

Diabetes
SA Support
Always

20
/21

Annual Report

SA



face
the
facts
.org
.au

The Association

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Contents

Message from the CEO & President	2
Introduction	4
What is diabetes?	5
Diabetes SA ‘Support Always’	6
Principles	7
Delivering on our commitment to our Members	9
How have we been delivering on our vision and mission in 2020-2021	10
Strategic pillars of Detection, Prevention, Management	14
Detection	14
Prevention	16
Management	17
Kids and Teen Camps	22
Diabetes in Schools Program	23
Out and about at community events	23
Priority areas	24
Other priority areas	24
Guest speaking	25
Health Professional Awareness program	25
Health Professional education	25
Professional advice, consultation and advocacy	26
Diabetes and stigma	27
Meet Josh Ryan	29
Evaluation	30
Research	32
Face the Facts	34
The challenge of type 2 diabetes	34
Our approach to early detection of type 2 diabetes	34
Reach	35
Membership	36
Fundraising	38
Customer Service	38
Acknowledgements	39
Meet the Board	40



Message from the CEO & President

2020/21 marked the first year of our three-year strategic plan and we commenced the year with ambitious plans.

With a plan to lead the way in diabetes prevention, early detection, and management of diabetes we focused on the development of an external campaign titled Face the Facts to bring awareness to diabetes being one of the most serious chronic conditions in Australia today, with 1 in 6 being at risk of developing type 2 diabetes.

Working with an Adelaide based marketing and advertising agency Bigwig, a public facing type 2 diabetes awareness and early detection campaign was developed. One of the key aspects of the campaign was to encourage people to assess their risk undertaking the AUSDRISK test, a self-assessment questionnaire that can indicate a person's risk for developing type 2 diabetes in the next five years.

Driven by South Australia having one of the highest rates of diabetes (6.4%) in the country and undiagnosed type 2 diabetes affecting 30% of South Australians, we were motivated to get the message into the community to:

- Raise awareness of the signs and symptoms of diabetes, risk factors and benefits of early detection and early intervention
- Advocate for a multi-staged screening protocol to identify people at high risk or with undiagnosed type 2 diabetes
- Provide and refer high risk people to Diabetes SA services for lifestyle interventions to manage risk.

Parallel to this we ran face to face, free, type 2 diabetes screening events in ten regional locations extending the reach of the Face the Facts campaign and supported by funding through Country South Australia Primary Health Network and Wellbeing SA. The success of the campaign and screening program has clearly shown us that



Peter Crouch
President



Angelique Pasalidis
CEO

there is more work to be done in country locations as well other at-risk groups. Our aim will be to secure external funding to support an ongoing detection program within the South Australian community.

With evidence suggesting that through lifestyle changes this can reduce the risk of developing type 2 diabetes by up to 58%, the Association has worked tirelessly to develop a prevention program.

Following extensive reviews of international, national, and state programs we have developed a

prevention program that will go to trial in late 2021. This year long, clinically proven, community based, type 2 diabetes prevention program will recruit 600 South Australians who are at high risk of developing type 2 diabetes or who have prediabetes to determine the feasibility, acceptance, effectiveness, and cost benefits of a group-based lifestyle change program called AUS2PREVENT. Alongside of this exciting work we have been working to establish a partnership with an international provider of evidence-based, digital health technologies that have been clinically proven to improve population health. We hope to bring you further updates in the coming year.

With greater than 113,000 people diagnosed with diabetes in South Australia our focus on the management of diabetes has seen the Association focus on strengthening awareness of diabetes self-management services and programs and co-designing programs and services with people living with diabetes to ensure we meet their needs. An integral role in the success of this is our relationship with health professionals ensuring we work closely to build capacity in the workforce.

Representing the needs of people at risk or living with diabetes has seen the Association contribute to several forums, workshops and projects and has provided Diabetes SA with opportunities to submit applications for external funding some of which we have been successful in receiving. Our vision to fund research continued with the first reports being received from the three successful applicants in the 2020 Diabetes SA Research Grants Program and the Board's commitment to the third round of grant funding in late 2021. Furthermore, the

establishment of a Research Advisory Committee will advance the research agenda of Diabetes SA by ensuring that research has a real impact on people living with or at risk of diabetes and more broadly the health and wellbeing of the South Australian community.

During the financial year the Board welcomed Lynn Bonython and Christine Bell and we said goodbye to Roslyn Hewlett who had been on the Board since 2016 providing valuable insight and expertise in the health sector. We undertook a second Board recruitment and filled two Board positions taking the number of Board positions to nine and created an opportunity for a young person living with diabetes to join the Board in the role of Board Mentee.

A focus on governance and risk including cyber risk has remained high on the Board's agenda along with sustainability of the organisation. Board discussion has centred on the need to explore location and space requirements for the conduct of the Association's business and future business opportunities and has resulted in the Building and Development committee being charged with the responsibility of undertaking a feasibility study to develop a clear view on the needs of the Association.

As I reflect over the year, I can see the vision created for the Association back in 2017 is now coming to fruition. All the hard work and effort by the Board, Sub-Committees, Management and Staff have paved the way for our future success.

Thank you to our Members, donors, supporters, partners, and collaborators as without you we would not be able to achieve what we have achieved so far.

Introduction

The challenge of living with diabetes has never been more evident than over the past year.

Accessing support and services in a way that suits an individual and within a timely manner has for some of our community been difficult. Whilst COVID-19 has forced us to change many of our ways, it has been a great driver for us to push through and think creatively and innovatively.

We are well aware that people living with diabetes make many diabetes related decisions every day.

Over a third of people report they feel burned out by managing diabetes, and nearly 50% report experiencing mental health challenges. We have been very mindful that we need to support our community more than ever before.

The enormity of the issue comes to light when we look at the number of people diagnosed in South Australia. As at June, 2021:

113,511 (6.4% of the population) have diagnosed diabetes in SA.

180,000 South Australians are at risk of developing diabetes.

South Australia has the highest prevalence of diabetes, sharing the position with Northern Territory.

8,788 people have been diagnosed with diabetes over the last 12 months and registered on the National Diabetes Services Scheme (NDSS) in SA.

Alarming we are seeing a rise in gestational diabetes in women, with 2,989 women diagnosed in the last 12 months.

The impact of diabetes can be measured by the serious complications that can occur as well as the cost to the individual, community and healthcare system. This is evidenced in research indicating developing diabetes-related complications is a major concern for people with diabetes.

Gus, father of two children living with type 1 diabetes.





What is diabetes?

A serious and complex condition that occurs when the body's ability to produce or respond to the hormone insulin is impaired, resulting in high blood glucose levels.

There are 3 main types of diabetes:

Type 1 Diabetes

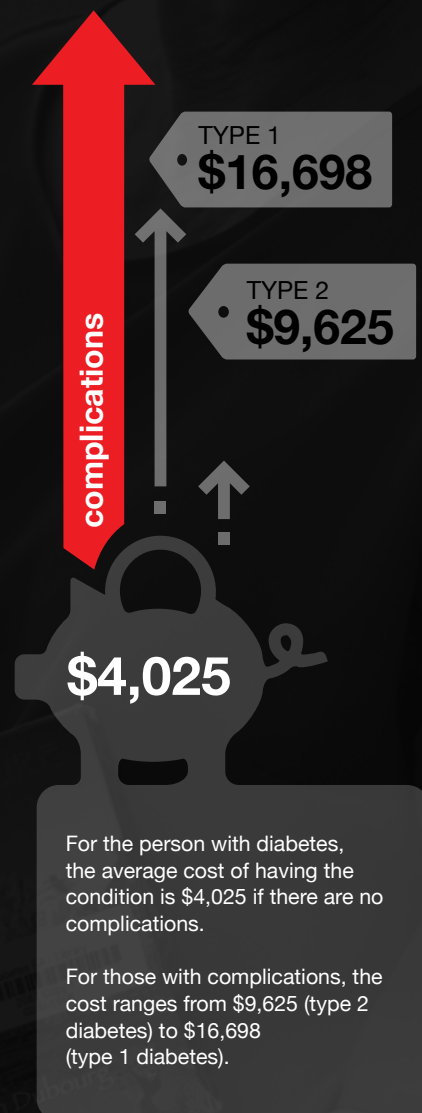
Type 1 diabetes is an autoimmune disease. This means that the body's own immune system has attacked the insulin producing cells of the pancreas. The pancreas can no longer produce insulin when this occurs. Currently type 1 diabetes cannot be prevented or cured.

Type 2 Diabetes

Type 2 diabetes occurs when the pancreas does not produce enough insulin, or the insulin being produced does not work effectively (this is called insulin resistance). Research shows type 2 diabetes can be prevented or its onset delayed in 58% of cases.

Gestational Diabetes Mellitus (GDM)

GDM occurs during pregnancy when the pregnancy hormones block the action of insulin. This leads to insulin resistance and high blood glucose levels. Many women cannot prevent GDM. However, women can reduce their risk through a healthy lifestyle.



Diabetes SA 'Support Always'

As innovators in health services we lead and partner to improve health behaviours and health outcomes. Through the integration of care and provision of education we build knowledge, skills and confidence enabling people to actively engage in their own healthcare.

Our mission and vision serve to guide our organisation every step of the way. Our 'Support Always' theme has been built on our values of honesty, empathy, leadership and of course our passion.

