logged, approved, and reported in a central register.

2020/2021 Highlights

CRANplus Professional Services is committed to the delivery of practical and relevant programs and services. We aim to build the capacity and capabilities of the remote health workforce for the ongoing provision of culturally safe, skilled and quality health care to remote and isolated communities. Our efforts are directed at the entire life cycle of the workforce pipeline, starting with supporting students right through to recognising the exemplary achievements of those at the pinnacle of their professions.

CRANplus Member Nursing and Midwifery Roundtable

This has been established with member representation from all states and the Northern Territory, inclusive of First Peoples members. A total of 14 members will meet with CRANplus Professional Services and key leadership staff on a quarterly basis. The initiative will assist with lifting the voice of our members to inform CRANplus activities and priorities. It will also serve to facilitate communication and key message dissemination across our broader membership and others.

PROFESSIONAL SERVICES

Free CPD webinar series

Established early during the pandemic, this program continues to gain momentum with the delivery of topics and guest presenters relevant to rural and remote health professionals. Webinars are available live with interactive Q&A, or 'on-demand' later via the CRANplus website.

2020/2021 CRANplus webinar topics (386 total registrations for live events):

- Back from the Edge: Reducing Occupational Stress for RANs
- Keep Calm and Carry On: Lessons learnt from the COVID-19 remote response
- The Bigger Picture: Rural and remote dentistry
- Saving Mothers and Babies: Antenatal point of care ultrasound
- A Country NP (Nurse Practitioner) Practice!
- Ear Disease in Aboriginal & Torres Strait Islander Populations
- Remote Women's & Maternal Health: Rewards and challenges
- Adapting Self-care Practices During Clinical Placement
- Towards Elimination of Cervical Cancer in Rural and Remote Regions
- National Cancer Screening: Rural and remote health disparities
- Understanding Autism
- The Regional Men's Health Initiative: Raising awareness and wellbeing.

RAN certification

The CRANplus RAN certification program has matured with early adopters now approaching the end of the first three years of certification. Online resources incorporating the practice experiences of certified RANs have been developed and options for individual support have been implemented including online meetings, email and phone support. Data cleaning systems are being established to assist Professional Services to further identifying areas where support can be offered.

The program experiences steady growth in numbers successfully achieving certification. The Professional Standards of Remote Practice, which underpin RAN certification, were last reviewed in 2016. Commencing this financial year, a review of the standards is underway, which will inform enhancement of RAN certification to recognise novice and expert health professionals.

Student engagement

Professional Services continues to engage and support undergraduate health students in both rural and metropolitan settings. Initiatives include collaboration with the National Rural Health Student Network (NRHSN), student webinars, clinical placement scholarships, the LINKS Mentor program, and strategies for self care while on remote and isolated placements.

Interested universities and health care organisations that support student placements are increasingly integrating CRANplus resources in preparation for remote and isolated clinical placements.

LINKS mentoring program

This year the LINKS program was revised, trialled and converted into two online modules: one for mentors and one for mentees. The new modules are designed so that participants can choose to adopt the principles in their own workplaces in an informal way or sign up for a more formal mentoring relationship via LINKS. The intention is to create a number of entry points to the program to appeal to a broader range of rural and remote health professionals.

Gayle Woodford Memorial Scholarship

This annual scholarship is jointly sponsored by CRANplus and Flinders University College of Medicine and Public Health and covers all course fees for the Graduate Certificate in Remote Health Practice. The scholarship attracted a high calibre of applicants in 2020, with the successful recipient being Ms Marie Press, employed at Burragurrah Clinic, Western Australia.



Undergraduate Remote Placement Scholarship

This scholarship remains popular; however, there was a reduction in applicants this financial year because of disruption to clinical placements caused by the COVID-19 pandemic. The available funds supported 12 scholarship recipients from various health disciplines including nursing, midwifery, and allied health.

CRANplus continues to seek additional external sponsorships for these valuable scholarships to provide undergraduate students the opportunity to undertake a remote or rural clinical placement.

