

15  
16



**ANNUAL REPORT 2015-2016**  
**THE PEAK PROFESSIONAL  
BODY FOR THE REMOTE AND  
ISOLATED HEALTH WORKFORCE**





# ANNUAL REPORT CONTENTS

<b>FROM OUR PATRON</b>	2
<b>CEO'S REPORT</b>	4
<b>PRESIDENT'S REPORT</b>	5
<b>BOARD OF DIRECTORS</b>	7
<b>ABOUT US</b>	8
Our Values, Vision, Aspirations	8
Organisation Structure	8
Representation on External Committees	9
<b>INNOVATE RECONCILIATION ACTION PLAN (RAP)</b>	10
<b>REPORTS</b>	
Education Services	11
Administration Services	13
Professional Services	14
Support Services	17
Membership	18
<b>MEDIA AND PUBLICATIONS</b>	20
<b>FINANCIAL REPORT</b>	21
<b>CRANApus DIRECTORY</b>	24



CRANApus 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. CRANApus contributes significantly to improving the health of Aboriginal and Torres Strait Islander peoples by building the strength of the remote and isolated health workforce.

## FROM OUR PATRON WITH ADMIRATION, RESPECT AND ENCOURAGEMENT

I express admiration and support for CRANApplus and the achievements of the past year.

Those achievements have included:

- The launch of the Inaugural Reconciliation Action Plan;
- The development of resources working with government helping to improve the safety and security of the remote health workforce following the murder of a remote area nurse in the APY Lands;
- The delivery of 100 educational courses, for use in the areas of Australia that are most hard to reach, preparing the remote workforce for the challenges that they face in the unique context of healthcare; and
- The provision of about 1,000 consultations with psychologists working in remote areas, helping the remote workforce deal with the stresses of being clinicians engaged in isolation and trying to be 'everything to everybody'. About 20% of these consultations were provided to health professionals who were Aboriginal or Torres Strait Islanders.

This is a marvellous indication that CRANApplus and its members not only continue to perform outstanding service,

they also remain open minded and keen to embrace new projects and new challenges.

I offer my warmest felicitations and expression of admiration.

In the past year, I too have been dealing with the challenges of access to healthcare over the length and breadth of our planet. In November 2015 the UN Secretary-General, Ban Ki-moon appointed me to a High Level Panel on Access to Essential Medicines. This Panel will be reporting in September 2016. Its purpose is to address the challenge of the Sustainable Development Goals, and in particular, Sustainable Development Goal Number 3. That goal commits the international community to ensuring that people everywhere on our planet have access to essential healthcare by 2030.

I have no doubt that the international community could learn from the heroic work of CRANApplus and its members in respect of SDG3. Its goal should be in front of us all in the health challenges of the next 15 years.

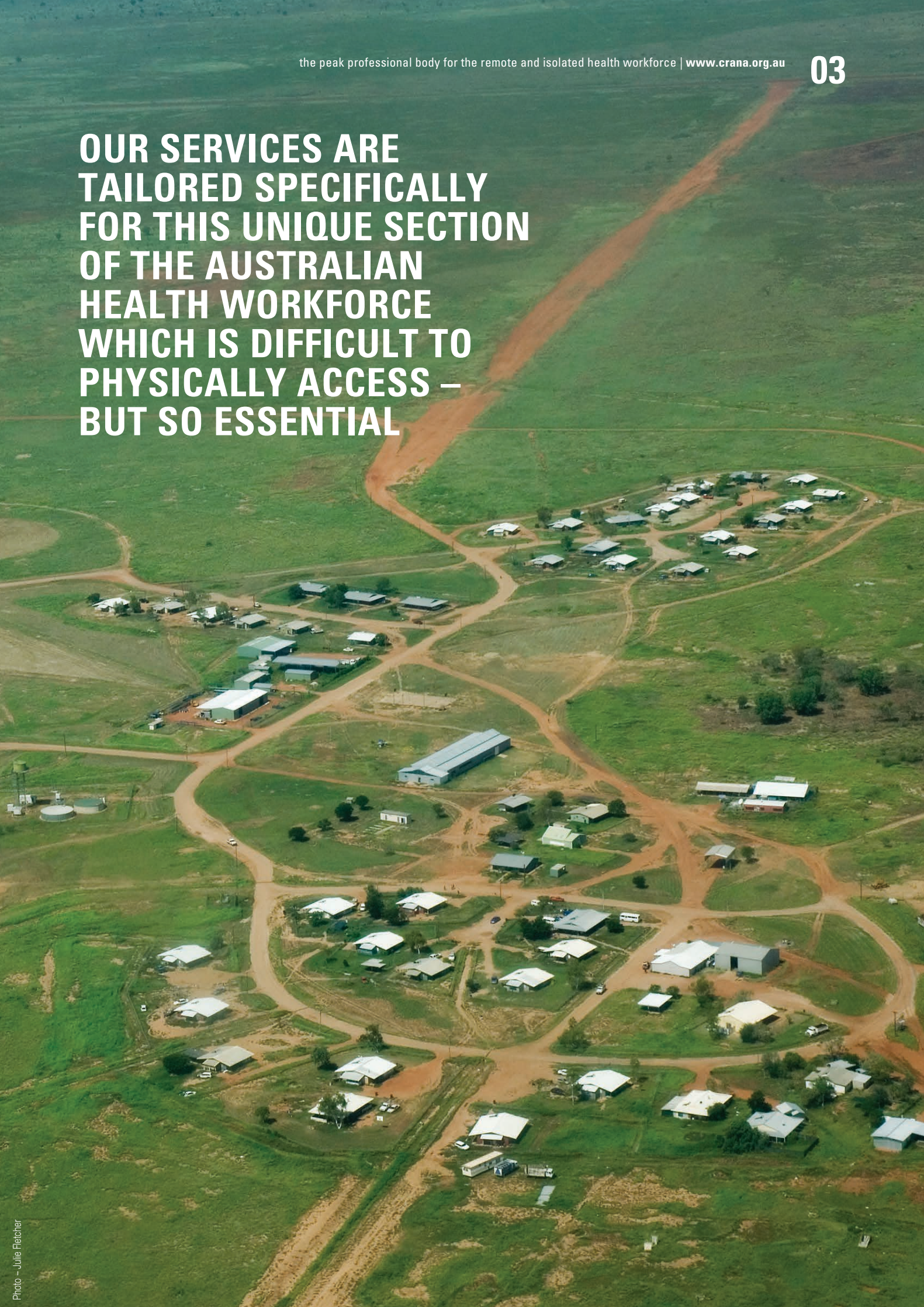
With admiration, respect and encouragement.



