

CRANA

improving
remote
health

plus



Mental Health and Wellbeing Services Charter



WHO WE ARE?

The CRANAplus mission is to represent, support and educate the remote and isolated workforce to promote the development and delivery of safe, high-quality healthcare. We are a not-for-profit, membership-based organisation that has provided nearly 40 years of education, support, and professional services for the multi-disciplinary remote health workforce.

WHAT WE DO?

The personal and professional demands experienced by those working in the remote health sector are significant and unique. In acknowledgment of this, CRANAplus provides Mental Health and Wellbeing services to the rural and remote health workforce and their families. We offer free, 24/7 telephone psychological support and self-care, wellbeing and resilience workshops and resources. CRANAplus responds to emerging issues through representation and funded projects designed to address issues affecting the rural and remote workforce.

OUR VALUES



Integrity

We mean what we say, and we are what we do



Excellence

We stand for quality in all that we do



Respect

We value people and their contributions



Social Justice

Equality and Equity are equally essential



Inclusiveness

Everyone has a contribution to make



Accountability

Behaving in a manner that reflects positively on ourselves and CRANAplus



Safety

Safety is at the heart of everything we do

CONFIDENTIALITY AND PRIVACY

CRANApus is committed to the confidentiality and privacy of information and complies with the provisions of the Privacy Act 1988 governing the collection, storage and sharing of personal information provided to CRANApus by clients, staff, and stakeholders. The CRANApus Privacy Policy is accessible from the CRANApus website at www.crana.org.au

CRANApus ensures the confidentiality of records collected as part of the Mental Health and Wellbeing services. CRANApus may:

- Collect minimal personal information about you regarding participation at workshops, visits to health centres and services and when engaging with the Bush Support Line.
- Ask for your consent for any digital images of you whilst participating in an education event or workshop.
- Routinely gather service-level, deidentified data and information for Commonwealth and organisational reporting purposes.

FEEDBACK, COMPLAINTS AND COMPLIMENTS

One of the most important influences on the way CRANApus conducts its business is the relationship with the wider CRANApus community and industry in which we engage to serve our mission.

CRANApus welcomes feedback in any form and you can access the Complaint, Feedback, or Compliment Policy on the Make an Enquiry page of the CRANApus website.

If you would like to provide feedback, lodge a complaint or compliment regarding the CRANApus Mental Health & Wellbeing Service, we encourage you to contact Reception on (07) 4047 6400 or use this QR Code.



www.crana.org.au

OUR COMMITMENT

- Provide high quality services to the health workforce.
- Commit to quality improvement, responding to feedback to offer the best service available.
- Ensure qualified, engaging, and competent professionals are engaged with CRANApus Mental Health and Wellbeing Services.
- Through a strengths-based approach, contribute to improving the health and wellbeing of Aboriginal and Torres Strait Islander people who live in rural and remote Australia.
- Maintain currency and experience in the unique and often challenging conditions of working in isolated and remote locations.
- Ensure inclusivity in the services offered.

OUR SERVICES

Bush Support Line

We provide a high-quality, free, confidential, 24/7 telephone support line to the current and emerging rural and remote health workforce, and their families. The Bush Support Line is free, operates 24/7 and you can ring anytime to speak with an experienced psychologist.

The Bush Support Line is open to all health professionals and their families in rural, remote and isolated communities, including Aboriginal and Torres Strait Islander Health Workers/Professionals, the Allied Health workforce and other staff involved in health service delivery.

Delivered as a brief intervention single service, you may be asked for limited personal information like your name, telephone number and current location or you may choose to remain anonymous.

Your information will be kept in the strictest confidence unless there is a risk of harm to someone or under other circumstances in accordance with relevant legislation and professional guidelines.

We will always attempt to gain your participation and consent before sharing information about you providing it is safe and practicable for us to do so, taking into account the circumstances.

We offer a non-judgemental, respectful, ethical and culturally safe service delivered by a psychologist experienced in the rural and remote health sector.

Education and Resources

Provide relevant support and assistance to the rural, isolated, and remote health workforce.

Promote mental health and wellbeing through education, information, and workshops.

Workshops and resources can be delivered to any health service including Aboriginal Community Controlled Health Organisations.

CRANApplus regularly provides sponsorship for health conferences and works closely with corporate partners to deliver wellbeing packs and workshops for delegates, students commencing remote clinical placements and health professionals in communities affected by natural disasters.

Develop innovative solutions to providing support for the health workforce in their own mental health, wellbeing and resilience.

Representation and Response

Respond to emerging issues that affect the rural, isolated, and remote workforce.

Provide advocacy on behalf of the workforce in relation to their safety, mental health and wellbeing.

Contribute to the improving the health and wellbeing of Aboriginal and Torres Strait Islander people who live in rural and remote Australia by supporting the workforce that supports them through education, information and advocacy.



WHAT CAN YOU EXPECT FROM THE BUSH SUPPORT LINE?

- A free, non-judgemental, culturally safe 24 hour psychological and counselling service.
- To be treated with dignity and respect, sensitivity and understanding.
- To be offered unbiased support for your circumstance.
- Privacy and confidentiality.
- Calls will be terminated if aggressive, inappropriate, or threatening language or tone is used.
- For CRANApplus to adequately respond to your feedback or complaint.

WHAT WE ASK OF YOU?

- Call as often as you need, knowing that you will be answered by a qualified and experienced psychologist.
- Be respectful and use the service as it is intended, to support the rural and remote health workforce and their families.
- Respect the privacy of the person answering the call, with limited information of their personal details being shared with you.
- Understand your call will be answered by one of the team of psychologists, and details you may have shared previously will not necessarily be available to the person that answers your call.
- Understand this service should not replace any care you receive from your GP, mental health professional or other allied health professionals for your personal circumstance.