Nurses Memorial Foundation of South Australia Grant

This grant provided assistance to 14 members to undertake CRANplus clinical courses and upskilling. Support is provided by way of registration fee subsidy.

CWAA Nursing and Midwifery Professional Development Grant

This grant is a collaborative partnership between CRANplus, National Rural Health Alliance (NRHA) and Country Women's Association of Australia (CWAA) and supports the continuing professional development of nurses (registered and enrolled) and midwives living and working in rural and remote Australia.

The grant remains outstandingly popular with 44 applications submitted, resulting in the awarding of six grants.

2020 CRANplus Awards

The prestigious CRANplus Aurora Award was initiated by CRANplus to recognise individuals who have made an outstanding contribution to remote health. This year's recipient was Professor Sabina Knight, Director of the Centre for Rural and Remote Health at James Cook University, based in Mount Isa.

CRANplus Excellence in Remote Health Practice was awarded to Ms Di Thornton, a Nurse Practitioner at Mallee Border Health, covering both sides of the South Australian and Victorian Border. This award was sponsored by James Cook University – Centre for Rural and Remote Health.

CRANplus Collaborative Team Award was awarded to the members of the COVID-19 Response and Action Information Group (CRAIG) at the Top End Health Service (TEHS) NT. The team includes Ms Ruth Derkenne, Ms Kelly Hosking, Ms Jane Thomas, Ms Tracy Porter and Ms Teresa De Santis. This award was sponsored by Remote Area Health Corps (RAHC).

AFTER HOURS AGED CARE PROJECT



The CRANplus After Hours Aged Care Project continues its success in facilitating educational opportunities, with the aim to improve the knowledge and skills of Residential Aged Care Facility (RACF) staff. With 59 face-to-face education workshops delivered during 2020/2021 addressing 27 different topics, this unique project still managed to rapidly innovate and deliver education during the pandemic. Funding from the Northern Queensland Primary Health Network is secured until June 2022.

The aged care workforce has faced unprecedented stress this year and whilst the project facilities did not experience a COVID-19 outbreak, they all endured restrictions and suffered isolation that go beyond those endured by the general community. COVID-19 is a public health crisis that disproportionately affects aged care, and many of this year's topics reflect education designed to support the workforce, recognising the significant psychological pressures and extraordinary demand on their time and skills.

The two-day Older Person Mental Health First Aid Course was provided in addition to Resilience Workshops, a collaboration between the CRANplus Mental Health and Wellbeing Team and the Aged Care Project delivered to staff across four aged care facilities. Multiple Zoom training sessions were also delivered to assist staff to restore communication and connection between residents and their families. Leadership, time-awareness and prioritisation education presentations were also highly requested. For leaders, significant uncertainty exacerbates the challenges associated with decision making, and in complex and unpredictable situations, leadership must be adaptive at all levels.

The project needed to be adaptive, so in addition to the face-to-face presentations, two pre-recorded webinars were developed and made available to all project facilities and stakeholders.

Nutrition for the Older Person, written and recorded by the dietitian at Mutkin Residential and Community Aged Care in Yarrabah, provided a tailored presentation for staff addressing issues specific to the needs of their First Peoples residents.



In addition to this, a unique collaboration with the Cairns Hospital Older Person Integrated Health Service Team facilitated development of a *Falls Prevention* webinar. Written by an occupational therapist and professionally recorded, this 30-minute resource has been made available to all interested Residential Aged Care Facilities (RACFs) across Queensland.

Project Aims

- To upskill RACF staff and other service providers to deliver comprehensive aged care, thereby assisting in the management of after-hours service needs.
- To strengthen coordination and collaborative systems between RACFs and other relevant service providers including local hospitals, GPs, pharmacies, allied health, after-hours services and local palliative care communities.
- Improved resident care to acquire the care they need at the right time in the right place.

