

Annual Report



22
/23

Heyesen Trail

The Association

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Consultant Endocrinologist, Dr Anthony Roberts (MBSS, FRACP)

Cover photo: Simeon Finch and David Scotland

Office Bearers

Patron: Her Excellency the Honourable Frances Adamson AC,
Governor of South Australia.

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Message from the CEO & President

This year Diabetes SA celebrated seventy years of supporting people living with and at risk of diabetes in South Australia. An incredible achievement when you consider the organisation's humble beginnings back in 1953. From the early days in the Eleanor Harold Building in the city to our premises at Hilton, we have been here supporting the South Australian community with education, support, information, products, and funding to support diabetes research.

Whilst originally an organisation for people living with type 1 diabetes, particularly children, we have seen this change over the decades and now our work covers supporting people with all types of diabetes, including those at risk of developing the condition.

With diabetes being a major and growing public health issue, increasing levels of intervention and investment are required as sadly South Australia has the highest rates of diabetes in Australia.

With a focus on highlighting the need for greater support we wrote our first pre-budget submission to the State Government calling for funding to:

1. Boost diabetes research in South Australia through a co-funding arrangement with Diabetes SA
2. Co-design a type 2 diabetes prevention program for the

Aboriginal & Torres Strait Islander population and
3. Implement a community awareness campaign to detect and prevent diabetes.

With no state government funding to support our work, coupled with the increasing scale and prevalence of diabetes across South Australia this prompted us to seek funding support.

Whilst we were unsuccessful in receiving any funding, we did have the opportunity to highlight the issues South Australia is facing with our submission being distributed to both sides of the government. An audience with the Governor enabled us to share the burden and impact of diabetes in South Australia. Our attention will now turn to the 2024/2025 pre-budget submission round in early 2024 and further engagement with government and other key stakeholders.

Working across the strategic pillars of detection, prevention, and management this year we collaborated and partnered with many organisations to amplify our impact. One of our successful projects continues to be our detection program and has seen a long-term relationship built with Masonic Charities Trust who has provided funding to support an early detection and screening program in Men's Shed and Freemasons Lodges across South Australia. With men less likely to participate in screening than

women, we aim to have screened 3,000 men by the end of 2024 providing them with education on the steps they can take to change some of their behaviours around modifiable risks. We are very grateful to Masonic Charities Trust as without this funding we would not have been able to have the impact we have had.

In early 2023 our AUS2PREVENT Trial commenced. With a focus on preventative research, we aim to test the feasibility, acceptability, and the cost effectiveness of a 12-month behaviour change program that prevents or delays the onset of type 2 diabetes in South Australians at risk of or living with prediabetes. With 180,000 South Australians currently at risk of developing type 2 diabetes this is important work as we know that in up to 58% of cases type 2 diabetes can be prevented or delayed through lifestyle modification and intense support. External funding to support the program will be needed to ensure that we can implement this as part of our ongoing suite of programs.

Our reach into the community has seen education and support provided to 7,796 people living with or at risk of diabetes, 305 support people, 581 health professionals, 938 school staff and 337 community members across all our programs and services. We travelled across metropolitan Adelaide and country areas delivering education and support to the community. We provided

phone support to a further 3,223 people with diabetes, community members and health professionals.

Our retail offering expanded this year and is now the largest store for all your diabetes management essentials in South Australia. With a vision to provide a seamless customer experience, expert product knowledge and advice we have seen a 28% growth overall in total retail sales and a 70% growth in online sales coupled with an increase in member satisfaction. Income derived from the retail offering supports the Association's service delivery. Pleasingly we welcomed 2,280 new Members to Diabetes SA, answered 11,300 customer service calls and responded to 940 online chats.

Our Research Grants Program continues to grow with one of the 2020 research funded projects reaching a conclusion post COVID interruptions and research project updates being featured both for 2020 and 2022 grant recipients. Our appreciation is extended to all our Members and donors who have supported the Diabetes SA Research Grants Program through a donation to research. To date nearly \$800,000 has been provided to 11 South Australian researchers for diabetes research. Our Research Advisory Committee is currently reviewing the Diabetes SA Research Grants Program for 2024.

Our Board, CEO and Management have been working across the year to develop the next three-year strategic plan. This has also included a review of the vision and mission of the Association and we hope to share this with our stakeholders in the coming months.

In the later part of the year, we commenced recruitment welcoming five new Board Members with diverse skill sets following resignations from Allan Baird, John Jovicevic, Christine Bell, Clare MacAdam, and Gus Abimosleh. Thank you to each for your service to the Board and the contributions made to the Association and to the remaining Board Members for your support.

In closing I would like to acknowledge our wonderful staff who tirelessly work to support the community of South Australians living with or at risk of diabetes. They really do put the person living with or at risk of diabetes at the heart of everything they do. Thank you.

Angelique Pasalidis
CEO



Peter Crouch
President



Angelique Pasalidis
CEO



What is Diabetes?

Diabetes is 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 four 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.

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.

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 up to 58% of cases.

Other Diabetes

Less common forms of diabetes which may result from conditions affecting the pancreas and endocrine system, genetic syndromes, viral infections and in some cases, diabetes triggered from medications used in the management of another health condition.



Who We Are

Diabetes SA is the peak organisation representing people living with and at risk of diabetes in South Australia.

For more than 70 years we have been supporting our Members and the South Australian community by providing support, education, advocacy, and funding for diabetes research.

Our work covers all types of diabetes as well as programs for at risk of the condition.

Through our work we understand what people with and at risk of diabetes regard as their greatest challenges for managing their health and wellbeing. This also includes the impact diabetes has on a person's family, their workplace and day to day life.

With a vision to empower people to live well with diabetes and raise awareness for those at risk, our work is critically focused on the early detection, prevention, and management of diabetes with research underpinning all that we do.

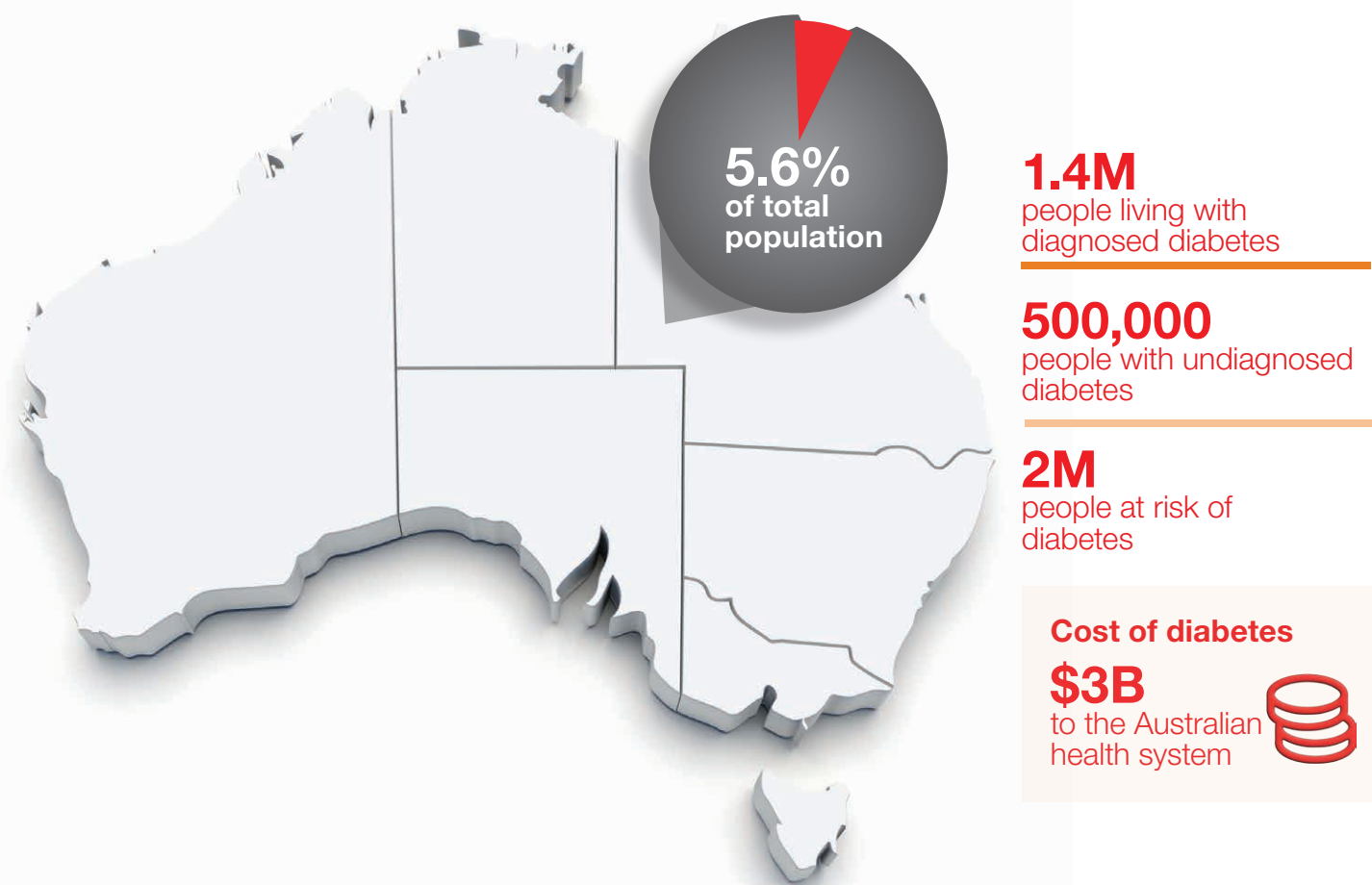
With diabetes affecting more people in Australia than any other serious health condition and South Australia having the highest rates of diabetes only highlights the need for greater support and intervention.

