

NDSS

National Diabetes Services Scheme

An Australian Government Initiative

The National Diabetes Services Scheme

NDSS Helpline 1800 637 700
ndss.com.au



The NDSS is administered by Diabetes Australia

ADDITIONAL NOTES PROVIDED BY PRESENTER – presentation slides follow

Please find following information about the National Diabetes Services Scheme (NDSS) Health Professional Portal which can now be used to register people with diabetes.

You can also use the portal to:

- search for existing NDSS registrations
- update the person's contact details
- update their record for access to syringes and pen needles
- and if you are a CDE, nurse practitioner or endocrinologist you can also update IPC and CGM or Flash GM

Using the NDSS HP Portal means the person can have their NDSS number while they are still with you. If you have not taken the opportunity to sign up to the NDSS HP Portal, [here](#) is the link. If you prefer to download your forms use this link [here](#) and email the completed form to info@ndss.com.au This will ensure you are using the most current version.

NDSS provides people living with diabetes with ongoing access to information, programs, support services and subsidised products. Explore the NDSS website to find out what is available. You can search by type of diabetes, age or special interest. <https://www.ndss.com.au/>

We have programs available through a range of channels, including **online self-paced programs**, virtual programs and webinars, as well as in-person programs in different locations.

These programs can be accessed through the [Diabetes Events Portal](#).

One service that is really helpful is the NDSS Helpline. People with diabetes, their family members and carers, health professionals, and pharmacies (Access Points) can call the NDSS Helpline on **1800 637 700** to:

- talk to a health professional about managing your diabetes
- get advice on diabetes self-management
- learn more about NDSS products, services and programs
- request a replacement registration card
- update your contact details.

Please do not hesitate to contact me if you have any questions, concerns or require information or resources.

Kind Regards

Nikki Knowles

nknowles@diabetesaustralia.com.au

Diabetes Australia acknowledges Aboriginal and Torres Strait Islander peoples as the Traditional Owners and Custodians of this Country.

We recognise their connection to land, waters, winds and culture.

We pay the upmost respect to them, their cultures and to their Elders, past and present. We extend that respect to the Aboriginal and Torres Strait Islander people here today.

We recognise that Australia is made up of hundreds of different Aboriginal and Torres Strait Islander groups, each with their own histories, culture, language and belief systems. Their relationship with country remains of utmost importance as it is the foundation for culture, family and kinships, song lines and languages.

Diabetes Australia is committed to improving health outcomes for all Aboriginal and Torres Strait Islander people affected by diabetes and those at risk.

Artwork by: Keisha Leon

What I will be covering today:

- NDSS Registration
- NDSS Events Portal
- New in-person and online programs
- NDSS Product Update
- NDSS website
- What's available for health professionals(HPs)
- Questions.




National Diabetes Services Scheme or NDSS

The National Diabetes Services Scheme is an initiative of the Australian Government and is administered by Diabetes Australia.

The NDSS provides information, programs, support services and subsidised products to support people living with diabetes.



A collage of numerous small, tilted, and overlapping black and white portrait photographs of people of various ages, ethnicities, and genders. The photos are arranged in a dense, overlapping pattern across the entire frame. In the center, the text "For people living with diabetes" is written in a bold, blue, sans-serif font. The text is positioned over the middle of the collage, with the word "For" on the first line and "people living with diabetes" on the second line. The overall composition is vibrant and inclusive, representing a diverse community.

**For people living with
diabetes**

The steps to NDSS registration

Step 1

The person is registered using:

- the **NDSS HP PORTAL** *or*
- completing an **NDSS registration form**, sent to **info@ndss.com.au**

Step 2

- Registration is usually immediate (portal)
- **Paper form:** the NDSS number is sent by email/SMS within 48 hours once the form is processed.

Step 3

- The person will receive their registration number by SMS or email
- Plus an information “Starter Pack” – type 1 diabetes, type 2 and gestational diabetes will be sent.



The best support for managing diabetes



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australia

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If a person lives with diabetes, ask the question?