Our strategic plan is underpinned by the National Diabetes Strategy, with state government strategies and plans providing further guidance. Through the pillars of **Detection, Prevention, Management** and **Research** we aim to have a significant positive impact on the health and wellbeing of people through education, advocacy, support and research.

Our work is informed by research, our services and programs are evidence based and best practice, and at the heart of what we do is the person who may be at risk of or diagnosed with the chronic condition of diabetes. We understand that diabetes shares many risk factors with other common chronic conditions, and the impact of our work can reap great benefits. Empowering and enabling individuals to take action to live their best lives in a state of good health is a goal shared with our partners.

**1.4
million**

PEOPLE IN AUSTRALIA

**have
diabetes**

500,000

PEOPLE ARE
LIVING WITH
UNDIAGNOSED
DIABETES



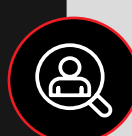
Principles

Our work is guided by the following principles and our ability to achieve success is enabled by good governance within the organisation:

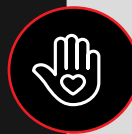


Collaboration - understanding that diabetes impacts the individual, family, community and health system; employing a co-design approach based on equity, inclusion and designing together.

Capacity building health professionals and health workers through education and support, in addition to working with stakeholders such as workplaces. Working with our consumers and stakeholders to integrate best practice care and referral pathways.



Health Literacy - enabling individuals to access, understand and apply information to make effective health related decisions.



Cultural appropriateness - understanding the cultural determinants of health, tailoring interventions to reduce health disparities, improve access to health that is responsive to the needs of the individual.



Co-ordination - facilitating linkages between consumers and health professionals, reducing the burden on consumers navigating complex systems and increasing efficiencies in service provision.



Evaluation - measuring, monitoring, analysing and reporting on programs and services to ensure we achieve our objectives (e.g. changing health behaviours and outcomes) and demonstrating health and cost benefits; building the evidence base for implementation of scalable programs, using data to inform our strategic direction and investment in research with a focus on translating research into practice.



Person Centred - developing and delivering health care that is respectful of, and responsive to, the preferences, needs and values of consumers, and advocating for this approach with key stakeholders.



Digital by design - implementing a digital by design and innovative approach that facilitates increased access to information, education and services for all South Australians living with or at risk of diabetes.



Health equity - focusing on priority groups experiencing inequity, acknowledging everyone should have the opportunity to live well.





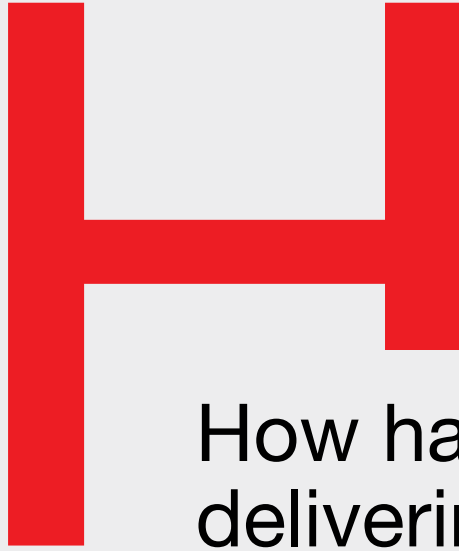
Delivering on our commitment to our Members

Following on from our work last year with Emergent Consulting we continued to evolve the Member Journeys with a particular focus on the At-Risk Journey. This year we had the opportunity to take this through an iterative process which saw us test and re-test the journey through our awareness and detection programs.

The support and referral pathways were further strengthened particularly with people accessing the AUSDRISK assessment tool with individuals receiving a follow up phone call from a health professional in addition to lifestyle information. A referral to the person's GP was also an option people could choose, as was an annual email reminder to re-check their risk of developing type 2 diabetes with a follow up with their GP and a regular e-newsletter that has a focus on healthy lifestyle.

Our Member Journeys for people living with diabetes continued to evolve, this can be seen through our work on a digital program and increasing access to health information via our Member webinars, as well as our telehealth consultations.

Supporting this has been our automated email marketing and campaigns, improvements to New Member Welcome processes, and a new way to engage with the organisation via Live Chat on our website and accessible on mobiles, tablets, and computers. One click logins enabling Members to log into their account from a provided link, reminders sent 48 hours prior to events and reminders when items are left in the online shopping cart. All of which have enabled greater customer service and support.



How have we been delivering on our vision and mission in 2020-2021

This financial year marked the beginning of a new 3-year strategic plan that has a focus on educating, advocating, supporting, and funding research that delivers better health outcomes for people living with or at risk of diabetes.

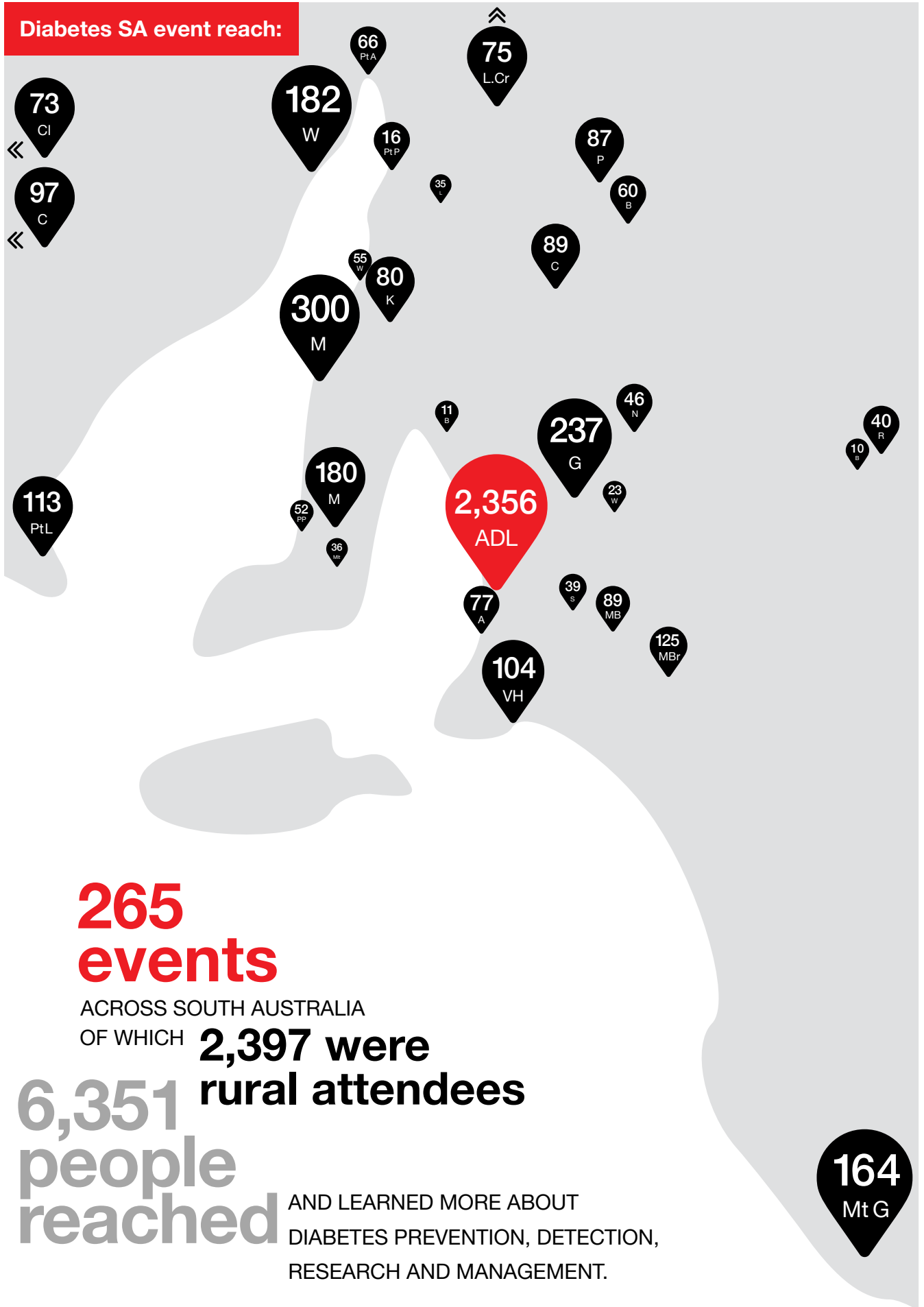
Through our strategic pillars of prevention, detection, management, and research we have delivered the following:

1. Continued discussions with an international provider of a digital diabetes program progressing our work and now looking to trail the program in Australia. The possibility of making available a world class online program to our members is a very exciting prospect.
2. Successfully received \$180,439 from two grants (from Country PHN and Wellbeing SA) which enabled us to provide an awareness and screening program in the Eyre Peninsula, Yorke Peninsula and Mid North areas of the state, in addition to the Playford Council area.
3. Continued to refine the AUS2PREVENT program which is a lifestyle change program for the prevention of type 2 diabetes. The trial will be launched in November, with a recruitment phase followed by implementation in 2022 of the 12-month long program. Diabetes SA is collaborating with Flinders University, ensuring the trial is of the highest standard.
4. Our focus and work in early detection of type 2 diabetes came to fruition in 2021, with an awareness campaign, and community programs.
5. A body of work is underway to investigate the evidence for dietary patterns for people with diabetes.; we aim to bring together the evidence and develop a set of principles to help us all.
6. A new program is being scoped, diabetes in the workplace, with extensive surveys and scanning of current programs in this area providing information for the offering to be developed and launched in 2022.
7. We completed a Codesign Framework providing the principles and a guide to designing our programs and services ensuring that the person living with diabetes or at risk is at the heart of all we do.
8. A comprehensive review and report of our 2020/2021 programs and services including the evaluation conducted will provide further insights and help us to refine and extend our services.