Types of Educational Opportunities Delivered 2020/2021

A Day in the Life – Dementia and Mealtime
Advance Care Planning
Building Relationships
Courageous Conversations
Cultural Awareness
Dementia, Nutrition, and the Dining Experience
Dysphagia
Enabling EDIE – Educational Dementia Immersive Experience
How to Conduct a Staff Skills Assessment
IDC Training and Catheter Care
Leadership
Malnutrition and Nutrition Support
Manual Handling
NIKI Pumps
Nutrition and Dysphagia
Nutrition for the Older Person
Older Person Mental Health First Aid
Persistent Pain Management – Pain Concepts
Persistent Pain Management – Implementation Concepts
Problem Solving Approach to Behaviour
Pureed Food
Resilience Workshops – Strategies to Enhance Self Care for Aged Care Workers
Symptom Management – Palliative Care
Terminal Care
Time Awareness and Prioritisation
Zoom Training

AFTER HOURS AGED CARE PROJECT



Key Successes to Date

Three significant areas of focus for this period included:

- Nutrition and Dysphagia
- Palliative Care
- Dementia Care.

The Royal Commission into Aged Care Quality and Safety Report found that two areas that required immediate attention are food and nutrition as well as dementia care. The report states that diet, nutrition, and hydration are critical to the health of older people and food is also important to wellbeing, providing enjoyment through taste and smell. A lack of assistance to eat and drink, leading to malnutrition and dehydration, was a common issue raised by witnesses and in submissions.

Each topic of specialisation was a successful collaboration with myriad project stakeholders. Nutrition Professionals Australia developed and delivered tailored presentations via monthly Zoom webinars and locally based Specialised Speech Service and Health Management Dietitians continued to deliver interactive and informative presentations on dysphagia and nutrition, both online and onsite.

During this period, PallConsult visited far north Queensland twice to deliver 14 face-to-face presentations across five different facility sites. PallConsult is a Queensland Health initiative aimed to enhance community-based palliative and end-of-life care services with the use of tailored vocational education, specifically for rural and remote parts of the state. This relationship has significantly strengthened access to palliative care support when required.

Feedback from participants of the PallConsult presentations stated that:

"This topic is something that we all need to be able to discuss with our residents and their families, overall, the whole presentation very informative and interesting. I have got so much out of it."

Carinya Home, Atherton

"The entire course was excellent. I have a better understanding of caring for my residents now when they are passing."

Mt Kooyong, Julatten

"I will visit PallConsult website and palmed app."

Ozcare, Port Douglas

"Everything was explained very well in this session... the talks around death may need to start happening earlier than we are currently doing because of the high cases of dementia."

Mutkin, Yarrabah

The project's longstanding partnership with Dementia Australia continues to nurture creative opportunities including delivery of the new virtual reality immersive workshop called A Day in the Life – Mealtime Experience.

This unique three-hour immersive workshop enabled staff to experience mealtime through the eyes of a person living with dementia and their carer. Utilising virtual reality and avatar technology, A Day in the Life – Mealtime Experience explores the multifactorial influence of food and mealtimes on quality of life for people living with dementia. In addition to this the Educational Dementia Immersive Experience (EDIE) workshops, which also use virtual reality, were successfully delivered across multiple sites.

The CRANplus After Hours Aged Care Project continues to improve opportunities for learning and professional development, and improve the skills, knowledge, and capabilities of the existing aged care workforce. Whilst this period certainly had its challenges and share of cancellations, the compassionate project team banded together to enact a flexible approach to learning to ensure the workforce still felt supported and connected.



MENTAL HEALTH & WELLBEING PROJECT



Mental Health and Wellbeing Training for Health Professionals in Areas Affected by Drought and Bushfire Project

With the national focus firmly fixed on the COVID-19 pandemic it is difficult to recall that just over 18 months ago the country was in the grip of one of Australia's worst fire seasons. Unless, of course, you are a health professional in a community that was affected by those bushfires. For those who experienced the loss of loved ones, homes, infrastructure and/or livelihoods it is anything but a distant memory. The ongoing and devastating drought is another issue that may have dropped off the national consciousness, but many regions continue to wait for decent rain.