That's why we are here – to educate, advocate, support and fund research that provides better outcomes for people living with or at risk of diabetes.

Supporting people living with or at risk of diabetes is at the heart of everything we do.



Diabetes National



National

1,451,097 people with diabetes registered with the National Diabetes Services Scheme (NDSS) 5.6% of the population

Type 1 diabetes

136,338

Type 2 diabetes

1,258,212

Gestational diabetes

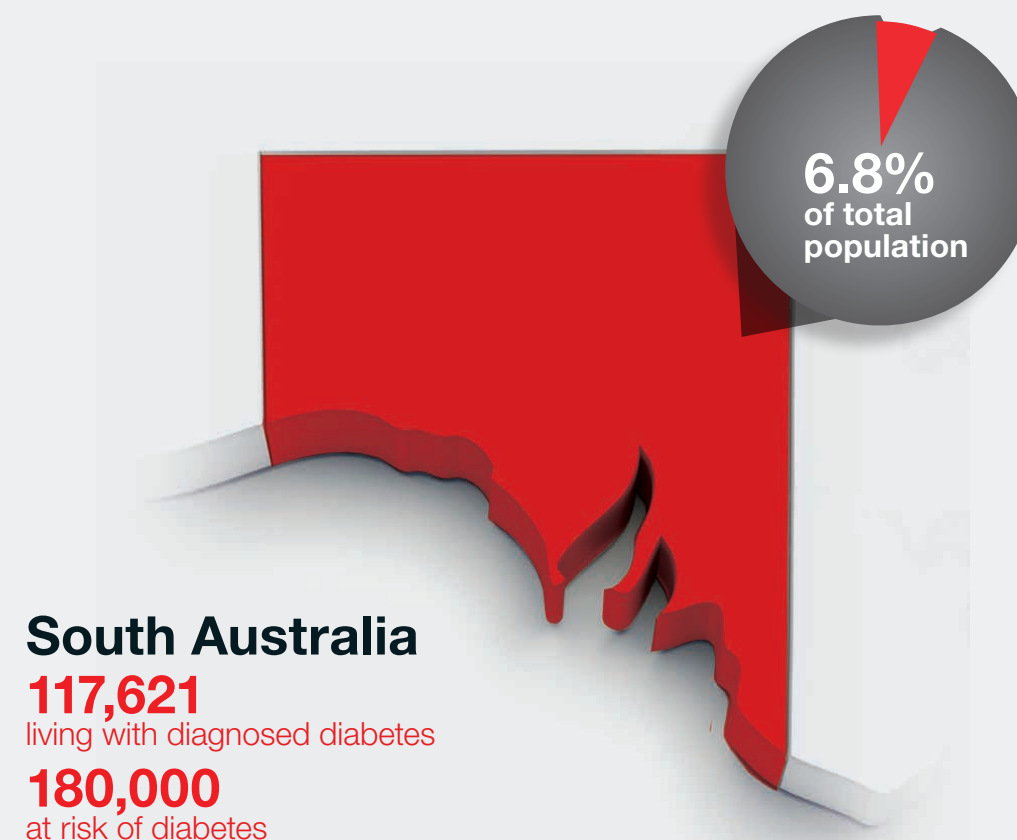
45,031

Other types

11,516

- Over the last 12 months 116,357 people with diabetes were registered with the NDSS
- Equivalent to 319 new people per day
- 182 had type 2 diabetes, 123 had gestational diabetes, 11 had type 1 diabetes and 3 had “other” diabetes
- 9,382 people with diabetes were aged 15 years or under
- 17,728 people with diabetes were aged 20 years or under
- 33,414 people with diabetes were aged 21 to 29 years
- 84,542 people with diabetes were aged 30 to 39 years
- 963,421 people with diabetes were aged 60 years or older

Diabetes State



State

117,621 people with diabetes registered with the NDSS (6.8% of the population)

Type 1 diabetes

9,876

Type 2 diabetes

103,986

Gestational diabetes

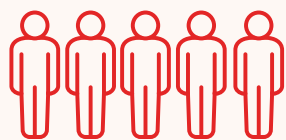
3,030

Other types

729

- Over the past 12 months 7,630 people with diabetes were registered with the NDSS
- Equivalent to 21 new registrants per day
- Of those, 12 had type 2 diabetes, 8 had gestational diabetes, and 1 with either type 1 or ‘other’ diabetes
- South Australia has the highest prevalence of diabetes in Australia at 6.8%
- There is a higher proportion of males 7.2% compared to females 6.5% living with diabetes

Impact of Diabetes



2 million

Australians at risk of diabetes-related complications in the next two decades



Doubles a person's risk of dementia



Leading cause of preventable blindness in working age Australians



Twelve times higher risk of developing end-stage kidney disease



Increases the risk of stroke 1.5 times



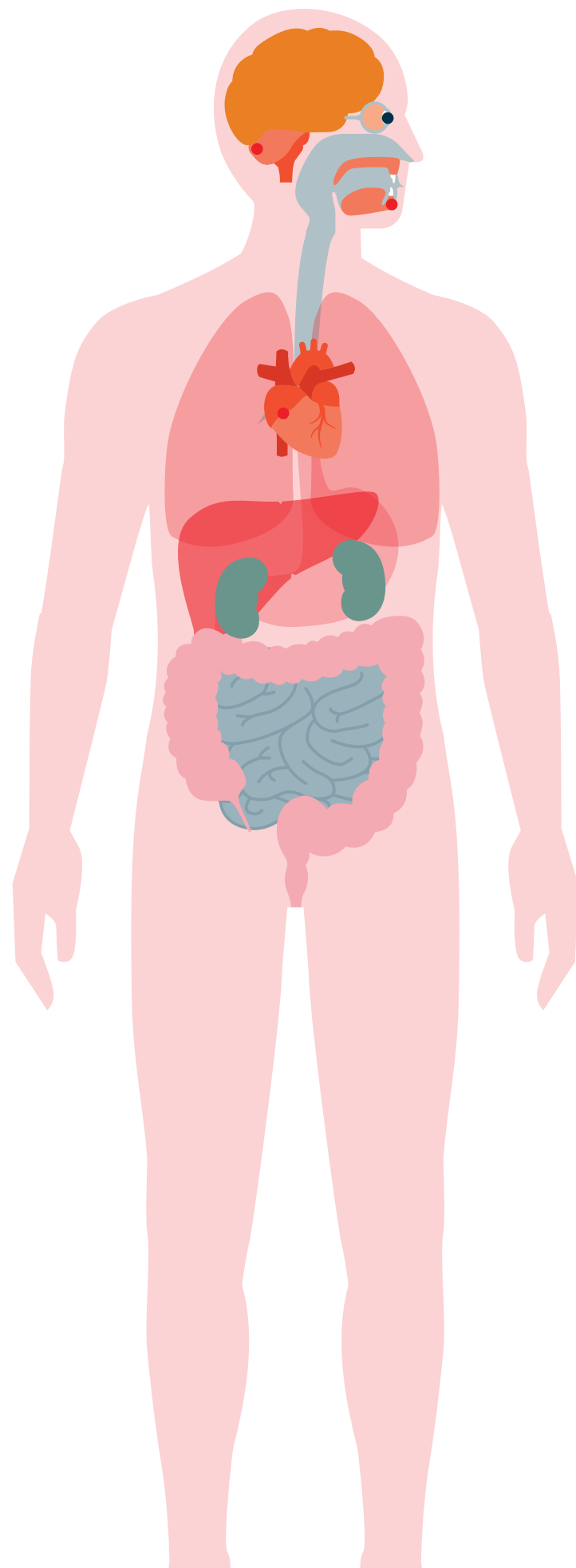
Almost 50% of people experience a mental health challenge every year