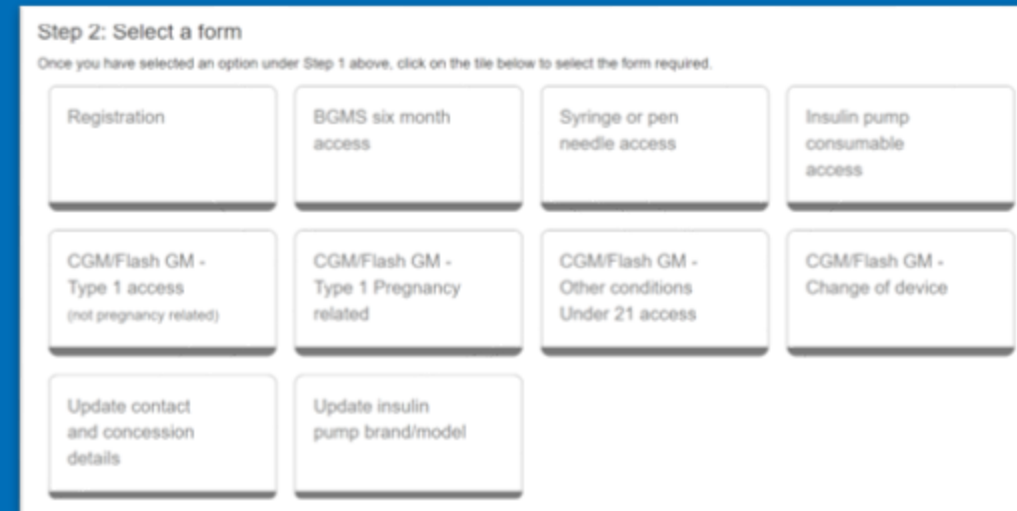
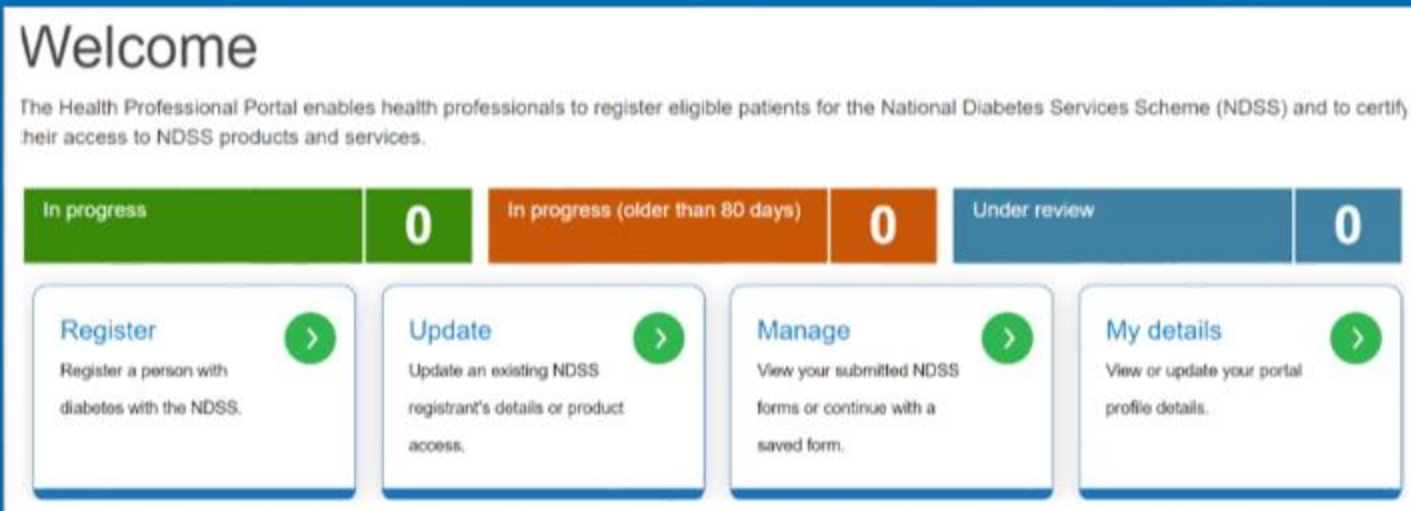
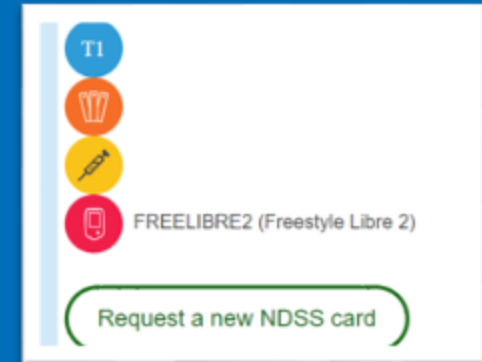
Are you registered with the NDSS? If not,
recommend they speak to their GP,
Practice Nurse, CDE or Aboriginal Health
Practitioner

NDSS health professional portal

- search for existing NDSS registrations using the person's name and Medicare number
- streamlined registration process without a paper form
- NDSS registration number available straightaway
- update the person's contact details.