**Over the 2020/21 year we had the following reach.
In total (across the state):**

- We facilitated 68 NDSS education sessions and seminars for 1,344 people living with diabetes and 168 of their family members or carers.
- In addition, we participated in 37 events, and connected with 2,944 people, from Aboriginal and Torres Strait Islander communities, and culturally and linguistically diverse communities.
- We delivered 75 NDSS education sessions to 684 Health Professionals and health workers spanning aged care, mental health, Aboriginal health, allied health and primary health, upskilling and building capacity of the health workforce which translates to better care for people at risk of or living with diabetes.
- We provided phone or email support to 2,808 people.
- We provided 515 people with health professional support in our retail area.
- Our credentialled diabetes educators and accredited practising dietitians provided 437 individual consultations.
- We delivered 34 guest speaking events reaching 293 people.
- We reached over 6,830 people newly registered on the NDSS with a follow up phone call or email to ensure they were aware of the support services Diabetes SA had to offer.
- We assisted over 570 people with the selection and use of an appropriate blood glucose meter in our retail shop.
- We delivered 47 educational webinars to 2,524 people who viewed either live or at a later time.
- The Diabetes SA website provided access to current resources and information, during 2020/21, 275 people engaged in one of our online programs.

Diabetes SA event reach:



Type 1

A person living with type 1 diabetes will face up to 180 diabetes related decisions a day: **that's 65,000 extra decisions each year!**

In the Howard household, the number of diabetes related decisions is actually 130,000 because both Noah (16) and Eloise (12) live with type 1 diabetes. The brother and sister duo are active, fun loving, articulate, warm, and their diagnosis came within 9 months of each other.

For parents, Andrew and Sarah, the journey of having type 1 diabetes in the family has had all the roller coaster of emotions they could ever have believed, and it all started in Book Week 2015.

Eloise displayed some signs, including increased thirst, increasingly needing the toilet, tiredness and changes to her normally placid manner. At the time, there was so much else

happening with her dancing and school activities, no one put it down to diabetes.

"Because the children's grandfather has type 1, we always knew there was a higher risk, but we never really believed it would happen." said Sarah. Eloise recalls the words *"From your symptoms, you have type 1 diabetes"* and then bravely managed her condition from the first test and the first injection on the first day.

Mum Sarah said, *"There was my brave little girl taking it all in her stride, and all I wanted to do was rock in the corner!"*

Eloise got her first insulin pump and CGM after 9 months and is now on her third. *"It's just part of my life now,"* she said.

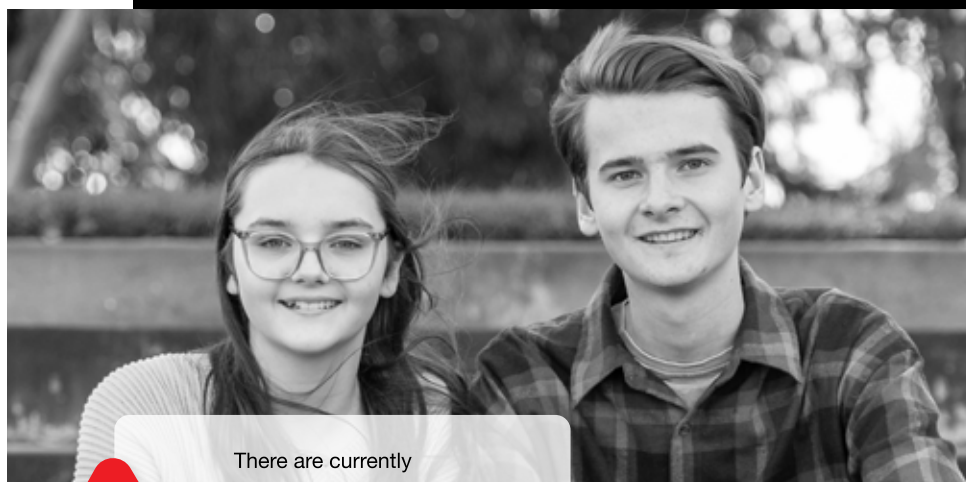
The family had only 9 months to adjust to living with diabetes in the home when Noah was diagnosed.

"I kind of had a thought I might have it too when I joined the dots with the symptoms but mainly kept it to myself. I was actually relieved when the diagnosis came," said Noah.

Noah stayed in the hospital for a week and received the CGM straight away. Like Eloise, Noah took control of his own diabetes management from the outset. Over time, Noah's confidence grew, and he now conducts tours of his school for new students and has a part time job.

"He is making it his mission to help other people understand more about diabetes and how to support people living with it."

Noah and Eloise celebrate 100 years of insulin by agreeing that living an active life, playing sport, and working with diabetes would be very different if they didn't have the pumps and CGM. The family also agree that building a support network inside and outside the family is vital. Good luck with the big hopes and dreams guys – **you've got this!**



There are currently

9,223

South Australians living with type 1 diabetes.





Strategic pillars of Detection, Prevention, Management and Research



Detection

In 2020/21, the Detection strategy advocating the importance of early detection for people at risk or living with undiagnosed diabetes was put into action.

As a first step, Diabetes SA applied for external grant submissions and were successful in securing funding of \$180,439 from the Country South Australia Primary Health Network (CSAPHN) and Wellbeing SA (\$175,000 from CSAPHN and \$5,439 from Wellbeing SA).

The funding contributed to running face-to-face, free, type 2 diabetes screening events across Mid-North, Yorke Peninsula, Eyre Peninsula, as well as the City of Playford. The aim of all events was to engage communities in raising awareness about the risk factors of type 2 diabetes and to provide everyone an opportunity to be screened.

The escalation of pre-diabetes and type 2 diabetes is driven by an ageing population and the obesity epidemic. Across regional South Australia about 50% of the population is aged 50 years or older and the prevalence of obesity is 32.5% (almost 4% higher than in metropolitan SA).

Early detection of type 2 diabetes is critical to preventing the condition, and knowing your risk and making lifestyle changes can reduce the risk by up to 58%.

Our Approach to Early Detection of Type 2 Diabetes

Promotion of the 13 face-to-face events leveraged off Diabetes SA's Face the Facts campaign which ran from 11 April to 30 June 2021.

The screening events incorporated the AUSDRISK tool, a self-assessment questionnaire comprised of 10 questions that take about 2 minutes to complete. The score indicates a person's risk of developing type 2 diabetes within the next 5 years.

People who score 12 or greater with the AUSDRISK tool are considered high risk. All people who were at high risk were offered a Point of Care (POC) Haemoglobin A1c (HbA1c) test. HbA1c results provide clinical information about the likelihood of pre-diabetes or type 2 diabetes. A Diabetes SA health professional interpreted results and provided advice on how to maintain/achieve a healthy lifestyle. A referral letter to the client's GP was provided, including the AUSDRISK score and HbA1c result. Participants were able to opt into receiving a regular e-newsletter containing the latest evidence-based information relating to healthy lifestyle choices, and an annual email reminder to reassess their risk in 1 year. All people in the high-risk group could opt for a follow-up call from a Diabetes SA health professional to provide tailored information and support.

Promotion of the regional SA events funded by CSAPHN was achieved through 161 spots on regional radio, and several regional newspapers, TV classifieds, distribution of marketing packs (containing posters) to 583 local country stakeholders, through the local Lions clubs and Diabetes SA health

professionals as well as Access Point & GP Engagement Officers. Promotion of the City of Playford screening events was through the City of Playford and channels included notices in newsletters and magazines and word of mouth amongst people engaged in community group activities.

For the regional events, Diabetes SA project team worked closely with the Lions District 201C1 and local Lions clubs to engage and screen individuals free of charge within the communities of Clare, Port Augusta, Cleve, Port Lincoln, Wallaroo, Minlaton, Peterborough, Whyalla, Ceduna, and Laura. The Lions District 201C1 kindly donated two Afinion Analyzers and two iPads for these events.

Reach

A total of 705 people attended one of the 13 face-to-face, free screening events of which 581 (or 82%) completed an AUSDRISK questionnaire.

Of the 550 people from regional SA who completed the AUSDRISK questionnaire, 414 (75%) had a score of 12 or more risk points, and of those people 403 took the opportunity to have a free Point of Care (POC) Haemoglobin A1c (HbA1c) test. Of the 31 people from the City of Playford who completed the AUSDRISK questionnaire, 21 (68%) had an AUSDRISK score greater than 12, and of those 21 had a HbA1c test.

Impact

Of the 403 people from regional SA who had an HbA1c test, 7% had an HbA1c result indicative of pre-diabetes (i.e., an HbA1c of 6.0-6.4%) and a further 3.2% had a result indicative for diabetes (i.e., an HbA1c of $\geq 6.5\%$). Of the 21 people from the City of Playford who had an HbA1c test, 9.5% had an HbA1c result indicative of pre-diabetes and a further 4.8% undiagnosed type 2 diabetes.

Based on the evaluation of short post-event surveys at all events, it was pleasing to find that over 95% of people who attended the events said they were satisfied with what they learnt and gained a better understanding of the risk factors associated with type 2 diabetes.