Two-thirds of Australians with type 2 diabetes report some form of cardiovascular disease



Diabetes is the leading cause of preventable amputation



1.1M
hospitalisations
21,000 a week

19,000
visits to emergency
365 a week

100,000
hospitalisations because
of eye complications
1,923 a week

5,163
amputations
100 a week

250,000
hospitalised with
kidney complications
4,807 a week

3,980
people develop
dementia
75 a week

17,477
deaths
336 a week

- Indigenous Australians are almost three times as likely to have diabetes as their non-Indigenous counterparts (AIHW, 2022).
- The rate of diabetes is around 1.9 times as high among those living in the lowest socioeconomic areas as in the highest socioeconomic areas.
- The prevalence rate of diabetes is highest in remote and very remote areas where people are 1.3 times more likely to be living with diabetes than those in major cities.
- Diabetes was among the 10 leading causes of death of Australians, contributing to about 17,500 deaths in 2022.
- 1 in 5 (4.9 million) Australians were estimated to be living with a morbidity in 17/18. Multimorbidity is the presence of two or more chronic conditions in a person at the same time.
- Diabetes is expensive for the person with diabetes, the average cost of having the condition is \$4,025 (if no complications). For those with complications, the cost ranges from \$9,625 (type 2 diabetes) to \$16,698 (type 1 diabetes).
- Diabetes is the leading cause of end stage kidney disease in Australia with more than 270,000 people living with both diabetes and chronic kidney disease. Dialysis costs the health system between \$50,000 - \$80,000 per person per year.
- At least one in five people and one in four First Nations people are currently living in residential aged care live with diabetes.
- There are almost 750,000 people living with diabetes aged 65 years and over, many of whom will transition into aged care.



Diabetes
SA Support
Always

AUS2PREVENT
Australian lifestyle change program to prevent or delay type 2 diabetes

Prevention

The prevalence of diabetes is increasing nationally, and South Australia has the highest rate (6.8%) in the nation. There are 103,986 South Australians living with type 2 diabetes and each day another 12 people are diagnosed with this form of diabetes.

Preventing the personal, societal, and financial impact of type 2 diabetes to our community is possible and is a national health priority for Australia.

That's why Diabetes SA continues to invest in the development and implementation of preventive programs that are evidence based and best practice.

The Issue

International evidence has already demonstrated that up to 58% of type 2 diabetes cases can be prevented or delayed through lifestyle modification and intensive support.

We are investing in this area because despite the international evidence, no Australian type 2 diabetes prevention program has combined the key elements of the most effective international programs and conducted an economic analysis to demonstrate the clinical and cost-effectiveness.

Our Action

Our internal research team developed the AUS2PREVENT lifestyle change program between 2019-2020.

Collaborating with Flinders and Torrens Universities, a parallel, unblinded randomised controlled trial was developed to prove 'AUS2PREVENT' is better than the current 'Usual Care' provided by GPs to people at high risk of developing type 2 diabetes.

Screening and recruitment of trial participants commenced in November 2021, and the 12-month intervention commenced in January 2023.

Our Impact

Through implementing the program, Diabetes SA will continue to demonstrate to both the community and also to Government that we are well-placed to improve health outcomes for all Australians at risk of as well as living type 2 diabetes.

Next Steps

Whilst the trial findings will not be publicly available until December 2025, the research team have been providing regular updates to Diabetes SA Members through our Member publications.

The team have also presented the trial protocol and preliminary findings about the recruitment of participants into the trial.

If the AUS2PREVENT program is shown to effectively reduce type 2 diabetes risk and the incidence of the condition, it will be added to Diabetes SA's suite of programs once funding is secured.



Over the last 4 years, the organisation's sole focus area of 'Preventative' research has been to test the Diabetes SA developed AUS2PREVENT lifestyle change program.

Our aspiration is to provide robust scientific evidence that our AUS2PREVENT program is feasible, acceptable and clinically and financially cost effective to prevent or delay the onset of type 2 diabetes in South Australians at risk of or living with prediabetes.

AUS2PREVENT participants comments about the value of the group discussion, sharing experiences, and learning from others.

I'm thankful to Diabetes SA for promoting the trial as I knew I was at risk and it prompted me to do something about it.

Upon receiving the Good Health Guide, I was very pleased with the quality of the booklet and I could tell a lot of work had gone into the guide.

I am looking forward to making lifestyle changes to help with both my physical and mental health.

I am excited for the group sessions. I can tell a lot of effort has gone into planning the sessions and thought it was great that we had even been provided public transport options for people.

Detection

Community type 2 diabetes screening and awareness program

Targeting Men Through Men's Sheds and Freemasons Lodges

The Issue

Diabetes SA has a long history of developing public health campaigns to raise awareness about diabetes.

Concerningly, the incidence of diabetes in South Australian males is the highest in the nation (7.2% versus 5.6%). Men are less likely than women to participate in screening.

Our Action

To address this, Diabetes SA partnered with Men's Sheds and Freemasons Lodges to co-design and implement a type 2 diabetes community screening and awareness program targeting males. In July 2021, a flagship program was funded by Masonic Charities Trust to engage approximately 3,000 men from these target community groups over a 3-year period. A two-stage screening process was used: Stage 1 – Completion of AUSDRISK screening tool. Stage 2 – Point of Care (POC) HbA1c test.

Our health professional team has so far conducted 46 type 2 diabetes awareness and screening events (13 in metropolitan Adelaide and 33 in various regional and remote towns).

A total of 907 men have attended the events, and 543 have completed the AUSDRISK screening tool. Of the 543 individuals who completed the AUSDRISK screening tool, 440 or 81% scored greater than or equal to 12 indicating they were at high risk of type 2 diabetes. These 440 men also chose to go on to have a Point of Care (POC) HbA1c test done. Forty men (9.9%) who had the POC test were found to have a HbA1c indicating prediabetes was likely. Another 20 men had a HbA1c > 6.4% indicating type 2 diabetes was likely.

Thank you to Masonic Charities Trust for your support.



Everyone with an AUSDRISK score >12 was referred to their GP for followup.

Feedback from participants shows the community was very grateful for the screening program and the financial support Masonic Charities Trust has provided to Diabetes SA.

Here are just a few quotes:

“Doing this in a place where we all know each other and are comfortable

Professional, friendly staff who explained in easy-to-understand terms

Being able to talk directly and get an immediate response”

By the end of 2024 we aim to have screened 3,000 men and provided them with education on the steps they can take to change some of their behaviours around modifiable risk factors.

Our Impact

The program is proving to have great impact through providing men an opportunity for screening in a non-judgmental setting and empowering them to take action to improve their own health.

Next Steps

Diabetes SA is committed to using the learnings from the program to apply for funding to expand this work into other high risk populations - e.g. specific ethnic communities.





Management

Our overarching objective is to deliver person-centered education and support that empowers individuals to acquire and apply the knowledge, confidence, problem-solving and coping skills needed to manage their life with diabetes.

The Issue

Diabetes is a growing health concern worldwide. The International Diabetes Federation predicts that by 2045, 1 in 8 adults globally will be living with diabetes, an increase of 46%.

In Australia, over 1.4 million people are living with diabetes. In the 12 months preceding June 30 2023 there were 116,357 people newly registered with the National Diabetes Services Scheme (NDSS), this equates to 319 people newly diagnosed every day.

Concerningly, South Australia has the highest rates of diabetes in Australia, with 6.8% of the population living with diabetes. Type 2 diabetes accounts for 88.6%, type 1 diabetes 8.3%, gestational diabetes 2.5%, and other diabetes related conditions 0.6%. These include diabetes related to conditions of the pancreas e.g. cancer or cystic fibrosis.