In 2020, the need to support the health workforce that supports these communities affected by drought and bushfire had never been more urgent, particularly in the context of the pandemic.

In May 2020, CRANAPplus received a Commonwealth grant that enabled us to provide this vital support to health professionals in drought and bushfire affected areas. The Project aimed to support the mental health and wellbeing of health professionals through education, information, resources and tools.



Resources For Health Professionals In Drought And Bushfire Affected Communities

The social and emotional impact of Australia's drought and bushfire crisis is far-reaching and affects everyone. Health professionals, as the cornerstone of community support, are experiencing increased demand and a complex workload. It is important that the mental health of these workers be at the forefront of our mind at this time and we encourage all these health professionals to access support.



Support, Self-care and Counselling for Health Professionals



CRANplus

Bush Support Counselling Services is a free and confidential telephone counselling service for rural and remote area health professionals and their families.
Phone: 1800 805 391



Nurse & Midwife Support

24/7 Support for nurses and midwives is only a phone call or a click away, no matter where you are in Australia.
Phone: 1800 667 877 • nmsupport.org.au



NSW Rural Doctors Network

#RuralHealthTogether is an initiative of NSW Rural Doctors Network (RDN) to provide rural health professionals with self-care support and access to mental health-related information, both for themselves and for their patients.
<https://ruralhealthtogether.info/>

Resources for Health Professionals and their communities.
https://www.nswrdn.com.au/client_images/2173490.pdf



CRANplus is proud to be delivering Mental Health Training for health professionals in drought and bushfire affected communities made possible through a grant by the Commonwealth Department of Health.

Resources and Training for Health Professionals



Black Dog Institute
<https://www.blackdoginstitute.org.au/>



eMHprac
Is a suite of online training modules, webinars and e-resources designed to introduce health professionals to online programs and tools, and to demonstrate how e-mental health technologies can be integrated into primary care.
<https://www.blackdoginstitute.org.au/education-services/e-mental-health-in-practice>
Free webinar: Working in Bushfire Impacted Communities: tips for GPs and allied health professionals
<https://medcast.com.au/courses/305>
Expert Insights: Bushfires, Trauma and Mental Health
<https://soundcloud.com/user-739013830/bushfires-trauma-mentalhealth>



Phoenix Australia Centre for Posttraumatic Mental Health
Phoenix provides a range of resources, online training, and treatment guidelines for health practitioners.
<https://www.phoenixaustralia.org/for-practitioners-2/practitioner-resources/>
Australian bushfires mental health resources: <https://www.phoenixaustralia.org/resources/bushfires/>



Beyond Blue
Provides a range of free resources and training for health professionals to enable positive health outcomes for people experiencing depression, anxiety and at risk of suicide.
<https://www.beyondblue.org.au/health-professionals>
Mental Health for Health Services Workers:
<https://www.headsup.org.au/healthy-workplaces/information-for-health-services>



Australian Institute for Disaster Resilience
Knowledge Hub: <https://knowledge.aidr.org.au/about/>



Australian Primary Health Care Nurses Association (APNA)

Bushfire information for primary health care professionals
<https://www.apna.asn.au/hub/news/australian-bushfires-information-for-primary-health-care-professionals>



National Rural Health Alliance

Resources for people in bushfire-affected communities.
<https://www.ruralhealth.org.au/news/resources-people-bushfire-affected-communities>



Royal Australian College of General Practitioners (RACGP)
Bushfire information for GPs: <https://www.racgp.org.au/bush-fires>



Australian Psychological Society
Recovering from bushfires: <https://www.psychology.org.au/for-the-public/Psychology-topics/Disasters/Bushfires/Recovering-from-bushfires>



Emerging Minds
Helping health professionals to connect with better mental health support and approaches for infants, children and families: <https://emergingminds.com.au/>
Community Trauma Toolkit: <https://d2p3kdr0nr4o3z.cloudfront.net/content/uploads/2019/04/03145025/Community-Trauma-Toolkit-Summary-Final-interactive.pdf>
Supporting children after bushfires:
<https://emergingminds.com.au/resources/educators-resource-pack-supporting-children-after-bushfires/>