**The Hon. Michael Kirby AC CMG**  
Patron of CRANApplus

# PREPARING THE REMOTE WORK- FORCE FOR THE CHALLENGES THAT THEY FACE

**OUR SERVICES ARE  
TAILORED SPECIFICALLY  
FOR THIS UNIQUE SECTION  
OF THE AUSTRALIAN  
HEALTH WORKFORCE  
WHICH IS DIFFICULT TO  
PHYSICALLY ACCESS –  
BUT SO ESSENTIAL**



## CEO'S REPORT A CONTINUED YEAR OF GROWTH AND DEVELOPMENT

CRANApplus continues to punch well above its weight, all while delivering high quality, essential education, support and professional services into the most difficult to access parts of the Australian community.

The remote health workforce consists of many professional disciplines and as importantly, areas or contexts of practice. These include remote Aboriginal and/or Torres Strait Islander communities, small country towns, pastoral lands, ships at sea, mine sites, prisons, detention centres, our military and those remote aid workers in war and disaster situations, just to name a few.

Although a very disparate group, they all display the common theme of humanity and the dogged determination to ensure that people have access to healthcare, regardless of where they may find themselves in our beautiful country.

CRANApplus couldn't deliver our services without the hundreds of busy people who donate huge amounts of their time each year. It is truly inspiring to work with these people, individuals who are often not working remote themselves, but have a passion to teach, support or advocate for remote Australia.

As CRANApplus has grown, so has the staff and the complexity of the business. We are very fortunate to attract the highest quality staff, who are based in every State and Territory of Australia. Our management teams and their respective staff are to be commended for not only enduring the pace and scope of change, but for being passionately engaged and driving our improvement agenda.

None of this could be possible without the solid, professional and dedicated governance bestowed by our Board of Directors. Professor Janie Dade Smith has passionately led the board for the past three years. As her term ends, on behalf of the staff and members, I thank Janie for her dedicated service and wish her well for her future endeavours.



A handwritten signature in black ink, which appears to read 'C. Cliffe'.

**Christopher Cliffe**

Chief Executive Officer  
CRANApplus

## WORKING REMOTELY WITH A PASSION TO TEACH, SUPPORT AND ADVOCATE

## PRESIDENT'S REPORT SUPPORTING HEALTH WORKERS ACROSS REMOTE AUSTRALIA



**Professor Janie Dade Smith**

President CRANAplus

This year has been a time of highs and lows for CRANAplus. The dominant feature has been the focus on the personal safety of remote health staff following the tragic murder of one of our own whilst on call over Easter 2016. This saw the whole of the remote workforce grieving, along with our colleagues, family, friends and members of the Australian community. I was impressed by the way our members provided personal and professional support for each other during that time and since. I especially want to acknowledge our Bush Support Services for the excellent work during this incredibly difficult time. At CRANAplus we have been very active in lobbying government and our remote and rural organisational colleagues for change, which has resulted in the government funding a project on safety of the remote workforce.

In this past year, CRANAplus has continued to provide excellent education programs, support services and representation of the remote workforce at national level. As you will see in this annual report we exceeded our numbers in providing exceptional education workshops all across remote Australia; as well as those workshops provided through our Bush Support Services in mindfulness, resilience building and bullying research.

I want to thank Kate Davis who acted for six months as the Director of Education services and undertook the Education Needs Analysis during that time. This needs analysis found that the remote workforce's top four highest education needs were in paediatrics, mental health assessment, dermatology and chronic disease; and the lowest was in cultural awareness training. Knowing this has enabled us to focus our educational programs to meet those areas of need.

This year, our membership survey found that 58% of our members work in remote and isolated areas with another 31% coming from rural areas. As a result, we are exploring

opportunities into this rural membership to ensure that we can also contribute to their needs. The Board has also recently approved an increase in our online education platform to fully transition all learning content onto the new e-remote platform, so watch this space.

I want to acknowledge our greatest resources at CRANAplus, our wonderful staff and volunteers, who continue to work with us year after year, and I take this opportunity to thank them for their excellent work. We said goodbye to some key staff during this year. The Director of Education Services, Libby Bowell, has resigned following more than a decade in this important role. Libby was instrumental in the development of the education portfolio and in CRANAplus becoming an RTO. I wish her every success for the future.

I also thank my fellow hard working Board members who volunteer their time and expertise; in particular I want to acknowledge Vice President Paul Stephenson who has been a great support to me over this past year and stepped up when needed. This year we have also welcomed Fiona Wake and Belinda Gibb onto the Board and they are both proving to be great assets to our very diverse Board. This is my sixth and final year on the Board and I want to thank the CRANAplus membership for all of their sound advice, guidance and support of me in this important role. I feel I have left the organisation in better condition than when I started and it remains the only multidisciplinary organisation in Australia representing remote health.