Our Action

Evidence shows that people living with diabetes face up to 180 diabetes related decisions every day. Providing evidence-based education to support diabetes self-management is essential to improving a person's quality of life and reducing the risk of diabetes related complications.

Across 22/23 we have delivered a diverse range of programs and services to people living with and at risk of diabetes, the general community, and across a range of priority areas. Current priority areas include Aboriginal and Torres Strait Islander people, culturally and linguistically diverse people, older people, younger people and rural and remote communities.

We use validated evaluation surveys to drive ongoing improvements and program development and to demonstrate effectiveness.

Our Impact

Education and support was provided to a total of 7,796 people living with, or at risk of, diabetes, 305 support people, 581 health professionals, 938 school staff and 337 community members, across all programs and services. Phone support was provided to a further 3,223 people with diabetes, community members and health professionals.

Sessions were delivered across:

Metropolitan
Hilton, Aldinga, Seaford, Reynella, Christie Downs, Golden Grove, Smithfield Plains, Evanston Park, Holden Hill, Modbury.

Country
Murray Bridge, Mount Barker, Mount Gambier, Victor Harbor, Moonta, Point Pearce, Coober Pedy, Leigh Creek, Peterborough, Port Pirie, Port Augusta and Whyalla.

Diabetes SA Programs



Consultations

Consultations are available with a Credentialed Diabetes Educator, Accredited Practising Dietitian or Accredited Exercise Physiologist. They provide individualised support for diabetes prevention and management. Face-to-Face consultations remain the preferred choice however telehealth remains an option for those who require it.

569

1:1 consults

375

Credentialed Diabetes Educator consultations

159

Accredited Practising Dietitian consultations

35

Exercise Physiologist individual consultations

19

Exercise Physiologist group sessions

88

Exercise Physiologist group attendees

I was so impressed by my CDE consult. The knowledge was amazing, the level of expertise was extraordinary, and the service was phenomenal.



Expert Speaker Series

The Expert Speaker Series features an expert in a particular field sharing their knowledge and experience.

Each year we aim to provide access to current, evidence based information on a range of diabetes related topics including: mindful eating, technology, liver disease, exercise, eye health, healthy shopping, kidney health and mindfulness.

10

Expert Speaker Series sessions

155

Attendees

26

Support people

An excellent presenter – explained a really difficult topic well. Really good way of helping people to understand the different problems and also the treatment.



Supermarket & Central Market tour

Supermarket and Central Market tours are held monthly providing an opportunity to learn practical skills around label reading, seasonal produce, and healthy eating to support diabetes management.

11

Central Market tours

38

Attendees

8

Support people

12

Supermarket tours

59

Attendees

17

Support people

Great discussion and fantastic talk and such a knowledgeable speaker.





Webinars

In March we launched our new webinar series aiming to provide Members with current, evidence-based information on a range of topics, focusing on self-management.

Topics including Kick Start the New Year, Getting Back to Basics and Keeping Well Over Winter are covered in a series of four short recordings released fortnightly at lunchtime.

12

Live webinars

44

Live views

416

Recorded views

3

Webinars series

667

Views

It was very clear and precise with not a lot of medical jargon. Clear and easily understood information. Easy to understand and very visual.



Podiatry clinic

We know the importance of looking after our feet and regular screening for nerve and circulation changes when living with diabetes. Our Podiatry clinic is a free service for our Members, providing the opportunity to attend a comprehensive assessment and education session facilitated by the UniSA Podiatry faculty.

6

Podiatry clinics

45

Attendees

The clinic was really valuable because I learned what to look out for in terms of loss of feeling or continuous tingling in my feet.



Kids camp

Camps are an important way for young people to gain independence in their diabetes management, learn from their peers and make lasting friendships. Our 2022 Kids Camp was held at Woodhouse Activity Centre on 1st – 2nd October.

31

Campers aged 10-12 years old attended

Incredibly well organised and run by competent professional, caring folk who were personable - capable, my child had a fabulous time. I knew she was safe; this reduced my stress.



Guest speaking

Our Guest Speaking program provides the opportunity to raise awareness and understanding of diabetes prevention, detection and management within community groups, workplaces and organisations.

The training was delivered for Department of Child Protection, Adelaide University, Flinders University, TAFE SA, disability support organisations, day surgery clinics, and community organisations. Sessions were delivered face-to-face or via webinar to meet the needs of the group.

36

Guest speaking sessions

337

Attendees

I found the facilitator very knowledgeable, and she shared the info in an interesting, engaging manner the handouts to were very helpful.

NDSS Programs



Living Well seminars & community events

Five Living Well seminars were held, including seminars to mark National Diabetes Week and World Diabetes Day.

5

Seminars

279

Attendees

104

Support people

2

Community awareness expos

358

Attendees

Locations

Metropolitan Adelaide, Victor Harbor and Mount Gambier

I am newly diagnosed with diabetes, so this gave me a greater understanding of foods and how they act in my body. I wish I had known this when I was pre-diabetic.



DESMOND

Diabetes Education for Ongoing and Newly Diagnosed, or DESMOND is a full day workshop for people living with type 2 diabetes.

This comprehensive program covers the key aspects of managing diabetes including blood glucose monitoring, healthy food choices, physical activity, medication management, prevention, screening and management of complications, and personal goal setting for sustainable behaviour change.

Whether newly diagnosed with type 2 diabetes or wanting a refresher on diabetes management, DESMOND is a great opportunity to connect with peers and learn from each other's experiences.

A very informative workshop to empower myself to manage my condition with better understanding and better outcome.

24

DESMOND programs

188

Attendees

32

Support people

Locations

Metropolitan Adelaide, Mount Gambier, Mount Barker, Murray Bridge and Victor Harbor



OzDAFNE

Dose Adjustment for Normal Eating, or DAFNE is a five-day group program for adults living with type 1 diabetes. It supports the individual to self-manage their diabetes by calculating insulin requirements using intensive carbohydrate counting, as well as ways to manage exercise, illness and hypoglycaemia. This year was the first time OZDAFNE was delivered by Diabetes SA, with one Credentialed Diabetes Educator and one Accredited Practising Dietitian undertaking an extensive training process to deliver the program.

2

Programs

15

Attendees

Thanks for helping me. I had a blood test and my average over the last 3 months was 7.3 so I am super happy.



Topic Specific

A suite of group education sessions are available to address the core topics relating to diabetes management for people with type 1 diabetes, type 2 diabetes or gestational diabetes. These include ShopSMART, CarbSMART, FootSMART, MedSMART, Living with Insulin and Ready Set Go – Let's Move. This year also saw the implementation of the Beat It program, an eight-week exercise and education program.

Participants report finding these sessions beneficial in increasing their knowledge, confidence and motivation in these key areas of diabetes management and enjoy the opportunity to learn from their peers as well as the facilitators.

The program was motivating, structured and confidence building. It was an excellent opportunity for which I feel very fortunate to have been able to attend. I plan to build on what I have learned.

92

Education programs

646

Attendees

118

Support people

Locations

Metropolitan Adelaide, Mount Barker, Murray Bridge and Victor Harbor.



NDSS virtual programs

This year saw the implementation of virtual programs under the NDSS, with many of the face-to-face group programs (DESMOND and topic specific programs) available as live, interactive online workshops.

Programs were delivered to registrants and Health Professionals from across Australia.

45

NDSS virtual programs were delivered by Diabetes SA

27

Webinars

18

Virtual DESMOND and topic specific programs

Priority Areas



Aboriginal and Torres Strait Islander Community and Health Workforce

Providing diabetes education and support amongst Aboriginal and Torres Strait Islander communities and the Aboriginal Health Workforce who support them remains one of the key priority areas under the National Diabetes Strategy. We have built strong relationships with Aboriginal and Torres Strait Islander communities across South Australia. These sessions were held across metro and regional South Australia.

Our partnership with the Aboriginal Health Council of South Australia continued and we provided diabetes management training to the health workers undertaking the Certificate IV in Aboriginal and Torres Strait Islander Primary Health Care.