Have you signed up yet?

You will need your AHPRA number to start. Or your CDE or provider number depending on your qualification.



Centralised booking system for NDSS in-person and online support programs.

Can be filtered by:

- type of diabetes
- topics of interest
- mode of delivery or
- location
- webinars for HPs.

Booking can still be made by contacting the **NDSS Helpline** on **1800 637 700**



Diabetes Events Portal



Free diabetes self-management education and support programs. Including short webinars, workshops, and comprehensive education programs.

- Diabetes management
- Physical activity
- Food & nutrition
- Devices & technology
- Emotional health



SCAN THE QR CODE FOR MORE INFORMATION



Diabetes Online Programs



Free online diabetes education programs making diabetes education accessible from anywhere at anytime.

- Type 2 diabetes & me
- Carb counting
- Ready set go, lets move
- MyDESMOND
- Baby Steps



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MORE INFORMATION

Online programs for access anytime

- **Type 2 and Me:** 10 topics for people to choose from to help to start self-managing their diabetes
- **Carb Counting:** learn how to count carbs in the food they eat.
- **Ready set go, let's move:** learn the benefits of exercise, create their own plan and find the support they need to help them
- **My Desmond:** is an adapted online version for people living with type 2 diabetes.
- **Baby Steps:** a self-management program for women previously diagnosed with gestational diabetes
- More coming soon.



Diabetes Fact Sheets

Free diabetes fact sheets covering all topics of diabetes including, understanding diabetes, managing diabetes, health management, lifestyle and healthy eating and emotional health.



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MORE INFORMATION**

Information and resources

Information to help people self-manage their diabetes.

Includes:

- translated information
- fact sheets
- quick guides
- videos
- booklets
- podcasts.

Can be downloaded or listened to.

In-person and online programs

- Carb Smart
- Foot Smart
- Med Smart
- Shop Smart
- Living with Insulin
- Ready Set Go, Lets Move
- OzDafne
- Beat It
- Desmond
- Living Well: 1 day Expos (type 1)
- Living Well: 1 day Expos (type 2).

Increased reach:
nationally available
including outside
business hours.
No geographical
boundaries!



Subsidised products



Subsidised and fully subsidised products include:

- blood glucose monitoring strips
- urine monitoring strips
- insulin pump consumables*
- continuous and flash glucose monitoring products*
- insulin syringes and pen needles.**

* for eligible and approved people with type 1 diabetes and 'other' eligible conditions aged <21 and on insulin

** Insulin syringes and pen needle access form needs to be completed for people with type 2 diabetes and gestational diabetes starting insulin

My NDSS

- New resource for people living with diabetes
- Recommend to the people you see with diabetes
- Easy to create an account just visit the NDSS website.



My NDSS Portal



Easily view your product purchase history and eligibility, and access your digital NDSS registration card



Access all of your NDSS information in one place, contact us for help and update your personal details instantly



Quickly book into our free support programs and events.

Create an Account Today!




Peer support

Peer support can take many forms, for example:

- **In-person** peer support – options to join a group or start one
- **online** peer support including ‘share my story’
- **connect** with other people at NDSS events and programs
- **sharing** on social media.

Hang this poster in your workplace (a link will be provided).



The poster features a photograph of a smiling woman with dark hair and a patterned scarf sitting at a table outdoors, talking to others. In the top right corner is the NDSS logo: 'ndss' in blue lowercase letters, with 'National Diabetes Services Scheme' and 'An Australian Government Initiative' in smaller text below it. The main title 'Peer Support website' is in large white font on a blue background, followed by the tagline 'Learn. Connect. Share.' in yellow. Below this, a white box contains the text: 'The Adult Peer Support website provides a space where people living with diabetes can:'. To the right of this text is a QR code. Below the text box are three numbered items in white boxes: '1 Learn from others' lived experiences', '2 Connect with peers', and '3 Share their own diabetes journey'. At the bottom, the text 'NDSS Helpline 1800 637 700' and 'peersupport.ndss.com.au' is displayed. To the right is the 'diabetes australia' logo, which consists of a stylized 'd' and the words 'diabetes australia'. At the very bottom right, in small text, it says 'The NDSS is administered by Diabetes Australia'. Social media icons for Facebook and Twitter are also present at the bottom left.