I have been very proud to work with my fellow Board members and our strong management team to achieve a level playing field for the remote health workforce and improve health access and equity for remote Australians. We are in a strong position to do so.

**CARE IS MADE  
AVAILABLE THROUGH  
ACCESS TO REMOTE  
AREA NURSES AND  
ABORIGINAL HEALTH  
PRACTITIONERS,  
SUPPORTED BY  
VISITING MEDICAL  
AND ALLIED HEALTH  
PROFESSIONALS**

## CRANAp<sup>plus</sup> BOARD OF DIRECTORS 2015-2016



**Professor  
Janie Dade Smith**

President  
and Chair  
Governance  
Subcommittee



**Paul  
Stephenson**

Vice President  
and Chair  
Audit and Risk  
Subcommittee



**Dr Nicholas  
Williams**

Secretary



**John  
Ryan**

Treasurer  
Board Appointed



**John  
Wright**

Board Member



**Lynette  
Byers**

Board Member



**Dr Kathryn  
Zeitz**

Board Member



**Fiona  
Wake**

Board Member



**Belinda  
Gibb**

Board Appointed



**Christopher  
Cliffe**

Chief Executive  
Officer



**Steven  
Dangaard**

Chief Finance  
Officer

# ABOUT US OUR VALUES, VISION, ASPIRATIONS AND PHILOSOPHY

## Our Purpose

To promote the development and delivery of safe, high quality healthcare to remote areas of Australia and her external territories.

## Our Values

- Integrity
- Social justice
- Respect
- Inclusiveness
- Excellence in all we do

## Our Vision

To be the leading expert in remote and isolated health.

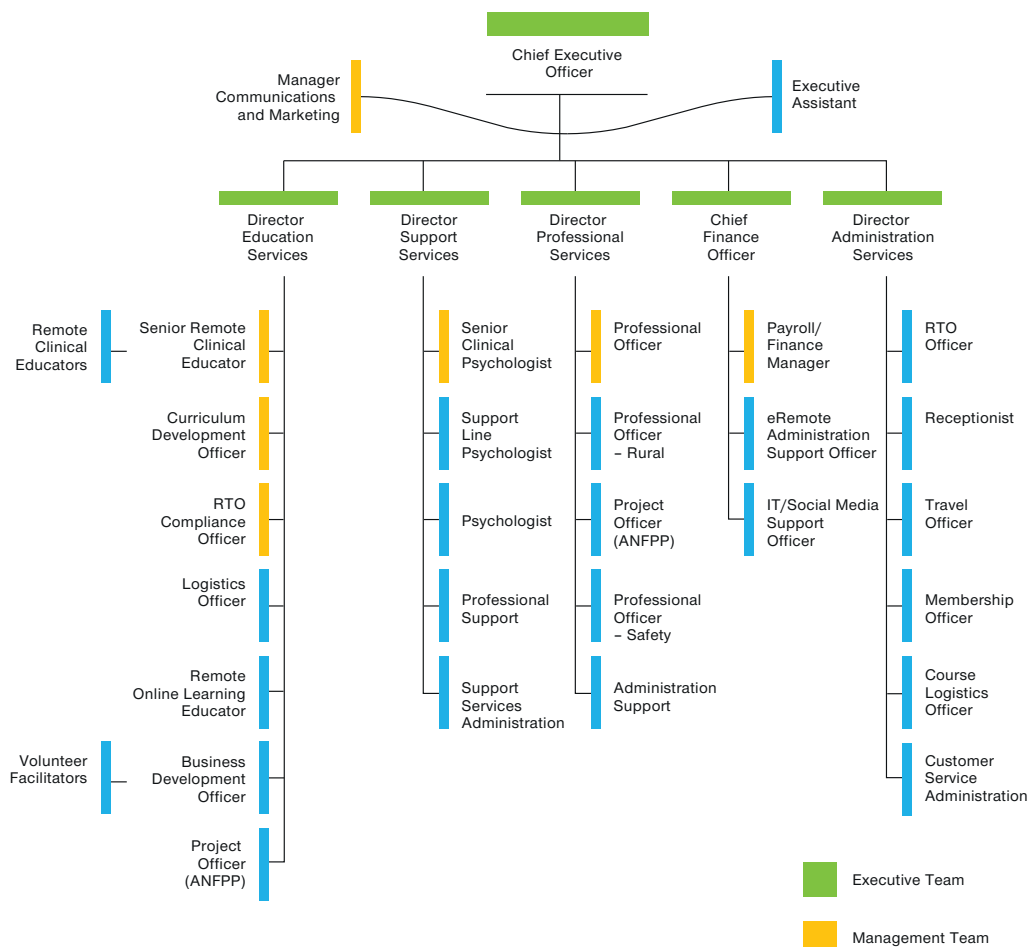
## Our Method

Educating, supporting and representing the remote health workforce.

## Our Aspirations

- To continuously strengthen our ability to realise our purpose and our vision.
- To bolster our impact, influence and partnerships.
- To contribute to reducing health disparity.
- To build the remote health workforce sense of value.