16	107
Aboriginal Health Worker training sessions	Attendees
14	90
Feltman/Feltmum training sessions	Attendees
3	758
Community expos	Attendees
17	2,913
Community education sessions	Attendees

Locations
Metropolitan Adelaide, Moonta, Murray Bridge, Point Pearce, Coober Pedy, Leigh Creek, Peterborough, Port Pirie, Port Augusta and Whyalla



Aged care

Supporting people with diabetes as they age is a key goal in the National Diabetes Strategy. Training was delivered within aged care services. The focus was on upskilling staff to feel confident in their knowledge of diabetes management and ability to support older people to live well with diabetes.

23	205
Aged care training sessions	Attendees



Culturally and Linguistically Diverse Communities

Culturally and Linguistically Diverse communities are often at higher risk of diabetes and have a number of barriers when it comes to accessing health care. Providing diabetes education to (CALD) communities is another priority area under the NDSS.

Across the sessions a combination of interpreting services and culturally appropriate resources translated in language were used to meet the needs of the communities.

23	1,285
CALD education sessions	Attendees

Education was provided in English, Greek, Cantonese, Mandarin, Hindi, Dari and Karen languages and participants were from Greek, Chinese, Afghani, Filipino, Nepalese, Indian, Burmese, Pakistani, African, Hungarian communities.

“Thank you so much for your time and the educational presentation. It was a pleasant and informative session as it was presented by means of less medical terminology. Easy for the ladies to comprehend and learn all the significant knowledge within a short period of time.”



Diabetes in Schools

The three levels of training available under the program provide extensive information and support on managing type 1 diabetes in the school environment. This ensures young people living with type 1 diabetes can participate fully in the school curriculum and teacher's and school staff can feel confident in their role supporting a student with diabetes.

Level 3 Individualised Skills Training is delivered in partnership with the Women's and Children's Hospital to provide skills-based training specific to the student and their school diabetes management plan.

1,948	1,956
Teachers and school staff across SA completed the online Level 1 Introductory training	Completed the Level 2 Intermediate training
145	938
Level 3 Diabetes in Schools training sessions	Attendees



Health Professional Engagement

Our NDSS Engagement and Relationships Officer provides support to health professionals across the state to raise awareness of the support and services available under the NDSS and Diabetes SA. Throughout 22/23 education health professionals, including GPs, practice nurses, and allied health professionals.

16	136	235
Health Professional education sessions	Attendees	Online support provided



Access Points

Nine Access Point training sessions were provided to 43 attendees.

With 448 pharmacies appointed as NDSS Access Points across South Australia, our NDSS Engagement and Relationships Officer provided extensive training and support to ensure people with diabetes have easy access to diabetes products under the NDSS.

9

Access Point training sessions

43

Attendees

685

Occasions of online support provided to access point staff including face-to-face training



Phone support

In addition to our individual and group education sessions, our health professional team provides phone support through both the NDSS and Diabetes SA support lines.

Those who received support were living with or at risk of diabetes, people supporting people living with diabetes, health professionals and community members.

2,303 occurrences of phone support provided.

Next Steps

In 2023/24 we plan to continue to expand our reach within the community to meet the needs of South Australian's living with and at risk of diabetes.

We will continue our work in the priority areas of Aboriginal and Torres Strait Islander communities, Culturally and Linguistically Diverse Communities, younger people, older people, and rural and remote communities.

We will look to diversify our Diabetes SA service offering with the implementation of our workplace wellness program, further support across the aged care sector, and a tailored nutrition program for people living with type 2 diabetes.



Research

Diabetes affects every organ of the body. The average annual healthcare cost per person with diabetes is \$4,025 if they have no complications, rising to \$9,645-\$16,698 if they have complications.

The following projects being developed and driven by Diabetes SA's internal research team in area of 'Diabetes Management' are working towards ensuring everyone with diabetes has equity in accessing evidenced-based programs to reduce, and hopefully even prevent, lifechanging complications that occur, and by doing so improve their quality of life.

Healthy eating styles for type 2 diabetes

The Issue

People living with type 2 diabetes are often confused by what to eat, particularly when first diagnosed. In late 2022 we published findings from our review of the scientific evidence on the most effective eating patterns for managing type 2 diabetes. Through listening to feedback from our Members and broader community, we recognised an urgent need to translate our findings into practical resources to help people with type 2 diabetes to eat well to manage blood glucose levels and other cardiometabolic risk factors.

Our Action

Using a co-design framework, with an iterative process of testing and refining prototype resources, we have produced a suite of guidelines to help people with type 2 diabetes determine which of the four eating styles is most suited to their food preferences.

Findings from the work were presented at the Australian Diabetes Congress, August 2023. Scan the QR code below to view a copy of the poster presentation.



Our Impact

Through partnering with end-users, we are making significant improvements to the design and readability of our resources which is thereby making them more meaningful to the community of people living and/or supporting others with diabetes.

This process will continue to guide the creation of eating pattern resources and programs to support people in managing type 2 diabetes.

Digital technology to support diabetes management

The Issue

Demand for individual and group-based face-to-face programs remains strong with market research indicating that around one third of Australians are engaged in using digital health programs on a mobile and/or tablet.

Long and increasing wait times to see a GP and/or specialist diabetes healthcare professionals are causing many issues for people living with chronic conditions and our health system. Having the capability and capacity to deliver evidence-based programs via multiple delivery modes is extremely important to Diabetes SA so our Members, and also the wider community, have choice and flexibility in support to manage their condition.

Our Action

Over this financial year, the Diabetes SA research team has continued to nurture relationships with a UK-based, award-winning digital health technology company whilst waiting for the outcome of a funding applications for a large opportunity through Wellbeing SA. The application was to commission an evidence-based, innovative health coaching service to improve health outcomes for South Australians living with chronic conditions like diabetes. Although the proposed service model was not successful, the learnings from the tender process were excellent and are helping the team refine a service model that will attract potential partners.

In parallel with the above, we have surveyed our Members to determine their appetite for using digital health technology to manage their health and wellbeing and what features are desired.

Our Impact

Diabetes SA is establishing itself as a serious contender to partner with a highly respected UK-based company to deliver an innovative, scalable, hybrid (face-to-face and digital) prevention and management program for South Australians to addresses the domains of lifestyle risk factors common to multiple chronic conditions including diabetes.

Our Member survey revealed that many are skeptical about the value and safety (namely data security and privacy concerns) of another digital health app. However, around one third of the 366 Members surveyed indicated an interest in using an evidence-based app to support aspects of their health and wellness in the future.

Next Steps

Diabetes SA and the UK-based digital health technology partner are in the final stages of developing a pilot trial to test the feasibility and acceptance (including challengers and enablers) of a FREE digitally-delivered, 12-week behaviour change program in a small group of up to 100 Members.

Smart ‘nudges’
to improve blood
glucose levels

The Issue

Managing blood glucose reduces the risk and/or reduces the severity of complications associated with diabetes. One lifestyle behaviour that has been associated with greater variability in blood glucose levels is snacking after the evening meal. A reason for deleterious consequences is that insulin sensitivity is under circadian regulation and is highest in the morning and decreases at night.

Our Action

In June 2021, Diabetes SA in collaboration with researchers from The University of Adelaide and Flinders University, were awarded \$60,000 through the Chronic Disease Integrated Care Partnership Scheme 2021-2022 from Wellbeing SA (SA Health).

The demonstrator project aimed to test the effectiveness of brief messages (so called ‘nudges’), delivered remotely using smart-phone technology, to see if they can improve chronic disease outcomes by reducing evening snacking at home in people with type 2 diabetes, and thereby improve blood glucose levels in people with type 2 diabetes.

Our Impact

Over the past two years, the concept was tested through three steps of research which were completed in June 2023.

Although the nudges did not reduce the number of snacking events or overnight blood glucose levels in everyone who participated in the trial, we did observe lower after-dinner glucose levels and fewer glucose peaks (indicating decreased evening snacking events) on nudging vs non-nudging days in 50 of the 59 trial participants.

Based on our findings, nudging technology appears to have potential to change lifestyle related behaviours for the better.

Preliminary findings from the Project were submitted for presentation at the Australian and New Zealand Obesity Congress, 18-20 October 2023, and to the South Australian Healthy Lifestyle State Research Forum, 15 September 2023.

Next Steps

The research team are currently writing up the findings from the pilot trial and will consider how the findings can support further collaborative work with Diabetes SA. Further research is required to refine the just-in-time nudging technology so that it is more personalised to the characteristics, behaviours and food preferences of individuals.

“
On the evening I was
looking forward to relaxing
and treating myself to a
little chocolate I did have
less than I would
usually have.”