Even better was the finding that more than 75% of people who had scored 12 or greater on the AUSDRISK questionnaire indicated they intended to discuss their results with their GP and make some changes to the risk factors that they could change - including eating well and moving more.

Everyone who attended one of the 13 screening events was appreciative of the support Diabetes SA's health professionals gave them, and were delighted to become more aware how easy it was to check their risk of type 2 diabetes.

In addition to the above projects, the research team have undertaken extensive work characterizing screening strategies for type 2 diabetes in high-risk ethnic communities, particularly those with culturally and linguistically diverse backgrounds. A report synthesising the insights gained from this work is being finalised and will be used to develop future research projects for which external funding will be sought.

2

For over 68 years, the primary focus for Diabetes SA has been to help people manage their diabetes. In 2020/21, we continued moving forward in making the old saying “prevention is better than cure” a reality.

Prevention

One of the final critical steps the Health and Research team had to undertake in 2021 prior to the launch of the AUS2PREVENT Trial was to scope and embed a cutting-edge scientific data collection and management system into our clinical trial tool kit. Qualtrics was the nationally and internationally renowned system of choice which also happens to be the system used by the NDSS to evaluate their programs and services. Over the first half of 2021, the research team worked with several consultants from Qualtrics to build all the surveys needed for the AUS2PREVENT Trial and create a customised dashboard. The system will enable us to manage every aspect of the Trial participant's journey and collate the comprehensive clinical datasets that will be generated. We have also started using Qualtrics to create and manage surveys which evaluate the extensive range of NDSS and Diabetes SA's programs and services that we offer.

From November 2021 through to March 2022, the Health and Research team will commence recruiting 600 people at high risk of type 2 diabetes or with pre-diabetes, into Diabetes SA's AUS2PREVENT Trial.

More information on the trial and how to register your interest can be found at diabetessa.com.au/Web/AUS2PREVENT.

What is the AUS2PREVENT program?

With the knowledge that type 2 diabetes can be prevented in up to 58 per cent of cases or delayed by up to 14 years, Diabetes SA is now trialing the AUS2PREVENT Program.

AUS2PREVENT is a lifestyle change program based on the best scientific evidence from around the world that has been tailored to meet the needs of the South Australian community. The program comprises 14 face-to-face, structured group sessions and support over a 12-month period. The program, delivered by qualified health coaches, focusses on supporting people to create their own health and lifestyle goals. People will be provided with information and a tool kit of practical skills to create sustainable healthy habits in the areas of nutrition, physical activity, and management of weight and stress.

Using what scientists term “a randomised controlled trial (RCT)”, the Trial will provide robust scientific evidence on the feasibility, acceptability and effectiveness of the AUS2PREVENT program, compared to usual care (i.e. a brief educational resource plus GP oversight), to improve overall health, and prevent or delay the onset of type 2 diabetes, in Australians who are at risk of developing the condition or already have pre-diabetes.

3

Management

Work has continued in 2020/21 to scope a digital offering that bridges both diabetes prevention and diabetes management, with the aim of increasing access to an evidence-based program that can tailor education and support to peoples' specific needs and preferences so that adherence to the program results in improved and sustainable health outcomes.

A feasibility trial is being developed in partnership with an internationally respected provider of evidence-based, digital health technologies that have been clinically proven to improve population health across several countries. Funding opportunities for this work will be a focus for next year.

Another priority under the pillar of diabetes management is the development of guiding principles about which dietary pattern is best to manage type 2 diabetes. People living with type 2 diabetes frequently ask Diabetes SA's health professionals questions related to specific diets they hear about in the media and want to know which diet they should follow to manage their condition. Diabetes SA have undertaken extensive work examining the evidence around a variety of popular dietary patterns that have been tested in people with type 2 diabetes. A report synthesising the insights gained from this work is being finalised and will be used to create guiding principles that our health professionals can use when asked about the pros and cons of different diets. The insights gained will also be used to expand our range of healthy eating resources to cater for people's individual food preferences.



Expert speaker series

Each month an expert in their field shares their knowledge and experience on diabetes related topics as varied as Eye Health, Mindfulness, Technology, and Arthritis. This outstanding series is very popular and often presented as both webinar and face-to-face session, increasing accessibility and ensuring everyone is supported with the latest information. Our Members indicated that they were very highly likely to recommend the program, with comments including:

"New information and a different way to view food and our body care."

"very knowledgeable and easy to understand speaker."

"It wasn't like a lecture!"

Supermarket and Central Market tours

Monthly Supermarket and Central Market tours provide an opportunity to learn practical shopping and label-reading skills for healthy eating and diabetes management. A unique experience for our Members, these small groups are led by our Accredited Practising Dietitians, enabling them to tailor the information and the route to the needs of the attendees on the day.

"Just love how the dietitian explained how to read labels."

"I really appreciated the way you referred back to the papers in our bags constantly - by familiarising, they mean more when you look at them at home."

"It was excellent, 20/10."

Podiatry clinic

Our Members are able to book into a 45 minute appointment and receive a comprehensive assessment and education, and where necessary a referral for treatment if required. The clinic, facilitated by the UniSA Podiatry faculty is quite unique; it's free, people can access the service annually or more often as required, and time is taken to provide people with the information and skills to ensure their feet are in the best shape possible.

"I truly appreciate the service provided - I had been quite concerned about my feet and unable to afford podiatry care on the pension."

"Appreciated the clear understanding advice that was given - so thank you for your help!"

Live webinars

The Health Services team have continued to present the latest research and education via fortnightly live webinars, enabling Members to log in, watch, and learn online from their homes in Ceduna, Coober Pedy, Barmera, Adelaide, and everywhere in between. 2,524 people signed up to join a webinar either live, or by viewing the recordings which are available to Members on our website. Topics have ranged from the basics of diabetes and healthy eating, to more specialised topics, including content to support people living with type 1, type 2, Gestational, and other types of diabetes. Our attendees reported:

"Very happy with content, presentation and length of session."

"I live in country SA so Zoom meetings are an excellent way of communicating."

"The graphics are very helpful and simplify the complexity of the condition."

Consultations

Our team of Accredited Practising Dietitians and Credentialed Diabetes Educators grew in 20/21, enabling us to provide a record number of individual consultations to support people to live well with diabetes (283 in 19/20, 437 in 20/21). While many people prefer a face-to-face appointment, we now have well developed telehealth capabilities, with video and telephone options also available. This meant we were able to continue providing our valuable service during lockdowns and restrictions, and at all times to people who have limited access due to physical or geographical constraints.

With health professional staff who can speak languages other than English joining the team, we have seen an increase in bookings from people living with diabetes who appreciate being able to see a diabetes educator who understands their cultural background and food choices.





Country seminars

We travelled to 9 locations around South Australia in 2020/2021 to run our half-day Country Seminars. The 'Meals, Monitoring and Mindfulness' session reached 309 people with diabetes and 78 of their support people, providing education on essential areas of diabetes management, including blood glucose monitoring, healthy eating, and mindfulness to support mental wellbeing when living with diabetes. In addition, where possible, we connected local Health Professionals with attendees, which for many people was invaluable. Our attendees were enthusiastic in welcoming us to country regions:

"It's great to have these sessions in the country."

"Keep coming to regional SA to help support people."

"Reinforced my awareness of diabetes and managing diabetes through living a healthy lifestyle."

"I really enjoyed today's presentation and information given - Go Girls!"

DESMOND

(Diabetes Education and Self-Management for Ongoing and Newly Diagnosed)

Diabetes SA facilitated DESMOND workshops for people living with type 2 diabetes, including venues in North, South, East and West of Adelaide, plus country regions.

DESMOND is a full day workshop built around group activities and shared participant experiences. It provides practical skills, with a focus on:

Healthy food choices

Physical activity

Blood glucose monitoring

Medication management, and

Personal goal setting

DESMOND educators undertake comprehensive training and a quality development pathway.

Our attendees indicated that they were highly likely to recommend the program to others, and that they were activated to make positive changes to improve their health and wellbeing. Many people set themselves goals to improve their eating habits, be more active, monitor their blood glucose levels more closely, and see their Health Professionals more regularly to prevent complications of diabetes. Comments from DESMOND participants:

"Incredible education presented in a very pleasant friendly and supportive manner - much appreciated."

"It was easy to understand and had practical ideas/instructions lifestyle choices that I can apply to my life."

"Has been wonderful as it's close to home."

"There is more support available than I realised."

"I don't feel alone. I know I can get help from Diabetes SA."



Topic specific education

A suite of education sessions focusing on relevant topics for people living with type 1 and type 2 diabetes, including ShopSMART, CarbSMART, FootSMART, MedSMART, MonitorSMART, Ready Set Go, and Living with Insulin. Sessions were delivered all across metropolitan Adelaide and at our Hilton venue. Attendee comments included:

ShopSMART

"Very informative, easy to understand and comfortable environment."

Ready Set Go

"Probably the best session I have attended. Very worthwhile. Leaving actually feeling good."

One of the tools we use to evaluate our programs is The Patient Activation Measure (PAM) which can be used to determine the effectiveness and cost-effectiveness of health care interventions. PAM is used to assess engagement with health behaviours associated with improved clinical outcomes, and a predictor of cost savings to the healthcare system.

Our participants showed an increase in activation for the DESMOND sessions and Topic Specific sessions, additionally when we reviewed the Net Promoter Scores (a validated measure of how likely a person is to recommend a program to others), participants were highly likely to recommend the programs.