## Organisation Structure



## CRANAp<sup>lus</sup> REPRESENTATION ON EXTERNAL COMMITTEES 2015-2016

### **Christopher Cliffe**

Chief Executive Officer

- Climate and Health Alliance
- Chairperson Coalition of National Nursing Organisations
- National Nursing and Midwifery Education Advisory Network
- Nursing and Midwifery Strategic Reference Group
- Nursing and Midwifery Office Queensland

### **Geri Malone**

Director Professional Services

- Australian College of Midwives – Rural and Remote Interest Group
- Australian College of Rural and Remote Medicine – Telehealth Advisory Committee
- Remote Primary Health Manual – Governance Committee
- Close The Gap Campaign Steering Committee
- National Rural Health Alliance (NRHA) Council Representative and Chair
- Australian College of Nursing Scholarships
- Centre for Remote Health Manuals Remote Context Sub-Group

### **Colleen Niedermeyer**

Director Bush Support Services

- Mental Health Central Australia – Life Promotion Network Group
- Helplines Australia

### **Dr Annmaree Wilson**

Senior Clinical Psychologist

- Australian Psychological Society Rural and Remote Interest Group
- beyondblue New Access Program
- Helplines Australia

### **Glenda Gleeson**

Maternity Emergency Care Program Coordinator

- Australian College of Midwives National Council
- Australian College of Midwives – Rural Special Interest Group
- Remote Primary Health Care Manuals – Women's Business Manual – Chair of the Working Party

### **Marcia Hakendorf**

Professional Officer

- Remote Research Collaboration at Centre for Remote Health



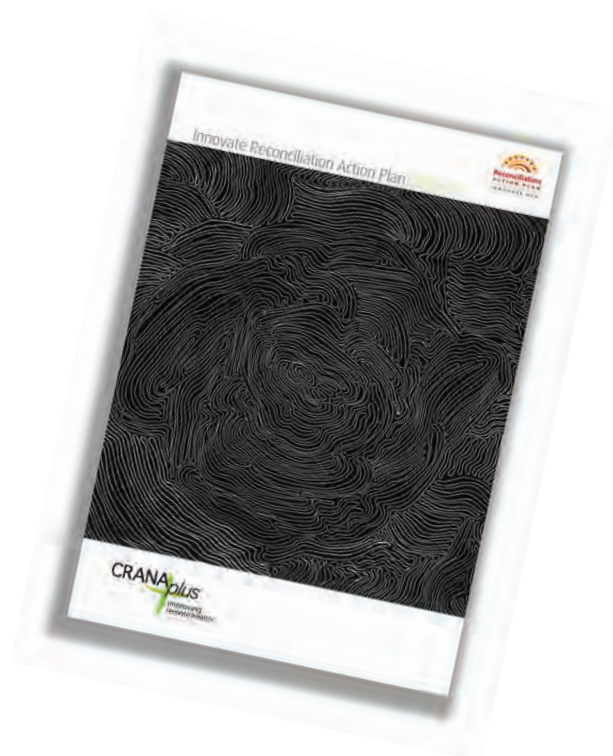
**A VOICE REPRESENTING  
CRANAp<sup>lus</sup> MEMBERS ACROSS  
THE HEALTH SECTOR**

## INNOVATE RECONCILIATION ACTION PLAN (RAP)

Reconciliation Australia is the national expert body on reconciliation in the nation and was established in 2001. It is an independent not-for-profit organisation which promotes and facilitates reconciliation by building relationships, respect and trust between Aboriginal and Torres Strait Islander peoples and the wider Australian community.

Reconciliation Action Plans (RAPs) provide a framework for organisations to realise their vision for reconciliation, to create economic opportunities and social change for Aboriginal and Torres Strait Islander Australians.

The inaugural CRANApus RAP was launched at the 2015 Conference in Alice Springs. The progress to date has driven CRANApus to embed a higher degree of cultural respect within our day to day operations and external relationships. Please refer to our website to view a full copy of the RAP [www.crana.org.au](http://www.crana.org.au).



(L-R) CRANApus President Professor Janie Dade Smith and Professor Roianne West launch the CRANApus Innovate Reconciliation Action Plan 2015-2017 at the annual conference.

# BUILDING RELATIONSHIPS, RESPECT AND OPPORTUNITIES IN THE COMMUNITY

## EDUCATION SERVICES REPORT 2015-2016



**Libby Bowell**

Director  
Education Services  
– Outgoing



**Sue Crocker**

Director  
Education Services  
– Incoming

*AHW 'Marcia' Kylie with baby Noonkanbah Clinic.*

CRANApplus Education Services are committed to the development and delivery of high-quality education that supports and develops remote and isolated health practitioners.

The CRANApplus team of highly skilled and dedicated remote clinical educators, supported by the equally dedicated and highly skilled volunteer facilitator group deliver the highest level of education to our rural and remote workforce across Australia.

This is evidenced by the continued positive evaluations and testimonials received from organisations and course participants throughout the year.

During the 2015–2016 year, the Education Team delivered a total of 100 courses across Australia. The team has undertaken the following projects to ensure that courses are contemporary and of the highest quality:

1. Advanced Remote Emergency Care (AREC) – course content and resources are currently undergoing review.

2. Advanced Life Support (ALS) – This online course has been reviewed and re-formatted using the software authoring tool – Articulate Storyline. The new module will ensure that the learner has an engaging and interactive learning experience.
3. As a Registered Training Organisation (RTO), we applied for an extension to scope and were successful. Courses that contain units of competency were reviewed to ensure they are meeting the standards for RTOs as set out by the Australian Skills Quality Authority (ASQA).