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Peer Support website

Learn. Connect. Share.

The Adult Peer Support website provides a space where people living with diabetes can:

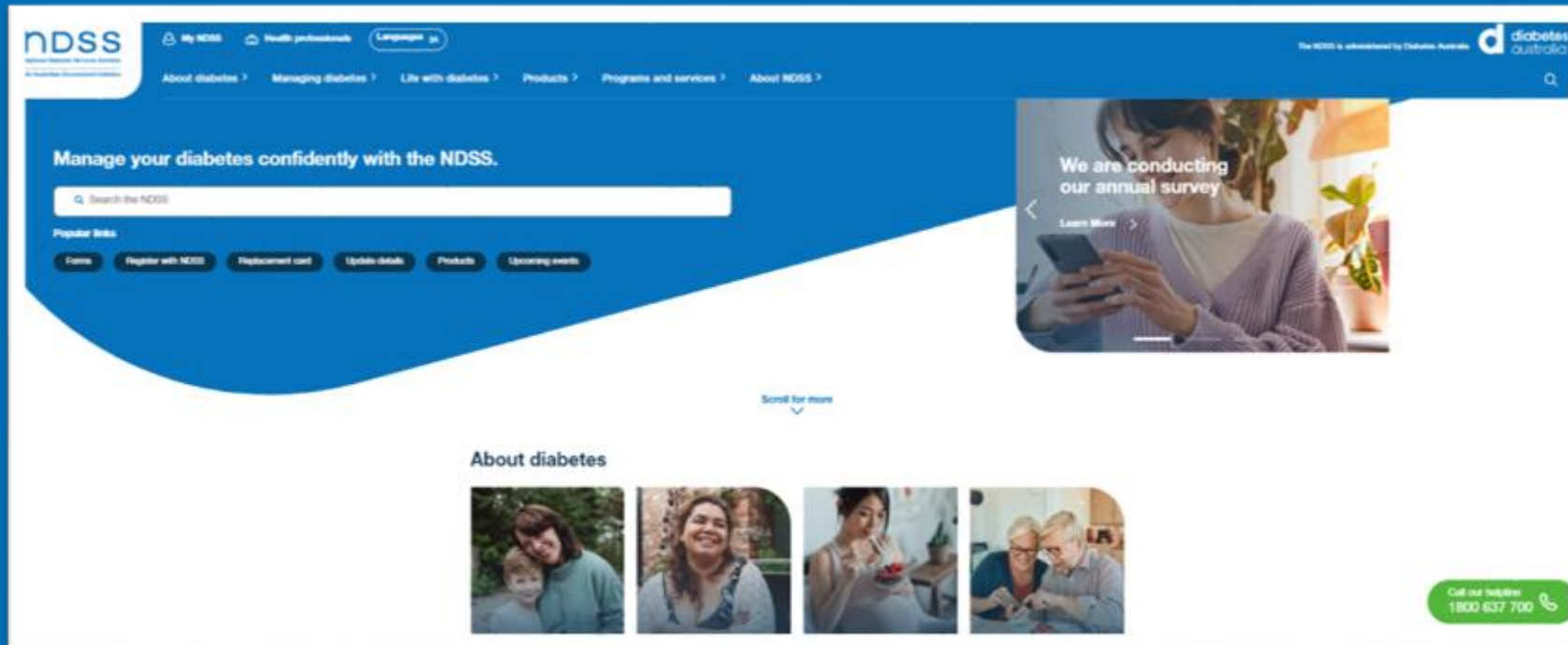
- 1 Learn from others' lived experiences
- 2 Connect with peers
- 3 Share their own diabetes journey

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diabetes australia

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NDSS websites



The screenshot shows the NDSS (National Diabetes Service Scheme) website. The header includes the NDSS logo, navigation links for 'My NDSS', 'Health professionals', and 'Language', and a search bar. The main content area features a large blue banner with the text 'Manage your diabetes confidently with the NDSS.' and a search bar. Below this is a section for 'Popular links' with buttons for 'Home', 'Register with NDSS', 'Replacement card', 'Update details', 'Products', and 'Upcoming events'. To the right, there is a section titled 'We are conducting our annual survey' with a 'Learn More' link. At the bottom, there is a section titled 'About diabetes' with four small images of people. A green button in the bottom right corner says 'Call our helpline 1800 637 700'.