Stage:1

The researchers, together with a small group of Diabetes SA Members living with type 2 diabetes, co-designed 13 nudges.

Stage:2

The researchers tested the feasibility of the 13 co-designed nudges, the mobile phone app used to deliver them, and an algorithm developed to determine evening snacking events of people living with type 2 diabetes.

Stage:3

The research team developed and conducted a micro-randomised pilot trial to test the feasibility and effectiveness of delivering seven digital nudges ‘just in time’ via a mobile app to reduce evening snacking behaviour and reduce overnight blood glucose levels.

Characterising
the experiences of
Indian born South
Australians living
with type 2 diabetes
in accessing and
utilising health
care services

The Issue

Indian-born Australians have a higher prevalence of both diabetes and heart disease, and/or risk-factors for these conditions.

Given this population continues to represent the second largest ethnic group in South Australia (and the nation), it is surprising there remains little understanding about the enablers and barriers that influence their access to and the use of health care services to support those who are at risk of and/or living with type 2 diabetes.

Our Action

To address this lack in knowledge, we partnered with the BAPS Shri Swaminarayan Mandir faith group of Adelaide, the South Australian Indian Medical Association, the Adelaide Primary Healthcare

Network, Flinders University, and The University Adelaide and received a \$60,000 grant through the Chronic Disease Integrated Care Partnership Scheme 2021- 2022 from SA Health Wellbeing SA.

We developed an online survey that was completed by 26 out of 29 participants who were recruited through emails to Members of Diabetes SA and Registrants of the National Diabetes Services Scheme (NDSS) who were living with any type of diabetes. We also conducted semi-structured interviews with 12 community members living with type 2 diabetes.

Our Impact

The research highlighted many interconnected themes and factors contributing to the varying experiences Indian-born South Australians at risk and living with diabetes have in accessing and using local health care services.

A few of the key learnings were:

1. Many participants were only diagnosed once some signs or symptoms of diabetes were evident, or worse still, after a major complication had been experienced.
2. GPs need more education about the many evidenced-based resources and services available through the State Government and peak diabetes organisations like Diabetes SA, to which they could be referring their patients.
3. Simply raising awareness about existing culturally tailored programs and services is not sufficient to reduce stigma around type 2 diabetes or overcome the other key barriers such as feelings of isolation, lack of motivation, and/or trust in health care services and programs to diagnose or manage their health.

Next Steps

Diabetes SA and our partners will use these learnings, and continue with consumer-focused research, to develop culturally appropriate public awareness campaigns and resources about the risk factors for type 2 diabetes, and also how to prevent and delay the development and progression of complications.





Research Advisory Committee

The Research Advisory Committee is now in its sixth year and whilst it was originally established to review applications submitted for the Diabetes SA Research Grants Program its role has extended beyond this to advancing the overall research agenda of the Association. This includes overseeing the development of the Association's strategic research priorities, objectives, and funding requirements to support both internally led and externally funded research.

Diabetes SA holds a unique position in research offering an external research grants program that supports external diabetes research whilst also developing our own capacity and expertise in an internal research team. Through the generous support of our Members, donors and the community of South Australia Diabetes SA has been able to support research into diabetes almost since our inception.

Our internally led research team has been building the evidence base and contributing to new knowledge in diabetes, which has resulted in the development of programs that are evidence based and best practice. This focus internally has provided opportunities to build the organisation's credibility and leadership, share research findings and contribute to external research projects. Whilst the Diabetes SA Research Grants Program has enabled the support of external diabetes research projects since 2018, it is together that will enable us to change the future of all people living with or at risk of diabetes. With three rounds of the

Diabetes SA Research Grants Program successfully implemented, the Research Advisory Committee turned their attention to identifying improvements to the Diabetes SA Research Grants Program. This has included a review of the Diabetes SA Research Grants Guidelines including a review of the focus areas of grants, types of grants and sources of funding and the peer review process for the individual and collective review of grant applications in preparation for the 2024 Diabetes SA Research Grants Program.

Through this process the Committee has recognised the significance and importance of the Diabetes SA Research Grants Program in supporting researchers to advance diabetes knowledge and improve the outcomes for people living with or at risk of diabetes.

But growing investment in research requires greater financial support and commitment and this is where the committee's next piece of work comes into the picture.

Over the last year the Research Advisory Committee has been focused on evaluating Diabetes SA's vision for research through committee discussion aimed at clarifying Diabetes SA's research agenda.

Some of the questions raised include:

- What will be our focus areas of research-internally led versus externally supported?
- Who will we work alongside to increase the impact of our work?
- How do we explore opportunities for partnerships and collaborations to fund research?

- How do we best promote the organisation's research agenda and raise profile/awareness of our role in research?
- How do we best raise awareness of the financial support required for research?
- Who can best support our work?

The committee will place a focus on the development of the research agenda in upcoming committee meetings.

The Association is very fortunate to have the following esteemed professionals on the Research Advisory Committee.

Chair

Lynn Bonython (Vice President)

Deputy Chair

Leanne Babic (Board Member)

Research Advisors

Dr Anthony Roberts
Associate Professor Richard Young
Dr Cher-Rin Chong
Professor Abhilash Chandra

Consumer Representatives

Trina O'Donnell
Peter Blackmore

The committee would like to acknowledge the work of past Deputy Chair Gus Abimosleh (Board Member).



Diabetes SA

Research Grants Program 2020

Research is one of the key strategic pillars of with the Association alongside prevention, detection, and management.

With a vision to improve the lives of people living with or at risk of diabetes, the Diabetes SA Research Grants program commenced in 2017.

In 2018 the first grants were awarded with subsequent grants awarded in 2020 and 2022. Dr David Jesudason and Dr Cher-Rin Chong were both recipients of the 2020 Diabetes SA Research Grants.

Final Report Dr David Jesudason

Addressing life threatening ketoacidosis associated with sodium glucose cotransporter-2 inhibitors (SGLT2i); and key antidiabetic medications.

Central Adelaide Local Health Network
2020 funding amount - \$100,000 over 2 years

Dr David Jesudason is a leading Adelaide endocrinologist whose research is focused on understanding the rare, but serious adverse side effect of sodium-glucose cotransporter-2 inhibitors (SGLT2i) that can cause diabetic ketoacidosis (DKA).

DKA is a condition where ketones build up in the blood and is normally only seen in people living with type 1 diabetes. However, DKA can occur in people with type 2 diabetes who take SGLT2i in situations of medical or surgical stress.

Dr Jesudason's research has focused on what factors influence the risk of getting the rare side effect of diabetic ketoacidosis in patients with type 2 diabetes who take the class of drug called sodium-glucose

cotransporter-2 inhibitors (SGLT2i). This is a class of drug commonly used in type 2 diabetes due to their multiple beneficial effect. This can occur in the lead up or following surgery or procedures such as colonoscopy. Factors such as the use of bowel preparation, the length that the drug is held and the reaching of certain fingerprick blood ketone thresholds should be a red flag to do further investigations to look for this condition.

Despite the research project being impacted by COVID and the cancellation of elective surgery, which impacted recruitment for aspects of his work, Dr Jesudason's research team has shown that diabetic ketoacidosis from SGLT2i takes longer to recover from than the classical DKA in type 1 diabetes. Dr Jesudason stated "these two conditions are different in some respects. We are trying to develop different treatment protocols to hasten the resolution of diabetic ketoacidosis from SGLT2i. Once our research and analyses are completed, we hope to identify which patients are safe to go back on their SGLT2i and which patients should not take it."

Dr David Jesudason stated "we have achieved our broad aim to understand better the clinical contexts around which euglycaemic diabetic ketoacidosis from SGLT2i occurs. A significant part of our research has focused on patients being admitted

for colonoscopy. Our work has explored what ketone thresholds might trigger suspicion of incipient ketoacidosis in SGLT2i patients and trigger the need for further investigations and we weighed in on the debate about how long to hold SGLT2i peri-operatively. Some of our work in this area is still ongoing."

With 8 publications related to this work so far during the time period of this grant and more expected as results are analysed, Dr Jesudason's findings have been presented by his team on four occasions – all at the Australian Diabetes Congress and two of these have been in the running for awards such as the President's Prize.

Dr Jesudason stated that "our colonoscopy work has changed clinical practice in Australia as it led to alerts by the Australian Diabetes Society and the Gastroenterology Society of Australia and Anaesthetic Society to their members regarding this research and the provision of guidelines about the safe use of these SGLT2i in this setting."