We now have the following Units of Competency on scope:

- HLTDEF003 Perform the duties of a scribe during casualty resuscitation
- HLTAID001 Provide cardiopulmonary resuscitation
- HLTAID003 Provide first aid

# COMMITTED TO THE DELIVERY AND DEVELOPMENT OF HIGH QUALITY EDUCATION

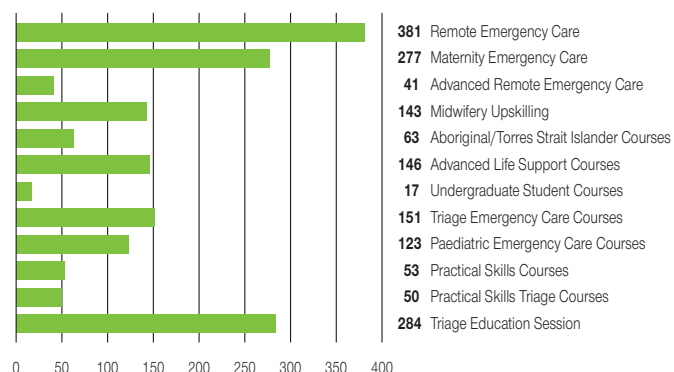
## EDUCATION SERVICES REPORT 2015-2016

This year saw the development and inclusion of two additional courses into the education suite:

1. Triage Emergency Care Course (TEC) – developed in response to a gap identified in the knowledge of rural and remote clinicians in applying the Australian Triage Scale to presentations in rural and remote settings.
2. Triage Emergency Sessions (TES) – a modified Triage Emergency Care Course contextualised for the general practice setting and aimed at general practice staff including; reception and practice nurses.

The number of participants attending CRANApplus courses has increased from 1,523 to 1,729 in the last 12 months.

### COURSES BY PARTICIPANTS FOR 2015-2016



The coming year is shaping up to be an equally busy one for the Education Services Team with the appointment in July of Sue Crocker as the Director of Education Services on Libby Bowell's retirement. As the incoming Director, I would like to take this opportunity to acknowledge the hard work and dedication from Libby over her many years with CRANApplus. When writing this report, it is clear that the CRANApplus education portfolio has blossomed under her stewardship.

### Participants 2015-2016

#### Workplace Location

Queensland	684
Northern Territory	471
Western Australia	239
Victoria	104
New South Wales	103
South Australia	75
Tasmania	41
Australian Capital Territory	2
International	10

#### Disciplines

Registered Nurse	1,032
Registered Nurse and Midwife	248
Non Health Professional	198
Aboriginal and Torres Strait Islander Health Practitioner	75
Enrolled Nurse	45
Nurse Practitioner	31
Medical Officer	28
Registered Midwife	23
Aboriginal and Torres Strait Islander Health Worker	19
Student	17
Allied Health	13



# ADMINISTRATION SERVICES REPORT 2015-2016



**Karen Clarke**

Director  
Administration  
Services

*Left and Below: Staff take time to restock, clean up and repair equipment in the Adelaide warehouse.*

Administration Services aims to support the delivery of products and services provided by CRANApplus to members, stakeholders and the broader remote and isolated health workforce.

The past 12 months have seen continual improvement to business efficiencies by embracing an attitude of continuous quality improvement in all that we do. This is shown by further developing our systems for improved functionality, strengthening the skills and knowledge of our committed staff and ensuring each person plays a role in improved delivery of our health services to remote and isolated Australia.

## Registered Training Organisation

Registered Training Organisation (RTO) operations remain busy as we monitor compliance and ensure our work practices meet the Australian Skills Quality Authority (ASQA) standards.

The success of our Extension to Scope application has seen us working closely with the Education Team as superseded units of competency for specific courses were taught out, content for new units of competency completed and modules made available online in a new and improved format.



# PROFESSIONAL SERVICES REPORT 2015-2016



**Geri Malone**

Director  
Professional  
Services

*A remote 'selfie' – RAN Rhonda Wittmann with girls from the Areyonga/Utju community, a beautiful area west of Alice Springs.*

Professional Services aims to provide information to members and the broader remote health workforce on issues that impact on professional practice. This extends to informing Government and non-Government, Organisations and Agencies on the unique context of remote and isolated practice.

## HIGHLIGHTS FROM THIS YEAR

### Submissions

- Standing committee on Health Inquiry into Chronic Disease Prevention and Management in Primary Health Care.
- Submission to the Commonwealth Department of Health on Health Workforce Scholarship Program.
- Submission to NMBA on Preliminary Consultation on the Proposed discontinuation of the Registration Standard: Endorsement for scheduled medicines (rural and isolated practice).
- Senate Committee Inquiry – Future of Australia's aged care sector workforce.
- Public consultation on the proposed amendment to Poison Medicine Schedule of Ulipristal Acetate (emergency contraception).

### Position Papers

#### Palliative Care endorsed by Palliative Care Nurses of Australia

**SUMMATION** Palliative Care is an approach to care that improves the quality of life of people facing life-threatening or life-limiting illness, regardless of location or care setting. The essence of palliative care is to provide comfort through

the prevention, early detection of pain, and other physical, social, psychological and spiritual needs. A holistic approach is required to assist the individual and their families to adapt to their changing needs<sup>1</sup>, with specific emphasis on the psychosocial, spiritual aspects of dying and bereavement.

It is well acknowledged that people living in remote and isolated areas have higher levels of illness and chronic conditions. They are often not well served by support services and specialist palliative care networks.

#### Older Persons

**SUMMATION** Healthy ageing is integral to maintaining quality of life for older persons, and this is no less important for those living in remote and isolated areas across Australia. There are four pillars that underpin Active Ageing: Health; Life Long Learning; Participation; and Security. These elements are essential for all remote health professionals to integrate into their professional practices when dealing with older persons.

#### Birthing on Country

**SUMMATION** This is a joint paper with CATSINaM (Congress of Aboriginal and Torres Strait Island Nurses and Midwives) and ACM (Australian College of Midwives).

Our joint position is that Birthing on Country models of care should be implemented because they provide integrated, holistic and culturally safe and respectful care to provide the 'best start in life' for Aboriginal and Torres Strait Islander families and communities.