This advertisement for FootForward for diabetes features the NDSS and FootForward logos at the top. The main image shows a person holding a smartphone displaying a health app. The text on the phone reads: 'How healthy are your feet? Take the foot health quiz'. Below the image, the text says 'Learn the early signs of foot problems and how to look after your feet'. At the bottom, it provides the website 'www.footforward.org.au' and logos for the Australian Diabetes Society (ads) and diabetes australia.



This advertisement for KeepSight with diabetes features the KeepSight logo at the top. The main image shows a woman hugging a young boy. The text at the top reads 'ALMOST ALL VISION LOSS FROM DIABETES IS PREVENTABLE THROUGH REGULAR EYE CHECKS'. Below the image, it says 'Routine eye checks are more important than ever for people with diabetes. KeepSight reminds people with diabetes when it's time for their next diabetes eye examination. More than 65,000 people with diabetes are already enrolled. Help people with diabetes to beat blindness. Register as a KeepSight provider now at: www.keepersight.org.au'. At the bottom, it provides contact information: 'For more information contact: 1800 531 774 | support@keepersight.org.au' and logos for KeepSight, diabetes australia, and the 2022 Australian Government.



For health professionals

Health workforce education

What's available?

- Virtually delivered topical webinars – various topics
- Self-paced education programs:
 - Health workforce education program designed to upskill the generalist health workforce about how the NDSS supports people living with diabetes and the role of diabetes specialist health professionals
 - Aboriginal and Torres Strait Islander health—diabetes e-Learning modules
 - Pre-pregnancy planning and care for women with diabetes – online modules with CDP.

Visit the HP webpage for more information.