Our structured diabetes self-management programs (Topic Specific and DESMOND) have been estimated to save the health system between \$627 and \$874 based on the observed changes in patient activation.

Seminars

Each year we present seminars for World Diabetes Day, National Diabetes Week, a 'Food and Health' focused seminar, and a seminar targeted at Health Professionals. Our National Diabetes week seminar went virtual in 2020 with speakers on the annual cycle of care, foot health, and mental health when living with diabetes. For World Diabetes Day in November, we presented two concurrent seminars on research and emerging trends in management for people living with type 1 and type 2 diabetes. The 2021 Food and Health Seminar at the Adelaide Convention Centre focused on taking the stress out of eating, including mindfulness and yoga. Our 2021 Health Professional Seminar "Gut Instincts" was presented online by Diabetes SA staff members Dr Natalie Luscombe-Marsh and Pamela Kirgjanis.

All seminars are recorded and made available for people to access later at their convenience.

"Enjoy World Diabetes Day Seminars. Always very informative and interesting & knowledgeable. Always help with Diabetes and what research into this health issue is being done."

"This is a fantastic program offered for people with diabetes - thank you."

"High quality of speakers & presentations, loved their passion!"

Aasil who lives with type 1 diabetes



Kids and Teen Camps

Our Kids and Teen Camps provide our young people living with type 1 diabetes an opportunity to meet and interact with their peers in a supportive and safe environment, to learn and practice skills that will help them self-manage their diabetes; and participate in activities that may not ordinarily be accessible to them.

Diabetes SA Kids camp was held at Woodhouse Activity Centre on Saturday 26th - Sunday 27th September, with 32 campers aged 10-12 years attending. Evaluation data was once again very positive. Camper reported benefits included feeling supported, making friends and meeting other kids living with diabetes; other benefits mentioned included learning about insulin adjustment with food and exercise, hypoglycaemia treatments and how to count carbohydrates. Parents/ Guardian evaluations reported that the campers gained confidence and support, felt less alone and more 'normal' and gained strong friendships from attendance at camp. They also highlighted the benefit of being able to spend time

with other children/ family members without having to think about diabetes management.

Feedback from staff and volunteers was also positive overall and several mentioned the benefit of seeing the lived experience of diabetes and the gratitude from kids and parents, as well as developing their own experience in working with kids and insulin pumps.

The best part of camp:

"Meeting others who understand, feeling like I was normal, having fun without worrying about diabetes. Also I would love to come on the camp again because I had loads of fun!"

"Making new friends and learning how to carb count."

And from parents:

"We are so grateful for kindness and generosity of all involved. For the first time, we were able to send our daughter on a camp and feel reassured that she was in safe care."

The camp has had such a positive impact on our daughter's well being."

"It's so great to be able to send him off to camp and know that he's being so well looked after. He has sleepovers with his grandparents, but we still worry that they're all coping. He's never had a sleep over with friends though, because it's a big ask of someone else's parents to take on the responsibility."

"It means the world to me, that my daughter was excited about living everyday to the fullest and accepting that she can achieve and still have type 1. This is her second year attending the camp and it truly has been the light at the end of a very long and dark tunnel at times, something for her to look forward to and work towards as a reward."

"My daughter gained a new friendship. I think she feels less alone in her experience of diabetes through talking with others. My daughter got to experience camp away from her parents for the first time. This is such a vital, age appropriate experience."



Diabetes in Schools Program

Launched across Australia in February 2020, the Diabetes in Schools program, which is funded by the Australian Government through the National Diabetes Service Scheme, has been established to give families and schools the education and support they need to help kids with type 1 diabetes thrive at school. As the South Australian coordinator we continued to deliver the progressive roll out of the program, and saw significant uptake of the Level 1 and 2 online training. Close to 900 school staff completed the Level 1 Introductory Online training and 650 went on to complete the Level 2 Intermediate Online Training. A further 63 teachers and school staff completed the Level 2 face-to-face group workshop, across 5 sessions held in metro and regional areas across South Australia.

Level 3 Individualised Skills Training launched in South Australia in April 2021 in collaboration with the Women's and Children's Hospital Diabetes team. 57 teachers and school staff were trained in the practical skills required to support their student living with type 1 diabetes across 12 Level 3 sessions.

Quotes from L2 online training evaluation

"I feel more confident now in supporting children with diabetes in the school situation."

"I feel I have gained the knowledge, confidence and the skills to put into action and recognise situations that may occur involving students with type 1 diabetes and the management and understanding of possible situations and daily tasks."

"I felt it was very clear. Easy to go back and listen again, The recaps and summaries are excellent. Hearing from students, parents, teachers, principals and clinicians gave a great big picture of how important the team mentality, responsibility and focus is."

Quotes from L3 training evaluation

"It was a very informative session which answered many questions that I had about diabetes in general and then how it equated to the specific needs of our student."

"It was such a worthwhile experience delivered in a calm and professional way. I benefitted immensely from the training."

"I feel strongly that everyone in the school who is associated with a child with diabetes should do the training. I feel it will help control the stigma and panic in a situation, simply with a basic understanding."

Ongoing collaboration between Diabetes SA, the Women's and Children's Hospital and the SA Education Departments will see the program continue to expand into 2021/2022.

Out and about at community events

Throughout the year we are invited to attend community events and expos where we spread the word about the great work Diabetes SA is doing, and encourage people to learn more about diabetes, how to reduce one's risk of developing diabetes, and how to live well with diabetes. We are constantly reminded of the great community need for education around healthy living which is easy to understand, relatable and practical. We are always delighted to see Diabetes SA Members at these events and to meet new people who need our support.



Priority areas

Aboriginal and Torres Strait Islander people

Diabetes SA continues to receive NDSS funding to work directly with Aboriginal and Torres Strait Islander communities and the Aboriginal Health Workforce who support them.

This year education was provided to over 200 Aboriginal Health Workers and Practitioners, Aboriginal Maternity and Infant Care Workers, or other health professionals who work with Aboriginal and Torres Strait Islander communities, increasing their confidence to support their clients who live with diabetes and to improve prevention strategies. A variety of tools are used in these programs which have been developed by Aboriginal people themselves and are tailored to their needs, including the 'Feltman' and 'Feltmum' which are used to provide practical hands-on education. We also provide diabetes management training via the Certificate IV in Aboriginal and/or Torres Strait Islander Primary Health Care, which is delivered through our partnership with the Aboriginal Health Council of South Australia and at Nunkuwarrin Yunti.

Diabetes SA staff have built strong relationships with Aboriginal and Torres Strait Islander communities and been invited to community events, Yarning Groups, NAIDOC events, and Nunga lunches all across the state. Our team connected with over 1200 community members at events from Leigh Creek, to Whyalla, to Mount Gambier.

People from Culturally and Linguistically Diverse Communities

Funding via the NDSS to deliver services to support people from Culturally and Linguistically Diverse Communities has enabled us to support over 1700 people with presentations tailored to meet their needs. Hazara, Greek, Farsi, Vietnamese and Italian communities, plus numerous TAFE students studying English, and the Australian Migrant Resource Centre, all participated in sessions run by our Health Professional staff. Interpreting and translation services are used as needed, with diabetes information and resources provided in many different languages. We continue to explore how we can meet the needs of local communities and work together to ensure everyone has access to the information and support they need to live well with diabetes.

Other priority areas

In alignment with the National Diabetes Strategy we also work in other key priority areas. This includes education targeted to the Mental Health and Aged Care workforces to upskill staff to meet the needs of people living with diabetes. Over 300 Aged Care staff were able to participate in dedicated onsite training at 29 aged care facilities across the state, where training included a focus on supporting older people to continue to live well with diabetes and manage their medications and nutrition.

As coordinator and chair of the Mental Health Practitioner Network in South Australia we engage Health Professionals in the importance of mental health for the person living with diabetes, utilising a series of presenters at network meetings. Recently we extended our reach through offering the sessions as webinars as well as hosting the event locally. Establishing referral pathways and building knowledge has been an important focus for the network.



Team members delivered education sessions to 148 Mental Health workers including staff working within community, acute and forensic mental health.

Over the next year we aim to further our work in the focus area of disability. Whilst we have been increasing our efforts over the last year we will dedicate our efforts and expand our support across the sector, which is greatly needed.



Guest speaking

Diabetes SA continued to provide a guest speaking service in the community, reaching a total of 293 people with 34 sessions. Some of the places visited included schools in Adelaide and in the country, childcare settings, community groups, Adelaide University, a variety of workplaces across the private and government sectors, home support services and an ever expanding interest withing the disability sector. This is a fee for service activity, generating income for the Association to enable the ongoing, highly valued service.

Attendee feedback indicated the service was highly valued and informative:

"Clear simple explanations, friendly inclusive engagement."

"Facilitator had a wealth of knowledge."

"Learning things I didn't know."

"Very insightful, good to have props and examples."

We offered the service as a webinar when we were unable to conduct a face-to-face service; this was well received and is an ongoing option.

Health Professional Awareness program

Our Diabetes SA Engagement Officer provides a service to GP practices and Health Professionals raising awareness of the importance of registering people newly diagnosed with diabetes on the NDSS and promoting the services offered by Diabetes SA to support their clients. Our NDSS Engagement Officer visits practices across the state, and feedback from very busy GPs and Health Professionals is overwhelmingly positive.