Birthing On Country models can be incorporated into any setting, from highly urbanised to very remote environments, and are designed, developed, delivered and evaluated for and with Aboriginal and Torres Strait Islander women and midwives.

<sup>1</sup> National Rural Health Alliance Inc: Palliative Care in Rural and Remote Areas, Fact Sheet, October 2012, prepared in collaboration with Palliative Care Australia.

# PROFESSIONAL SERVICES REPORT 2015-2016

## Management Course

### Remote Management pilot program – Essentials for Remote Managers

This program is an exciting new initiative for CRANApplus and the Australian College of Health Service Management (ACHSM). Anecdotally, it is known that for varying reasons, remote managers often do not get the opportunity to attend to their own professional development needs.

The program has been specifically designed for remote managers with the aim to enhance and broaden their knowledge regarding clinical governance, leadership and management, and project management. With the additional purpose of implementing a quality improvement project into their workplace setting.

The program includes:

- Four online modules which include webcasts
- A face-to-face workshop
- Participation in ACHSM Mentoring program for a period between six to eight months

Evaluations of the online modules and the face-to-face workshop reflected that learning needs were well met, and opportunities to network with other participants and the input from an experienced facilitator team was highly valued.

## Other Education

A Clinical Governance course was held in Windorah in March for a group of Primary Health Care Directors of Nursing in the Central West District of Queensland Health. Participants came from Birdsville, Bedourie, Mutaburra, Isisford, Tambo, Jericho, Aramac and Windorah.

This workshop built on previous Clinical Governance workshops, providing a learning opportunity to explore components of Clinical Governance necessary for consistent, safe, quality delivery of healthcare.

## LINKS Mentoring Program

We renamed our mentoring program to **LINKS** mentoring program:

- Accelerates **L**earning
- Ability to **I**ntegrate clinical skills
- Opportunities for **N**etworks
- Enhance **K**nowledge base
- Acquire Professional **S**upport

Our mentoring program continues to grow with rural and remote undergraduate students and health professionals who are aspiring to become our future workforce.

## RAN Certification Process

### RANs setting the bar for their practice

This innovative initiative for CRANApplus whereby nurses/ midwives who are currently working in or intend to work in the remote sector, will be able to demonstrate their practice against the CRANApplus' 9 Professional Standards of Remote Practice.

The planning and development stages saw the establishment of an Advisory Group of senior remote leaders. Their valuable contribution assisted in the shaping of the framework and the assessment process. It is anticipated that there will be online registration for nurses/midwives to undertake the certification process in early 2017.

**COMMITTED TO THE DELIVERY  
AND DEVELOPMENT OF HIGH  
QUALITY EDUCATION**

# PROFESSIONAL SERVICES REPORT 2015-2016

## Students

We support health students through the Undergraduate Remote Placement Scholarship Scheme, providing speakers at their local events or providing resources and individual support as requested.

## Scholarships and Grants

### The Undergraduate Remote Placement Scholarship Scheme

These scholarships offer financial assistance to support undergraduate students who are interested in working remotely, giving them the opportunity to experience a remote health setting first-hand. This demonstrates the commitment of CRANApplus to the future remote health workforce.

### CRANApplus – AMOS Fund Scholarships – Graduates in Remote Practice

This scholarship scheme is specifically for new graduates to undertake professional development activities – Scholarships were awarded to two successful recipients.

### The Nurses Memorial Foundation of South Australia Grants Scheme

The Grants contribute to the registration fees for CRANApplus short courses and/or the CRANApplus National Conference to assist individuals to enhance their knowledge and skills in providing safe, quality care to remote and isolated individuals and their communities.

### CRANApplus Conference Attendance Scheme

CRANApplus is committed to ensuring the remote and isolated health workforce have an opportunity to attend their National Conference.

Through this scheme, individuals who are not in a position to self fund or have access to external funding from employers or other scholarship support schemes.

**PROVIDING THE REMOTE  
AND ISOLATED HEALTH  
WORKFORCE WITH THE  
OPPORTUNITY TO BE  
PART OF A NETWORK  
AND COMMUNITY**



## SUPPORT SERVICES REPORT 2015-2016



**Colleen Niedermeyer**

Director  
Support Services

*Accessing the non-verbal right hemisphere of the brain through images, sound and movement enables communication with the left hemisphere to gain cognitive and emotional mastery.*

CRANApus Bush Support Services is a 24-hour, seven days per week telephone counselling service providing free counselling, debriefing, psychological interventions and support services to the rural and remote area health workforce and their families. It has been another exciting and busy year for CRANApus Bush Support Services.

- The CRANApus Bush Support Services Remote Health Workplace Bullying App won the 2016 'STAAR' (Strategy to Action Awards Recognition) national award. The Bullying App places Bush Support Services at the forefront of using technology to support people in the workplace. The app is the first step in addressing the inequalities in terms of access to information and support experienced by the remote and isolated health workforce.
- 997 remote, rural and isolated health practitioners sought assistance from the Bush Support Services Toll Free Support Line, an increase of 12% compared to calls in 2014/15. This unique service, staffed by psychologists with rural and remote experience, is available to both the health practitioner and their family.
- Bush Support Services responded in meeting the needs of callers with the delivery of 22 Resilience Building and Reflective Practice Workshops.
- In 2016, a second Aboriginal and Torres Strait Islander psychologist was appointed to join our team of 11 psychologists.
- Email messages each Monday were introduced to support the rural and remote health workforce by encouraging the practice of mindfulness. A regular mindful practice builds emotional and psychological resilience. It enhances overall satisfaction with home and work life.