PHN Primary Health Network

Check out your local PHN website for links to local bushfire, drought or disaster management services and resources.
<https://www1.health.gov.au/internet/main/publishing.nsf/Content/PHN-Locator>

MENTAL HEALTH & WELLBEING PROJECT

Achievements

Online resources

The Project developed a series of freely-available pre-recorded webinars, podcasts and resources accessible via the CRANplus website at crana.org.au/mental-healthwellbeing/helpful-resources

These comprise of 12 webinars and four podcasts covering a variety of topics to support the mental health and wellbeing of health professionals affected by drought and bushfire. In response to participant feedback, a series of two-page fact sheets were also developed covering topics including:

- Identifying and Managing Stress & Trauma: Helpful Hints for Remote and Rural Health Professionals
- Self-care: Helpful Hints for Remote and Rural Health Professionals
- Resilience: Helpful Hints for Remote and Rural Health Professionals
- Listening and Communicating: Helpful Hints for Remote and Rural Health Professionals
- Wellbeing: Helpful Hints for First Nations Remote and Rural Health Professionals

The Project also developed a short film to promote the workshops: vimeo.com/522136038

Free, flexible, tailored workshops for health workers in local communities

The Project developed and delivered 61 mental health, wellbeing and self-care workshops to 815 health workers in bushfire and drought affected communities.

These workshops were tailored to meet the needs of local health workers and, when possible, were delivered face-to-face by state-based CRANplus educators. However, when the COVID-19 situation demanded a flexible response, virtual modes of delivery were utilised to enable participants to access courses at a convenient time, through a suitable method.

Workshop content included:

- Effects of disaster and long-term stress, common reactions and helpful responses
- Strategies to reduce prolonged stress and enhance self care
- Strategies for building resilience
- Tips on engaging people who may need support.

Wellbeing Packs

As a means to provide additional mental health and wellbeing information and promote the Bush Support Line to Project participants, over 1,200 wellbeing packs were distributed during the Project. These packs contained posters promoting the Bush Support Line, two-page fact sheets, a self-care magnet and, at times, promotional material including pens, keep cups and water bottles with the Bush Support Line and the Project motto "You can't pour from an empty cup". These resources were hugely appreciated by workshop participants, with one participant stating:

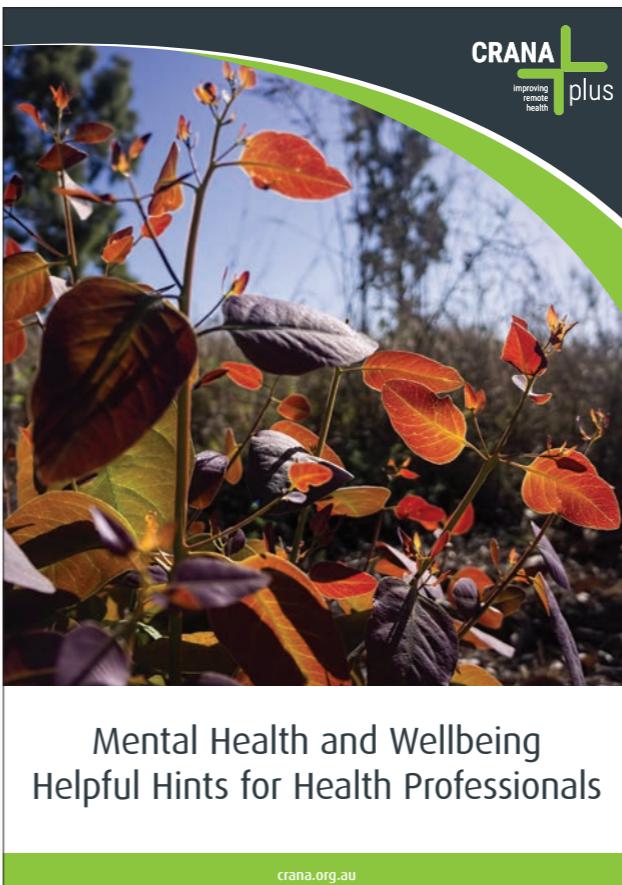
"The packs are amazing. It's so nice to receive something after losing so much."