Provisioning practices with resource kits and updated information helps us to ensure people with diabetes are provided with the information from their GP or Health Professional to assist them to tap into education and support that is available. Despite the restrictions around face-to-face visits due to COVID-19 and time pressures on GP practices, the engagement officer made 190 face-to-face visits to GPS, 237 additional practice visits, 280 non GP health professional visits, and 125 access point visits.

Feedback is always sought from session attendees, and here's what they had to say:

"Very informative, excellent advice on available educational resources."

"Reminder to register patients to NDSS."

"Clear, Concise, well presented, very informative. Friendly."

"Finding out the range of services for my patients."

Health Professional education

Our Diabetes Essentials and Diabetes Extensions are full day continuing professional development courses, delivered by our Health Services team, which upskill South Australian nurses and other health professionals to deliver best practice diabetes care. The courses have received endorsement from The Australian Primary Health Care Nurses Association (APNA), the peak professional body for nurses working in primary health care.

These programs attract a mix of GP practice nurses, community aged care nurses, hospital staff, and allied health professionals.

We asked them what was the best part of the day and responses included:

"All the presenters."

"All of it, very interactive."

"Great delivery and presentation."



Professional advice, consultation and advocacy

During 2020/21 Diabetes SA contributed to a number of consultation forums, workshops and projects. As a community organisation representing people at risk of or living with diabetes we aim to ensure the needs of our community are represented.

Here is a snapshot of some of the work we were involved in:

SA Aboriginal Eye Health Working Group

Diabetes SA was invited to the inaugural meeting and has joined the Working Group with stakeholders who have a shared interest in improving eye health and vision for Aboriginal people in South Australia, and contribute advice and information to influence systemic change.

Type 2 diabetes disproportionately impacts on Indigenous Australians compared with non-Indigenous Australians.

National Preventive Health Strategy Consultation Paper

We responded to an opportunity to provide feedback on the development of the National Preventive Health Strategy in September 2020. The Strategy maps the long term approach to prevention in Australia, identifying the areas for focus for the next 10 years.

National Obesity Strategy

A 10-year framework for action to reduce overweight and obesity. A consultation process to inform the strategy was undertaken late in 2019, and Diabetes SA participated in a community forum supporting the notion of a holistic, equitable and systems approach to the prevention of overweight and obesity. The draft Strategy for will be available for public consultation in October 2021.

The SA Chronic Conditions Collaborative

Made up of leading organisations working in chronic disease working together to improve health outcomes for people living with chronic conditions in South Australia. The mission of The Collaborative is to amplify consumer and community voices and boldly champion care that supports people with multiple chronic conditions to thrive.

Diabetes and stigma

26% of people living with diabetes say other people's attitudes, views and stereotyping impacts their mental health.

Through the inaugural Diabetes SA Research Grants Program we were able to fund a research project 'Reconstructing stigma and blame: a critical pedagogy of stigmatised persons living with type 2 diabetes'. Research Associate Heath Pillen has continued to work with the Association through the delivery of sessions to staff and through the Mental Health Practitioners Network to educate and advocate for change in this area.

Health Translation SA

Diabetes SA attended the annual Health Translation SA Stakeholder and Community Forum at the South Australia Medical and Health Research Institute (SAMHRI).

Feedback was provided on the content of the draft strategy from the Association's perspective, and we identified how the Association could connect with the strategy. The aim of the strategy is to accelerate the translation of Research findings into Action, as quickly as possible, to ensure scientific evidence can positively impact on the health of South Australians.

Wellbeing SA

We engaged with Wellbeing SA early in 2020 where there was an opportunity to present our strategies and discuss our work in the Health & Research area. We determined that there was significant alignment with Diabetes SA's strategic direction and values with the Wellbeing SA Strategic Plan 2020–2025. Wellbeing SA is defined as 'a prevention, health promotion and primary health care agency, but separate to hospitals.' 'The establishment of Wellbeing SA is a commitment of the state government in its Better Prevention for a Healthy South Australia and Targeted Health Prevention policies, as the primary mechanism to deliver on commitments for a renewed focus and action on prevention'. Wellbeing SA has a long-term vision to create a balanced health and wellbeing system that supports improved physical, mental and social wellbeing for all South Australians. A balanced system means all agencies and communities are co-investing and contributing to health and wellbeing.

Wellbeing SA Integrated Care Strategy

Diabetes SA was invited to contribute to a focus group and a co-design workshop for the development of an Integrated Care Strategy, which guide Wellbeing SA's strategies, partnerships and forward investment, working towards a more integrated health care system, in accordance with the commitments in the Wellbeing SA Strategic Plan.

Areas explored included:

- The challenges patients face when navigating the healthcare system (public or private).
- The challenges the health workforce faces when attempting to better coordinate care for patients.
- What are the areas of opportunity to enhance or increase integration. For example:
 - Integration between the levels of care e.g. primary/tertiary.
 - Integration between care organisations e.g. within primary care and across GP clinics.
 - Integration with other parts of the healthcare system e.g. integration with pharmacy.

Commissioner for Children and Young People

Diabetes SA was invited to a discussion hosted by the Commissioner for Children and Young People with a number of advocacy and peak groups. There was an opportunity to discuss the impact of diabetes in our young community members at the initial meeting. Encouragingly, the Commissioner has scheduled time to meet directly with young people living with 1 diabetes in October 2021, to gain greater insights.

Country SA Primary Health Network (PHN)

Diabetes SA received funding for a Type 2 Diabetes Awareness and Screening program delivered in the Eyre Peninsula, Yorke Peninsula and Mid North in 2020. We have been fortunate to receive funding and support over the last few years from Country SA PHN to deliver services to people living with diabetes and those at risk. Notably, Country SA PHN has the highest rates of type 2 diabetes in Australia, hence it is critical to provide support and services in the rural and remote regions of our vast state.

Type 2

A story of two hearts...

Rick and Michelle were happily married in 2009 and were as relaxed and happy as most newlyweds are. But just 5 weeks after their fairytale wedding, Rick suffered two heart attacks in 2 days and was facing lifesaving bypass surgery. He was just 39 years old.

Why did this happen to a relatively fit and healthy man? Rick had undiagnosed type 2 diabetes.

Michelle recounts "It was a terrifying experience, and we didn't know what to expect after. If only we had known, none of this would have happened."

"Our cardiologist even said to us at the time that if we knew more, if more research was undertaken into the correlation between diabetes and heart disease and heart attacks - recommendations may have been able to be made earlier, therefore saving many more lives."

After an initial 12 months of insulin injections, Rick now manages his diabetes with tablets, diet and exercise but is an avid supporter of any research into diabetes and the heart, such as that undertaken by Dr Cher-Rin Chong.



“

And as if the family had not endured enough, Michelle suffered a heart attack in 2016, brought on by emotional stress... and the complications of type 2 diabetes.

"I was diagnosed with type 2 diabetes just prior to my heart attack episode. But again, my heart attack was sudden and unexpected."

"Thankfully due to a tablet I take to help me manage my sugar levels; it was stopped in its tracks and reduced the severity and damage to my heart. Advancements in knowledge discovered through research, has meant that I benefited, and as a result there was less damage to my heart- that's the power of donating to research." said Michelle.

The fact that not everyone survives a heart attack is not lost on Michelle and Rick, and they treasure their Saturday night ritual sorting their weekly tablet boxes together and have recently taken up ball room dancing.

Everyday together they say, reminds them of their good fortune.



There are currently

100,643

South Australians living with type 2 diabetes.

“

I am fully behind the development of a type 2 diabetes prevention program to support those at risk...

Meet Josh Ryan

We welcomed our new Ambassador Josh Ryan, whose passion and commitment to raising awareness of diabetes comes from the place closest to his heart – his family.

Originally from Mildura, Josh now plays football with the West Adelaide Football Club. Through his family, Josh is not new to diabetes. His grandfather Graham was diagnosed over 40 years ago with type 1 diabetes, and his mum Nerdene was diagnosed with type 2 diabetes in 2020.

Josh knew it was up to him to actively increase his knowledge and understanding of diabetes and raise awareness in the community. He is only 25 years old and is a fit and active young man, but he knows his risk of developing type 2 diabetes in the future is greater than others.

“I know prevention is better than cure, so even though I’m young now, I know that I need to fully understand all that I can to make sure I keep living a healthy life to prevent the risk of type 2 diabetes turning into reality down the track,” said Josh.

“I am fully behind the development of a type 2 diabetes prevention program to support those at risk so that they can access to the latest information, face-to-face and online, and the support and funding needed to follow through with a lifestyle change program.”

For Josh, raising awareness, and supporting research of type 1 diabetes, is equally vital. He is certainly putting his boot behind this passion and has already lent his footy skills to those attending Teen Camp!

Welcome Josh – it’s great to have you on board!



oh!

E

Evaluation

Evaluation is important for the continuous improvement and future development of all of our services and programs, providing insight into the needs of our members of the community and determining the effectiveness of our activities. Our decision making is based on the evidence that we collect.

A snapshot of some our evaluation activities undertaken by our Evaluation Officer include:



- capturing feedback from our consumer and Health Professional education sessions, analysing the information and preparing reports that help shape and improve our education offering.

Gestational

Tina is a new mum to 17-month-old Ashleigh. As she recounts her journey with gestational diabetes, it brings back the feelings of shock she experienced initially.

Her pregnancy was anything but straightforward, with severe morning sickness from as early as five weeks. "I remember having to be hospitalised pretty much weekly for fluid replacement because I literally couldn't keep anything at all down!" she said.