# TOTAL NUMBER OF CALLS RECEIVED IN THE LAST FINANCIAL YEAR 997



New South Wales **34%** Northern Territory **26%** Western Australia **17%**  
Queensland **9%** South Australia **8%** Tasmania **4%** Victoria **1%** Australian Capital Territory **1%**

## MEMBERSHIP 2015-2016



Aurora Award Winner 2016 Sandy McElligott with CRANApplus CEO Christopher Cliffe and President Professor Janie Dade Smith.

Partnering with our corporate members and stakeholders we push for the advancement of our workforce, our workplaces and our industry. 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.

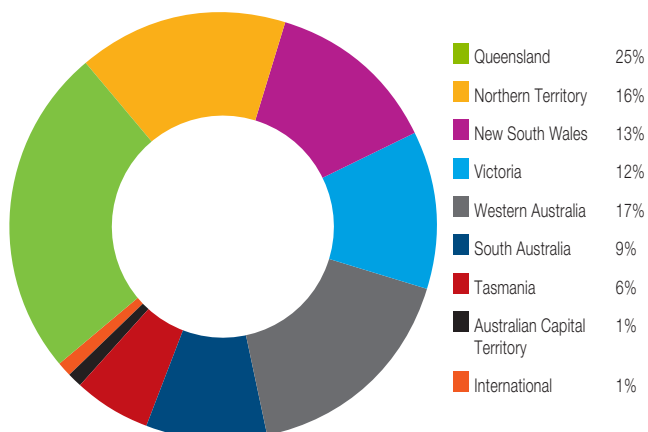
We communicate and connect with our members and supporters through our widely read weekly e-newsletter and quarterly magazine, as well as social media. We provide organisations and employers the opportunity to reach a niche group of remote health professionals. The CRANApplus website provides access to a wealth of information, and a gateway to our many services and resources.

### Conference

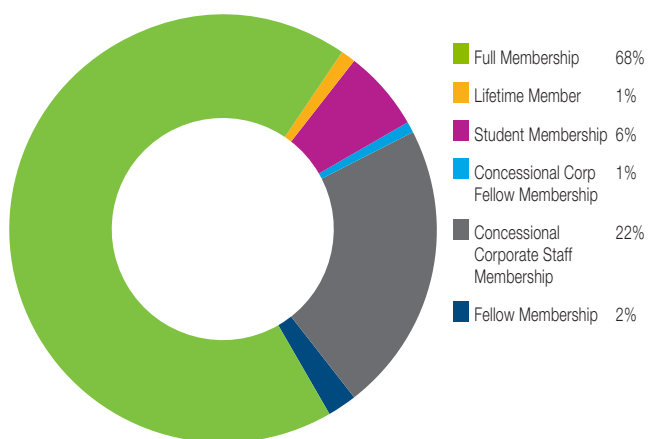
The CRANApplus annual national conference brings together speakers and delegates from all over Australia. Our awards and fellowships recognise excellence in remote health practice and our scholarships and sponsorships encourage health students to experience remote practice. In many ways, CRANApplus is working to bond and unite the remote and isolated health workforce.

The 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.

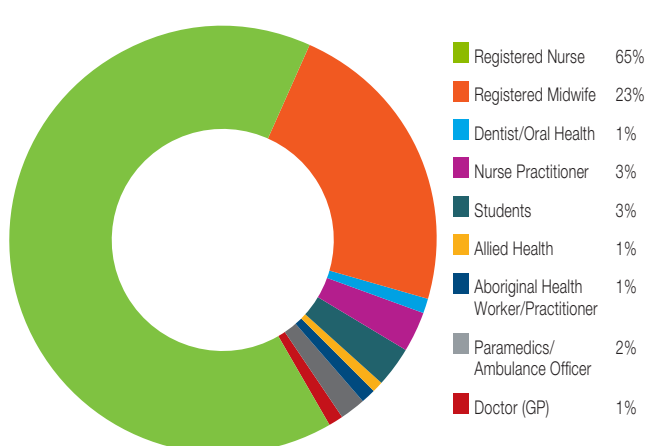
### Membership



### Membership by Type

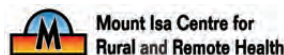


### Membership by Profession



## MEMBERSHIP 2015-2016

### Corporate Members



**CONTINUED RETENTION AND GROWTH ACROSS ALL STATES AND TERRITORIES**

## MEDIA AND PUBLICATIONS

CRANaplus utilises many forms of media and publications to stay in touch and help build that feeling of connectedness.

- Our weekly newsletter is emailed to over 7,000 contacts world-wide each week.
- Our quarterly magazine shares stories, information and photos.
- Follow us on Facebook and Twitter for up-to-date news and information.
- As always, you can get the year in review through our annual reports.



A detailed infographic was created to demonstrate the health disparity between urban and remote populations.



CRANaplus continues to keep our members up-to-date throughout the year with our various publications.

# UTILISING VARIOUS FORMS OF MEDIA TO STAY IN TOUCH AND CONNECTED

## FINANCIAL REPORT 2015-2016



**Steven Dangaard**

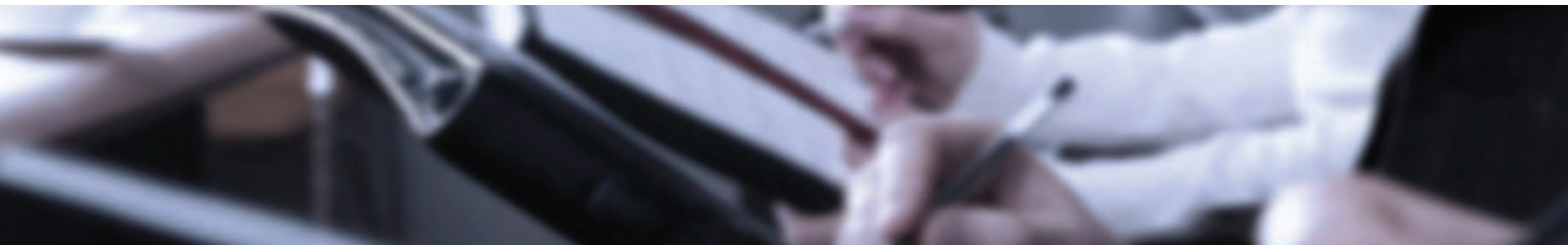
Chief Finance Officer

This year, the 2016 financial statements were prepared and audited by Deloitte. A full set of the Financial Statements are now available to all members, and can be collected at the Annual General Meeting or alternatively a copy can be requested by emailing [cfo@crana.org.au](mailto:cfo@crana.org.au).