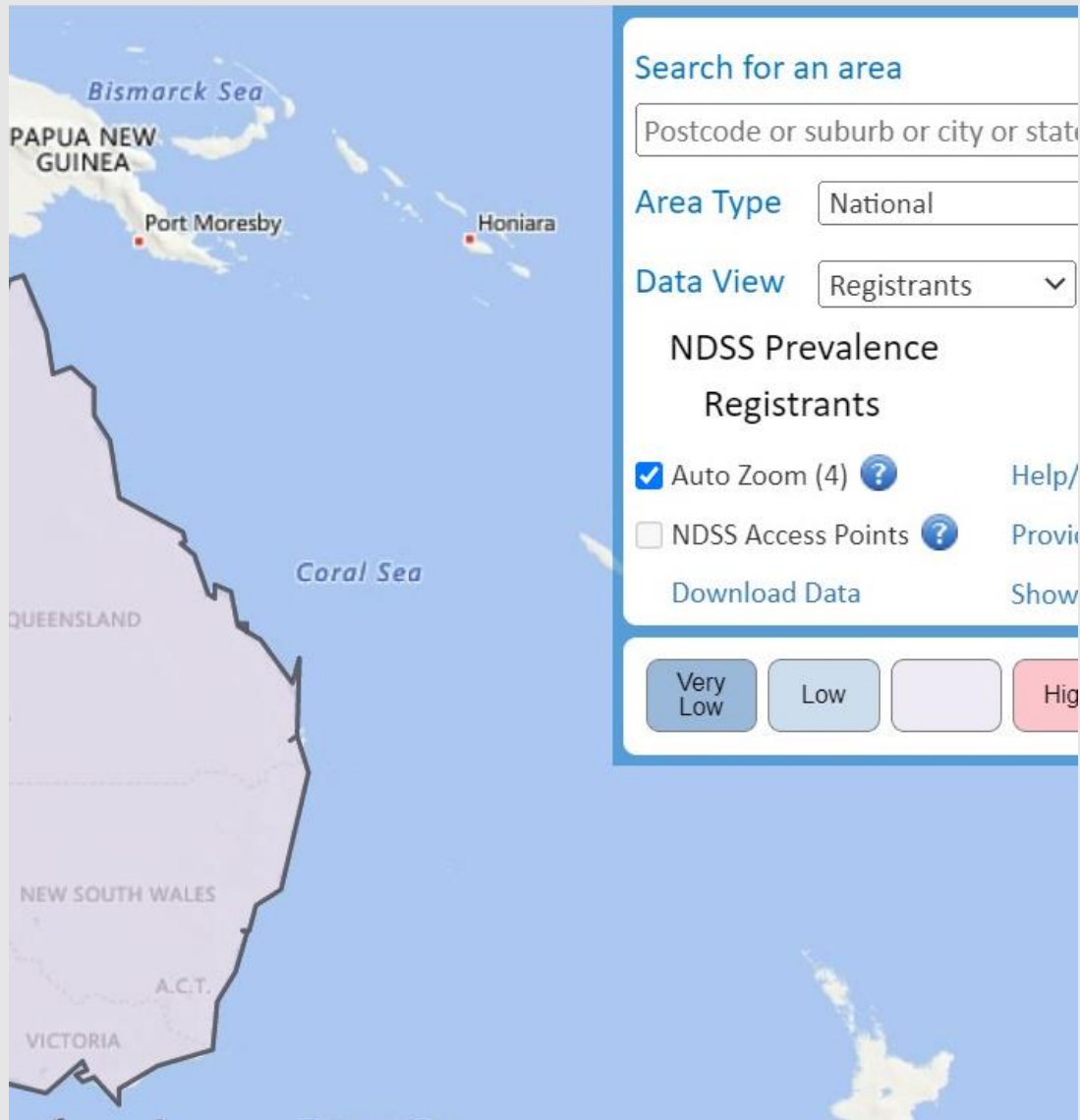
Health workforce education program

10 minute-modules to help you answer questions about diabetes.

- Talking about diabetes
- Aboriginal and Torres Strait Islander health—diabetes e-Learning
- Diabetes and foot health
- Diabetes and intellectual disability
- Health workforce education modules
- National Diabetes Nursing Education Framework
- Natural disaster and emergencies
- Pre-pregnancy planning and care for women with diabetes
- Person-centred care project



SCAN THE QR CODE FOR MORE INFORMATION



Related resources

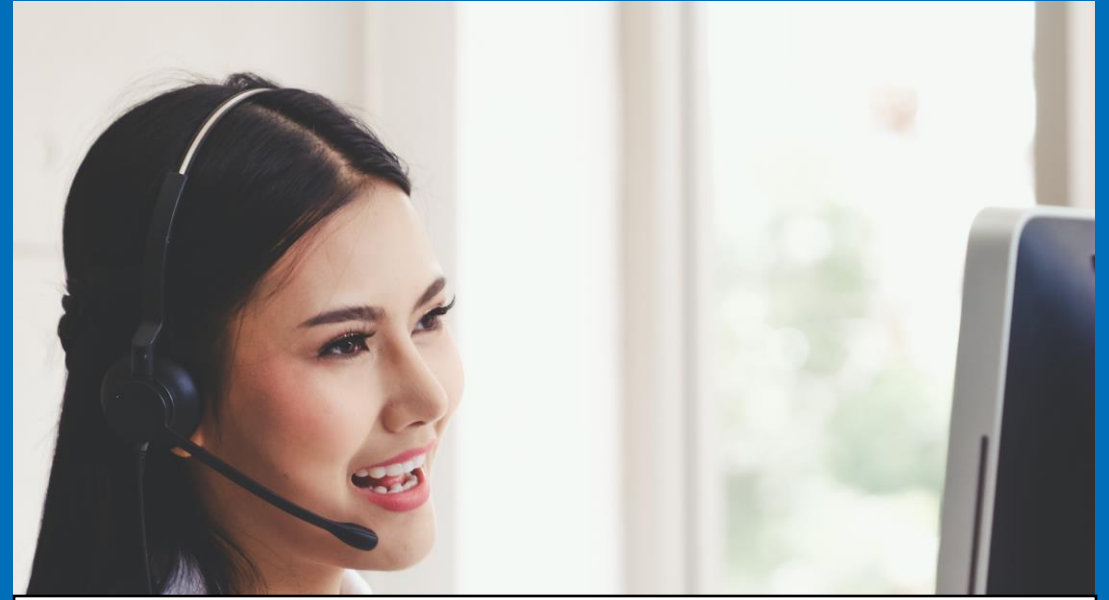
- Diabetes map
- Quarterly facts and figures
- Find a services – healthdirect
- NDSS Forms
- Online learning:
 - Aboriginal and Torres Strait Islander e-Learning modules
 - Diabetes and Intellectual Disabilities modules and resources
 - Natural Disasters and Emergencies module
 - National Nursing Education Framework/modules
 - Pre-pregnancy planning and care modules.

Your local contact for NDSS



NDSS information and support

Contact your state or territory diabetes organisation



NDSS Helpline 1800 637 700

- Hours M-F 8:30 am to 8:00 pm, Saturday 9:00am to 2:00 pm
- Support for health professionals as well