Through her work with the government, Tina had always had regular health checks, and there was no history of diabetes in the family. She had always led an active life and ate healthy foods at home, so there was nothing to indicate that gestational diabetes would further add to the complexity of her pregnancy.

Like all pregnant women, Tina took the diabetes drink test at 26 weeks, and the very next day was told that she had gestational diabetes.

"I was in total shock because I was barely eating, so how could I have diabetes?" Tina said.

By her admission, Tina knew nothing about gestational diabetes and how pregnancy hormones block the action of a woman's insulin, leading to what is called insulin resistance. She found herself on a steep learning curve.

“My initial reaction was panic because I was so unaware of what it all meant, and I didn't want to do anything that could harm my baby.”

Initially, Tina was supplied a meter by her health practitioner to conduct her blood glucose testing, but she found the test strips were not accessible for weeks, which further contributed to her anxiety.

Tina reached out to Diabetes SA, who assisted her with another meter and training on how to use it, when to test, and what all the numbers meant to her.

"I learned how to manage my levels as best I could in the circumstances, but for me, the strangest thing was how I could eat something one day, and my levels were fine, but the next day eat the same thing, and they were all wrong!" she said.

Tina was committed to managing her diabetes with diet, so no insulin was required, and just days after beautiful Ashleigh was born, her blood glucose returned back to normal.

"I am aware that having had gestational diabetes, I am at higher risk of type 2 in the future, so I'm continuing to maintain a healthy diet and the exercise, and with Ash so active now, it's not hard to get my steps up," she laughed.

There are currently

2,989

South Australians living with gestational diabetes.



R

Research



Our vision to fund research through the Diabetes SA Research Grants Program is one of our key strategic priorities that will enable us all to change the future for all people living with and at risk of diabetes.

In 2018, the Association launched the inaugural Diabetes SA Research Grants Program and awarded \$270,750 to six South Australian researchers. In 2020, a further \$300,000 has been awarded to three South Australian researchers working hard finding answers to questions that will impact people living with diabetes into the future. The stories of Dr Cher-Rin Chong, Dr David Jesudason and Dr Megan Penno feature in the annual report.

In 2022, Diabetes SA will look to award \$200,000 in research funding to explore one of the priority areas of diabetes prevention, diabetes detection and diabetes management with projects addressing at least one of the following:

- Coordination and integration of diabetes care cross health services and settings.
- Reducing health inequities and increasing equitable access with a focus on priority groups (i.e.: culturally and linguistically diverse

communities, Aboriginal and Torres Strait Islander peoples, people with a disability or from rural and remote regions of South Australia).

- Innovative and novel treatments which may be biomedical, clinical or technology driven.

As we look to the next round of Diabetes SA Research Grant funding, we recognize that none of this would have been possible without the support of our Members, and the community of South Australia.

To support the governance of research, Diabetes SA has developed a Research Governance Framework and the Responsible Conduct of Research Policy that guides our work in research.

In late 2021, Diabetes SA will seek to establish a Research Advisory Committee responsible for advancement of Diabetes SA's research agenda ensuring that research has a real impact on people living with or at risk of diabetes and, more broadly, the health and wellbeing of the South Australian community.

This will be achieved through the development of the Association's strategic research priorities, objectives, and funding requirements to support both internally led and externally funded research.



Dr Cher-rin Chong

Novel strategy for cardiovascular protection in type 2 diabetes

Type 2 diabetes is a metabolic disease, but the primary cause of death in patients is heart disease. My research interests lie in better understanding of the biochemical pathways that led to heart disease in patients with type 2 diabetes.

I have particular focus on why the diabetic heart loses “flexibility” in using sugar or fat as fuel to generate energy and how to correct this, as well as how to reduce inflammation in the hearts of people living with type 2 diabetes.

To do this, I focus on a protein called PARP, which is often activated to repair damaged DNA. I hypothesise that PARP is over-activated in people with type 2 diabetes, and that moderating its activity in their heart may lead to improved outcomes.

Early results in cell culture experiments showed that a laboratory-used PARP inhibitor improved cell survival under severe and stressful conditions. Further experiments are needed to explain the underlining mechanism.



Dr David Jesudason

The Queen Elizabeth Hospital - Addressing life threatening ketoacidosis associated with sodium-glucose cotransporter-2 inhibitors (SGLT2i) and key antidiabetic medications

Our group studied patients undergoing colonoscopy taking the SGLT2 inhibitor drugs who have developed high acid and ketone levels (diabetic ketoacidosis). We studied the likely contributing factors for acute ketosis and acidosis in this group. This study brought about change to the Australian guidelines for diabetes patients having colonoscopy.

Further work on 478 diabetes patients undergoing colonoscopy has been done comparing the incidence of ketosis in patients on SGLT2i or on alternate treatment.

This work has been recognised by Australian Diabetes Society, Gastroenterology Society of Australia, diabetes journals Diabetes Care, Anaesthesiology, and the Medical Journal of Australia.



Dr Megan Penno

The University of Adelaide – Deep profiling for early biomarkers of progression to islet autoimmunity and type 1 diabetes in mother/infant dyads participating in the ENDIA study.

The team have completed selection of 932 blood samples and the goal is to have all the samples analysed by early 2022. We are now in the final stages of preparing the plasma samples for transport to Melbourne for the proteomics and lipidomics studies. We have also planned pilot studies using control plasma samples that will enable us to evaluate technical variation that may occur during sample collection, processing and data acquisition.

This will be important for determining thresholds for differential abundance analysis in the ENDIA samples and optimise the conditions of the experiment to maximise the number of identified proteins and lipids.

It is anticipated that pilot studies will be completed before the end of 2021 and data acquisition of ENDIA samples will be completed.



Face the Facts

The challenge of type 2 diabetes

In Australia, 1 in 20 people aged under 65 years and about 1 in 7 aged 65 years or older are living with type 2 diabetes (AIHW, 2019). A further 16% of the Australian population are at risk of developing type 2 diabetes and around 1 in 4 adults remain undiagnosed. Population ageing and the obesity epidemic are key risk factors for type 2 diabetes; across regional South Australia, about 50% of the population is aged 50 years or older, and the prevalence of obesity is 32.5% (almost 4 % higher than in metropolitan SA).

Early detection of type 2 diabetes is critical to preventing the condition, and knowing your risk and making lifestyle changes can reduce the risk by up to 58%.

Our approach to early detection of type 2 diabetes

Diabetes SA's consulted the Adelaide based marketing and advertising agency, Bigwig, to co-develop a public facing type 2 diabetes awareness and early detection campaign called "Face the Facts" (FTF) which ran from 11 April to 30 June 2021.

In parallel, Diabetes SA was funded by the Country South Australia Primary Health Network (CSAPHN) and Wellbeing SA (total funding \$180,439) to run 13 face-to-face, free, type 2 diabetes screening events.

This enabled the Association to extend the reach of the FTF campaign from Metropolitan Adelaide to 10 regional towns across the Mid-North, Yorke Peninsula, Eyre Peninsula, as well as the City of Playford.

The campaign incorporated the AUSDRISK tool, a self-assessment questionnaire comprised of 10 questions that take about 2 minutes to complete. The score indicates a persons' risk of developing type 2 diabetes within the next 5 years.

Across metropolitan Adelaide, the campaign was promoted through numerous channels including the purpose built FTF website, TV, newspaper, Shopalite/Shopalive and street furniture panels, social media channels, and marketing kits to local stakeholders (namely, health agencies, workplace, and community groups). For the regional events, the key channels were regional TV and radio, marketing kits to local stakeholders, social media and word of mouth through the local Lions clubs.

Reach

Metropolitan reach

More than 294,057 South Australians aged 25 to 54 years saw the campaign through metropolitan TV advertisement at least once, and we reached almost 10,000 via Facebook.

Regional reach

647 regional South Australians heard about the campaign mainly through word of mouth (22%), followed by Lions Club (21%), or walking in off the street (15%).

5,589 users visited the Diabetes SA FTF website, 4,056 people opened the AUSDRISK calculator, and 2,495 people completed all 10 questions, and viewed their AUSDRISK results.

Of the 2,692 people who competed the AUSDRISK test:

- 58.2% (or 1569) campaign participants were found to be at high-risk of developing type 2 diabetes (i.e., had an AUSDRISK score of 12 or greater), these people received a letter to take to their GP. • 32.0% (N=861) at intermediate (i.e., a score of 6 to 11) and • 9.7% (N=262) at low risk (i.e., a score of 5 or less).

Within Regional SA 550 people completed the AUSDRISK test, and 414 out of 550 people (75%) had a score of 12 or more risk points, and of those people, 403 took the opportunity to have a free Point of Care (POC) Haemoglobin A1c (HbA1c) test.

- 7% of regional South Australians who had an HbA1c test, were found to be at-risk for pre-diabetes (i.e., an HbA1c of 6.0-6.4%) and a further 3.2% at-risk for diabetes (i.e., an HbA1c of $\geq 6.5\%$).