The 2016 audited financial statements demonstrated another year of strong financial performance with a net surplus of \$78,315. The financial position of the organisation also remains healthy, with the net assets increasing to just over \$3 million.

CRANApplus has successfully completed its first year of a three year funding agreement with our key partner, the Department of Health. We are also pleased to announce an expansion of the current funding agreement for the 2017 financial year to undertake a national safety and security project.

As CRANApplus continues to grow both its funded and non-funded income streams, the financial position continues to strengthen, placing the organisation in a resilient position to deliver and develop new services for our members and stakeholders.



**THE FINANCIAL POSITION REMAINS  
HEALTHY, WITH THE NET ASSETS  
SITTING AT OVER \$3 MILLION**

# FINANCIAL REPORT 2015-2016

<b>TRADING STATEMENT</b> For the year ended 30 June 2016		\$
<b>SALES</b>		
Sales		38,260
		<b>38,260</b>
<b>LESS: COST OF GOODS SOLD</b>		
Opening Stock		235,330
Purchases		–
		235,330
Closing Stock		(36,565)
		<b>198,765</b>
<b>GROSS (LOSS) PROFIT FROM TRADING</b>		<b>(160,505)</b>

<b>DETAILED INCOME STATEMENT</b> For the year ended 30 June 2016		\$
Grant Revenue		4,150,276
Interest Received		52,797
Gross Profit From Trading		(160,505)
Course Fees		1,141,371
<b>OTHER INCOME</b>		
Advertising		31,327
Conference Fees		159,893
Consultancy		2,083
Donations		16,196
Insurance Claim		–
Membership Fees		198,399
Profit on Disposal of Assets		–
Raffle Income		734
Rental Income		34,200
Scholarships		9,550
Sponsorships		1,000
Sundry Income		–
		<b>453,382</b>
<b>TOTAL REVENUE</b>		<b>5,637,321</b>

<b>EXPENDITURE</b>		
Advertising and Promotion		1,770
Audit Fees		19,000
Awards		6,130
Bank Charges		14,602
Cleaning		12,748
Conference Costs		100,547

# FINANCIAL REPORT 2015-2016

<b>DETAILED INCOME STATEMENT</b> For the year ended 30 June 2016	\$
<b>EXPENDITURE (cont)</b>	
Consultants' Fees	93,639
Consumables	9,464
Course Costs, Catering and Facilitators	177,918
Depreciation	116,088
Donations	4,800
Doubtful Debts	–
Employee Entitlement Provision	67,361
Equipment Hire	286
Impairment	54,982
Insurance	44,597
Interest Expense	14,546
IT Costs	167,762
Legal Fees	761
Loss on Disposal of Assets	–
Magazine and Newsletter	2,055
Marketing Products	23,105
Membership Packs	4,298
Motor Vehicle	5,518
Postage and Freight	239,245
Reference Materials	26,493
Rent and Utilities	124,577
Repairs and Maintenance	7,446
Salaries, Wages and Allowances	2,586,506
Security	1,978
Scholarship Awards	16,086
Staff Amenities	3,409
Staff Clothing	14,744
Stationery and Printing	122,331
Subcontractors	258,036
Sundry Expenses	–
Superannuation	247,019
Telephone, Fax and E-Mail	90,345
Tools and Minor Equipment	55,393
Staff Training and Development	23,083
Travel and Accommodation	703,161
Venue Charges	64,798
Workers Compensation	32,379
	5,559,006
<b>NET (DEFICIT) SURPLUS</b>	<b>78,315</b>

---

## CRANApplus DIRECTORY

---

### CAIRNS

**ADDRESS**

Suite 2  
Wallamurra Towers  
189–191 Abbott Street  
Cairns, QLD 4870

Tel 07 4047 6400  
Fax 07 4041 2661

**POSTAL**

PO Box 7410  
Cairns, QLD 4870

### ALICE SPRINGS

**ADDRESS**

c/- Centre for Remote Health  
cnr Simpson and Skinner Streets  
Alice Springs, NT 0870

Tel 08 8955 5675

**POSTAL**

PMB 203  
Alice Springs, NT 0871

### ADELAIDE

**ADDRESS**

Unit 1  
81 Harrison Road  
Dudley Park, SA 5008

Tel 08 8408 8200  
Fax 08 8408 8222

**POSTAL**

PO Box 127  
Prospect, SA 5082

**EMAIL**

[crana@crana.org.au](mailto:crana@crana.org.au)

**Connect with us on social media**

 [Facebook.com/CRANApplus](https://www.facebook.com/CRANApplus)

 [Twitter.com/CRANApplus](https://twitter.com/CRANApplus)

 [Flickr.com/CRANApplus](https://www.flickr.com/photos/CRANApplus/)

**[www.crana.org.au](http://www.crana.org.au)**



**[www.crana.org.au](http://www.crana.org.au)**