As a recipient, Dr Jesudason believes "the Diabetes SA Research Grants Program fills an extremely important gap in diabetes research funding in SA. Being able to fund smaller but important projects which would not be eligible for NHMRC or MRFF funding but are of high clinical value can help early and mid career researchers to develop a body of work which they can build on in future."

When asked if he has any suggestions on how we could improve the Diabetes SA Research Grants Program, Dr Jesudason stated "The Diabetes SA Research Grants Program is an excellent initiative-my only suggestion is to increase the number of grants awarded if the money is available!"



Update Dr Cher-Rin Chong

'Novel strategy for cardiovascular protection in type 2 diabetes.'

The University of Adelaide
2020 funding amount - \$100,000 over 2 years

Dr Cher-Rin Chong leads a research group at The University of Adelaide focused on better understanding the biochemical pathways that lead to heart disease in patients with type 2 diabetes.

Type 2 diabetes is a metabolic disease but the primary cause of death in patients is heart disease. Dr Chong has a 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.

Dr Chong stated "to do this I focus on a protein called PARP, which is often activated to repair damaged DNA. I hypothesise that PARP is overactivated 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 however further experiments were needed to explain the underlying mechanism.

Some delays were experienced with the research project that required extensions to the grant period including the birth of Dr Chong's first child in 2020 and an extension to cover the duration of a PhD candidature. Dr Chong stated "Diabetes-induced heart failure is a special form of heart failure where there is currently no targeted therapy. Investigations in humans are difficult because in humans, they do not occur in isolation, often clouded by obesity, high blood pressure or cholesterol build-up in blood vessels (atherosclerosis)."

"Now, we have established a model of diabetes-specific heart failure, where all the other risk factors are absent. We have also discovered that while the cardiac function appears to be "normal" at rest, upon exercise/increased heart rate, abnormal cardiac function is unmasked. We are now going to explore molecular changes within."

Part of the investigations have been presented by PhD student Getandale Negera at the Florey Postgraduate Student Symposium. However, the study is currently halted by the animal ethics committee due to concerns of adverse events. Dr Chong is hopeful that these concerns can be adequately addressed.

Diabetes SA

Research Grants
Program Reports

Recipients from the 2022 Diabetes SA Research Grants Program share an update on the progress of their research.



Dr Lisa Nicholas

‘Defining the contribution of epigenetics to the intergenerational cycle of type 2 diabetes in Aboriginal people’.

The University of Adelaide
Funding amount - \$100,000 over 2 years

Dr Lisa Nicholas leads a research group at The University of Adelaide where she is interested in understanding how a child’s metabolic destiny is determined even before birth by their mother’s metabolic health during pregnancy.

Children born to mothers with diabetes in pregnancy are at more risk of developing diabetes and obesity. Given the much higher rates of diabetes in pregnancy amongst Aboriginal and Torres Strait Islander women and the widespread health inequalities experienced by these communities, their children are disproportionately impacted by the negative consequences of being exposed to diabetes in the womb. There is, therefore, a pressing need to identify risk markers in these children to facilitate early prevention of these conditions and provide information about the mechanisms behind how diabetes develops in these children.

Dr Nicholas stated that “this study will measure the changes in a DNA chemical tag in the blood of Aboriginal and Torres Strait Islander children born to mothers with diabetes in pregnancy to determine how well it predicts future obesity and diabetes risk.”

Some delays were experienced with the research project that required an extension to the grant period. These delays related to data sovereignty and have been mitigated by the development of a research collaboration agreement that recognises the significance and importance of Indigenous Knowledge that is living, vibrant and dynamic and includes existing, emerging, and future items of Knowledge whilst ensuring that the appropriate recognition, protection, and respect is given to Indigenous Knowledge and its owners.

Dr Nicholas stated that “the team has tried to mitigate the delay by ensuring protocols are optimised and the retrieval of Guthrie cards, which is also a time-consuming process is ongoing in parallel ensuring the project progresses in a timely manner.”

New timelines have been established in line with the extension granted for the research project due for completion in August 2024.



Associate Professor Richard Young

‘Blocking intestinal sweet taste for better glycaemic control in type 2 diabetes.’

The University of Adelaide
Funding amount: \$100,000 over 2 years

Associate Professor Richard Young leads a research group at The University of Adelaide that has discovered that the gut detects and responds to sweet in a similar manner to the tongue.

This gut ‘sweet taste system’ is essential in the control of glucose absorption.

Associate Professor Richard Young states “blocking the gut ‘sweet taste system’ via a novel sweet taste blocker – lactisole – has the potential to improve blood glucose control in people with type 2 diabetes by slowing their glucose absorption, increasing their gut hormone responses, and protecting against damaging diet-related changes in their gut bacteria.”

A small study has been completed in people without diabetes to test a novel capsule formulation to best deliver the main study agent, lactisole. This has shown that release of the test agent, paracetamol, was delayed an hour and extended for four hours. This validates the capsule design to deliver lactisole to gut regions enriched in sweet sensing capacity.

Recruitment for the main study has commenced via social media and through Diabetes SA, and will require an additional 6-9 months to establish clinical benefits of lactisole. Associate Professor Richard Young stated “once this is completed in 2024, we will analyse the composition of fecal bacteria and compare linkages between health and type 2 diabetes.”

This novel research holds much potential as a new and safe way to better manage blood glucose levels.

Collaborating and Partnering

Developing meaningful partnerships through collaboration is an important enabler for our organisation to realise our mission and vision.

By actively engaging with our stakeholders, we can amplify our impact effectiveness, ultimately leading to better health outcomes for the community we serve.

Over the past year, we have established and nurtured relationships with key stakeholders that have played a pivotal role in advocating our shared objectives.

Here is a snapshot of some of our esteemed partners to whom we are grateful for their valuable contributions and ongoing support.

Wellbeing SA

Wellbeing SA is a state government agency supporting the physical, mental and social wellbeing of all South Australians.

Wellbeing SA works across primary and secondary prevention to lead system change and better support community health and wellbeing. Primary prevention includes the promotion of wellbeing and supporting people to lead healthy lives. Secondary prevention includes supporting people to prevent risk factors developing into established disease.

An opportunity to raise awareness of our work and shine the spotlight on the increasing need for early detection, prevention and management of diabetes occurred in August, through a meeting with the Minister for Health and Wellbeing, Chris Picton. Further meetings occurred with the Shadow Minister for Health, Ashton Hurn and Shadow Minister for Ageing and Preventative Health & Wellbeing, Penny Pratt. Building on the meeting a pre-budget submission 'Addressing the diabetes epidemic in South Australia' was written. The submission requested financial support from the state government to:

- Boost funding of diabetes research in South Australia through a co-funding partnership with Diabetes SA.
- Co-design a type 2 diabetes prevention program for the Aboriginal & Torres Strait Islander population.
- Implement a community awareness campaign to detect and prevent diabetes.

Whilst we were unsuccessful in securing funding this year, we will continue to raise the need for urgent funds to improve the health and wellbeing of our community. Further, we were delighted to meet with representatives from the Wellbeing SA Health Promotion Branch in June, discussing the areas in which we are aligned and strategies to support our work in the future.

Over the last two years we have been the recipients of two Wellbeing SA Chronic Disease Integrated Partnership Grants, which have provided us with the opportunity to work with other organisations working in the chronic conditions area.

Project 1 'Improving chronic disease outcomes remotely with a nudge – a type 2 diabetes demonstration project'

Project 2: 'Co-developing effective and sustainable engagement strategies to improve healthcare services for Indian-born South Australians with newly-diagnosed type 2 diabetes'

Whilst the funded project work has essentially concluded, there are opportunities to utilise our learnings and progress the work into the future. We are very grateful for the support of Wellbeing SA to enable our research and work which will potentially have significant benefit in the future.

The Australian Centre for Social Innovation (TACSI)

Through our Wellbeing SA Chronic Disease Integrated Partnership Grants we were provided with the opportunity to work with TACSI, (an independent social enterprise with the fundamental belief that 'people are the experts in their own lives, and the best innovations come from working alongside the people who face the challenges that we're trying to solve').

TACSI has supported us through workshops with our project partners to ensure we have a consumer first focus, and include the consumer in program design, drawing on lived experience. This has been invaluable and has helped us to embed the philosophy in many aspects of our work.