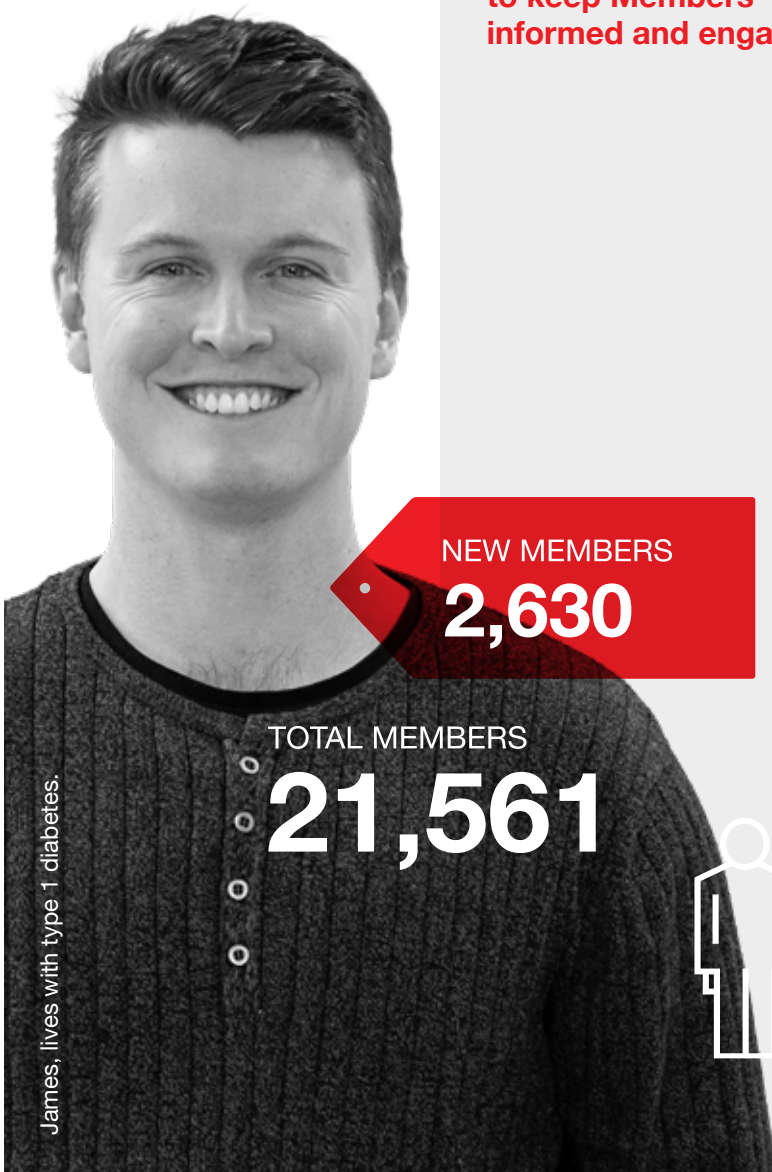
Notably, 56.8% of people who had an AUSDRISK score of 12 or more had a conversation with one of Diabetes SA's health professionals and were appreciative of our support.

M

Membership

As we strive to provide the best service offering to Members, we continue to offer new touchpoints to keep Members informed and engaged.

The use of digital as a channel for communication has increased and has become a way of ensuring Members new, existing and lapsed are informed about the programs and services they can access to support their diabetes management. This includes re-connecting with short and long term lapsed Members to let them know what has changed and the value we can offer through membership. As we expand our digital reach we will do this with a focus on efficiency and cost savings so that we can prioritise funds for service delivery to Members.



James, lives with type 1 diabetes.

NEW MEMBERS

2,630

TOTAL MEMBERS

21,561



MEMBER
DONATIONS

3,714



\$211,634.85

Arrangements with the Department of Veterans Affairs to pay for eligible veterans Diabetes SA membership will be reviewed in 21/22, we anticipate that this will continue. Veterans are also entitled to a range of diabetes products provided free under the Australian Government's Rehabilitation Appliances Program (RAP).

The introduction of a member service focusing on Wills & Estate

Planning has been very well received with 4 sessions presented by our partner Scammell & Co with 97 people attending. These sessions are delivered by a solicitor from Scammell & Co with sessions focusing on the importance of a valid will, to drafting and addressing role of the executor, advance care directives and powers of attorney. Future plans will see an extension of locations to meet the growing demand.

Another member service that continues to expand is Amplifon Hearing Services with Members having the opportunity through a one-on-one appointment to have their hearing assessed with referral out to an audiologist for a full diagnostic assessment.

Expanding our member offering will be our focus with new Member only offers that add value.

MEMBER DEMOGRAPHIC	NON-MEMBER DEMOGRAPHIC
In-store 61-80 years TYPE 2 DIABETES MEMBER FOR 10+ YEARS LIVES IN A MAJOR CITY	61-80 years TYPE 2 DIABETES LIVES IN A MAJOR CITY
Online 61-80 years TYPE 2 DIABETES MEMBER FOR 1-2 YEARS LIVES IN A MAJOR CITY	41-60 years TYPE 1 AND TYPE 2 DIABETES LIVES IN A MAJOR CITY
Phone 61-80 years TYPE 2 DIABETES MEMBER FOR 10+ YEARS LIVES IN A MAJOR CITY	61-80 years TYPE 2 DIABETES LIVES IN A MAJOR CITY

Fundraising

The contribution of Members and supporters has been pivotal in our success particularly with the Research appeal now in its third year, raising over \$134,000 some \$40,000 more than both last two campaigns. This clearly demonstrates the commitment our Members and supporters have to funding research that delivers better health outcomes for people living with or at risk of diabetes.

With our regular giving program now established our aim will be to grow this program further with new regular donors supporting our work. The development of a Workplace Program delivering tailored health education and information sessions in workplaces will compliment partnership and sponsorship opportunities. Other fundraising activities of memorial donations, general donations and appeals contribute funding that supports the overall delivery of programs and services.

The development of a donor newsletter will help showcase the outcomes we are achieving, and a donor survey planned for 21/22 will provide greater insights that will inform our approach to fundraising.

Our work cannot continue without the generosity of our Members and donors and we express our heartfelt appreciation for every donation we receive.

Thank you for supporting always.

Customer Service

With a change of approach our customer service area is focused on ensuring every interaction adds value to the customer experience. With a renewed focus on service delivery and support within our retail operation, retail sales have increased 47.5% in 20/21 and we are on the path to further growth in 21/22.

Our focus on member/customer needs has driven the improvement in the product range, pricing, and promotional offers and this has been matched by customer support through increased sales. Improving the functionality of our online shop will be a priority in 21/22 to enable seamless online ordering and ease of purchase through the introduction of videos and other content about products. Building relationships with Health Professionals and Aged Care providers for product supply will be a focus.

Capturing customer feedback will be a priority as we look to introduce mechanisms for customers to provide feedback about service, online functionality, and product offering.

Our vision is to create a 'one stop shop' where customers can rely on expert advice, knowledge and support, products that meet their needs, pricing that delivers maximum savings and service that places the customer at the heart of everything we do.



NUMBER
OF SALES

5907



AVERAGE
SALE

\$39.08

SNAPSHOT

TOTAL SALES



IN STORE
70%

\$38.40



TOTAL SALES

ONLINE
20%



\$47.41



TOTAL SALES

VIA PHONE
10%



\$31.89



Acknowledgements

Partners

Murray Bridge City Lions
SA Weight Watchers Assoc Inc Salisbury Day Club
PayPal
Mount Barker District Trust
Lions Club of Burnside
Kiwanis Club of Modbury
Veneto Club Inc
Law Society of SA
Light Hotel Social Club
Allerlei
Kadina Motor Cross Club
Ahrens Group

Generous Donors

J.Dean	B.Saint
T.Slater	J.Richards
P.Emery	M.Browne
P.Day	J.Arbon
G.Koop	S.Newlyn

Bequestors

L.Phillips	W.Tubb
H.Paduszynskie	M.Ryan
I.Dillon	

MM

Meet the Board



The Board of Diabetes SA are leaders in their professional fields and provide the strategic direction for the organisation.

Each Board Member has a personal association with diabetes – either living with diabetes themselves, or with a close family member who has diabetes, so they truly understand our Members. Their knowledge, compassion and experience help ensure that Diabetes SA can continue to best represent the interests of our Members and all people at risk, or living with diabetes. To find out more about our Board, please go to our website diabetessa.com.au.



Peter Crouch

Previous contributions to Diabetes SA

- Member of the Board since 20 September 2011
- President since 30 November 2015
- Member of the Corporate Governance & Remuneration Committee
- Member of the Building Development Committee
- Member of the Finance, Audit & Risk Committee



John Jovicevic

Previous contributions to Diabetes SA

- Member of the Board since 24 September 2019
- Treasurer since 22 October 2019
- Chair of the Finance, Audit & Risk Committee
- Member of the Building Development Committee



Gary Neave

Previous contributions to Diabetes SA

- Member of the Board since 24 September 2019
- Chair of the Building Development Committee



Allan Baird

Previous contributions to Diabetes SA

- Member of the Board since 28 June 2016
- Vice President since 27 October 2020
- Chair of the Corporate Governance & Remuneration Committee
- Member of the Building Development Committee



Lynn Bonython

Previous contributions to Diabetes SA

- Appointed to the Board 27 October 2020
- Member of the Corporate Governance & Remuneration Committee



Christine Bell

Previous contributions to Diabetes SA

- Appointed to the Board 27 October 2020
- Member of the Corporate Governance & Remuneration Committee
- Member of the Finance, Audit & Risk Committee



Lis Burtnik

Previous contributions to Diabetes SA

- Member of the Board since 24 September 2019
- Member of the Building Development Committee

Thank you

Thank you to retiring Board Member Roslyn Hewlett for your contributions to the Board.

Diabetes
SA Support
Always

20 / 21

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.au**

Fact The Facts Campaign, bus stop billboard



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