Evaluation and Feedback

The workshops were evaluated via feedback forms and testimonials. Data indicates that the workshops were very well received with the average rating through evaluations being 4.4/5 (where 1 = not useful at all and 5 = extremely useful).

The workshops were very well received with participants indicating they were extremely useful:

"Thank you for your workshop. It has been a tough year from fires to COVID. Your well-being ideas were great. Earlier in the year my mental state (in flight) I probably wouldn't have been able to take in your recommendations, but now trying to look out for my own well-being, your workshop ideas have helped. I now know I need to look after myself, which will help all around me. Thank you for your workshop. I will share your resources with others."



Project Reflections

The project identified a significant and growing need to provide education and resources to support the mental health and wellbeing of health professionals in these communities, although the need to be flexible and tailored in delivery was crucial as each community was different. The changing landscape of the pandemic significantly compounded the capacity of many communities affected by significant events to engage in workshops. Health workers were exhausted, overwhelmed and not always able to respond.

Authenticity, responsiveness and how the message is delivered were key in the success of the Project. The knowledge and understanding CRANplus has of the sector and the Project's flexibility in delivery, at a time and manner suited to the participants, even at very short notice, was crucial to ensure staff were able to access and benefit from the support available.

The Project identified a continuing and pressing need to support health workers to prioritise their own mental health and wellbeing in these challenging times and CRANplus is proud to continue this work through the ongoing activities of CRANplus Support Services.



FINANCIAL REPORT 2020/2021



Steven Dangaard
Chief Finance Officer

This year the 2020/2021 financial statements were prepared and audited by BDO. A full set of the Financial Statements is now available to all members. Copies can be provided on request by emailing cfo@crana.org.au

It is with great pleasure that I announce this year's audit report was again completed with no qualifications. The financial position of the organisation remains healthy, with net assets growing to just over \$4 million, while achieving a net annual profit of \$458,040.

CRANplus has also secured another core three-year funding agreement with our main partner the Department of Health. Moving into the next financial year CRANplus now has the important task of continuing to work with the Department of Health in delivering all the key outcomes established in the new agreement. This funding agreement is a critical component to the organisation's ongoing operations, and will enable CRANplus to continue to provide vital products and services to the remote health workforce over the next three years.

Statement of Profit or Loss and Other Comprehensive Income

For the year ended 30 June 2021

	2021 \$	2020 \$
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Revenue and Other Income

Grant Revenue	5,390,828	4,833,262
Other Income	1,269,995	1,488,236
	6,660,823	6,321,498

Expenditure

Employee Costs	(3,196,537)	(3,105,917)
Depreciation	(166,362)	(145,532)
Amortisation	(136,562)	(168,450)
Conference Costs	(5,624)	(344,977)
Consultants and Subcontractors Fees	(513,148)	(405,112)
Course Costs, Catering and Facilitators	(191,274)	(131,793)
Donations	(64,300)	(30,146)
Interest Expense	(50,335)	(58,105)
IT Costs	(484,444)	(416,440)
Postage, Printing and Stationery	(213,838)	(262,426)
Rent and Utilities	(74,768)	(55,322)
Travel and Accommodation	(343,999)	(374,131)
Loss on Disposal of Assets	(21,663)	(41,963)
Other Expenses	(739,928)	(481,414)
	(6,202,783)	(6,021,728)

PROFIT BEFORE INCOME TAX EXPENSE	458,040	299,770
Income Tax Expense	0	0
PROFIT AFTER INCOME TAX EXPENSE	458,040	299,770

Other Comprehensive Income

Items that will not be reclassified to profit or loss

Increase in Asset Revaluation Reserve	115,750	66,250
TOTAL COMPREHENSIVE INCOME	573,790	366,020

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-  Linkedin.com/company/cranaplus/



www.crana.org.au