Primary Health Networks (PHNs)

The Adelaide PHN supported Diabetes SA to facilitate the referral of consumers to the Diabetes SA type 2 diabetes prevention trial (AUS2PREVENT), linking the Diabetes SA research team with GPs to identify people who may be eligible to join the trial. Further, the Adelaide PHN supported work on our Wellbeing SA Chronic Disease Integrated Partnership Grant, 'Co-developing effective and sustainable engagement strategies to improve healthcare services for Indian-born South Australians with newly-diagnosed type 2 diabetes'.

Building on a long standing relationship with Country SA PHN, Diabetes SA submitted a grant application with the Rural Health Innovation Fund (an initiative of the Country SA PHN established in December 2022, supporting innovative community-led opportunities that enhance country South Australians health and wellbeing). We are looking forward to delivering on our project this coming September 2023 (an awareness and screening event at the Paskeville Field Days, Yorke Peninsula).

Flinders University

We have continued to build on our partnership with Flinders University which commenced in earnest in 2019 through collaborating on the Diabetes SA AUS2PREVENT trial. More recently we worked together on the Wellbeing SA Chronic Disease Integrated Partnership Grant Projects mentioned above. Furthermore, we continue to provide placements for students from the College of Nursing and Health Sciences and the College of Medicine and Public Health. This is a great opportunity to provide an understanding of the role and functions of our organisation and contribute to a student's body of learning and knowledge.

The University of Adelaide

The Wellbeing SA Chronic Disease Integrated Partnership Grant Projects enabled Diabetes SA to work with researchers across a variety of disciplines. The opportunity to bring a consumer perspective to research has been invaluable, as has the opportunity to learn and apply the skills and experience of the Diabetes SA Research team.

Our two most recent recipients of grants through the Diabetes SA Research Grants Program, Dr Lisa Nicholas and Associate Professor Richard Young are located within The University of Adelaide.

The University of South Australia

The Alliance for Research in Exercise, Nutrition and Activity (ARENA) extended an invitation to participate in an Industry Panel at the South Australian Healthy Lifestyle State Research Forum in November. Titled 'In conversation with industry: What do they want? How do we engage meaningfully? What does partnership look like?', the Executive Manager Health & Research provided the perspectives of a not-for-profit community-based health organisation. Panellists included representatives from SA Health, local council, the sports and philanthropic sectors.

Building on our relationship, future opportunities to partner on funded projects are being pursued.

South Australian Aboriginal Eye Health Working Group

Diabetes SA is a member of the Working Group who share an interest and drive to improve eye health and vision for Aboriginal people in South Australia. The Aboriginal Health Council of SA leads the group, bringing together members from government and non-government organisations. The Working Group has adopted an actions-focussed approach to meetings. It has seen advances and system reforms that are improving access and quality of eye and vision care for Aboriginal people in South Australia.

South Australian Aboriginal Diabetes-related Foot Disease Program

The South Australian Health and Medical Research Institute (SAHMRI) secured two rounds of funding from the Commonwealth Department of Health to deliver the Aboriginal and Torres Strait Islander Diabetes-related Foot Complications Program from late 2019 until June 2025 in 5 regions across Australia: South Australia (state-wide), the Top End region of the Northern Territory, Central Australia, the Kimberley region in northern Western Australia and Far North Queensland.

The aims of the program include; increasing access to multi-disciplinary services and improved service integration; co-design, development, and delivery of community resources and community-driven initiatives; ongoing workforce training and upskilling; and monitoring and evaluation. Phase 1 of the program is now complete, with Phase 2 now commencing. Diabetes SA continues to support the program through contributing to the Governance Group, as well as providing clinical expertise through our Credentialed Diabetes Educators.

Health Translation SA

Health Translation SA (HTSA) brings together a network of people including researchers, clinicians, educators, policy makers, consumers and the community, and resources to advance healthcare practice and policy.

Health research translation is described as a dynamic process taking place within a complex system requiring collaboration.

Diabetes SA participated in the annual HTSA Stakeholder Forum in August, an engagement platform including key stakeholders from across South Australia's research, health services, policy, and philanthropic landscape. During the forum updates were shared and opportunities explored about how we can help each other achieve our strategic goals and

deliver successful and impactful projects, with a focus on consumer engagement.

The SA Chronic Conditions Collaborative

The Collaborative aims to amplify consumer and community voices and boldly champion care that supports people with multiple chronic conditions to thrive.

Diabetes SA CEO, Angelique Pasalidis chairs the Collaborative, working with other leading organisations to improve the lives of people living with chronic conditions.

Masonic Charity Trust

The Masonic Charities Trust (MCT) is the major philanthropic arm of Freemasonry in South Australia and the Northern Territory. The generosity of the MCT has enabled Diabetes SA to undertake a targeted type 2 diabetes awareness and screening program, with funding received for a 3 year program. Whilst the program results have been described earlier in this report, the significance of the program should not be underestimated. South Australia has the highest rates of diabetes in the nation, and disturbingly the highest rates amongst males in the nation. We hope to change this trajectory, and it is through the support of philanthropic bodies like MCT we are making a difference.

Our Patron

In September, our President and CEO met with the Governor of South Australia, Her Excellency the Honourable Frances Adamson to raise awareness of the burden and impact of diabetes in our state.

“As we continue to address the critical health challenges facing our community, we thank our partners and collaborators who help us to make a difference to people living with diabetes and those at risk. Thank you.”



Lived Experience



The contributions of people with lived experience

Diabetes SA recognises the need for an increased commitment to and engagement in codesign to ensure that the voice of lived experience and the wants and needs of people living with diabetes or at risk of diabetes continues to be at the core of everything we do.

As such, we developed a Codesign Framework in 2021, and have been putting this into action over the past year to help shape programs, resources and inform our research.

At its simplest, codesign means to design something together with the people who will be using it. In a health and community services context, codesign always includes the voices of people with 'lived experience' – i.e., partnering with people who are living with specific health and psychosocial needs in a design process that ensures their voices are heard and that they are involved in tailoring solutions to meet their needs.

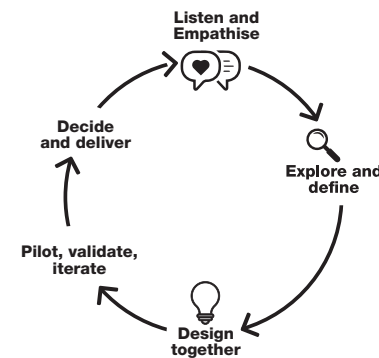
The Diabetes SA Codesign Framework has adopted the following broad definition of codesign: Partnering with people to understand their lived experience and designing things together that will genuinely meet their needs.

As a member-based, not-for-profit organisation, it is our responsibility to amplify the voices of people living with or at risk of diabetes. People living with diabetes, or at risk of diabetes, including our Members, carers, and consumers of our services, are the true experiential experts in diabetes, along with the people who work and support them.

Taking a codesign approach ensures that we are listening to what people want and need and are building the evidence base before we act. Because it involves listening to and testing with the consumer

themselves, codesign can ensure we don't persist with things that are not working or head in the wrong direction when we start something new. Codesign is essential to innovation as it reveals the unknown and forces us to think outside the square. When we engage with and listen to people who use our services, we discover the 'unknown unknowns', which are often central to providing a useful and supportive customer experience and delivering services that are fit for purpose.

With a codesign mindset we were privileged to work on a number of projects, some of which remain in progress. The figure below is a visual representation of our approach.



Some of our projects over the past year which included the unique expertise of those with lived experience include:

Type 2 Diabetes Awareness and Screening Project (Men's Sheds and Freemasons Lodges)

As described earlier in the Annual Report, our Type 2 Diabetes Awareness and Screening Project is seeing excellent results, targeting a high-risk group of people (older males). The success of the program can be attributed to the codesign approach. Working with the Strathalbyn Men's Shed we worked together to develop a program that met the needs of the group. The approach has been embedded and is tailored to suit individual groups according to their needs and wants. The program is fully evaluated, with feedback informing any future improvements.



“Relaxed atmosphere in shed and the manner in which we were provided information.”

Digital Survey

To inform potential future work in digital health, we asked our Members to respond to a survey seeking their thoughts. In June 2022, an online survey was distributed, with 485 Members responding. We gathered valuable insights including the appetite for digital technology as well as concerns. The information has helped to guide the next steps, most importantly the possibility of consumer testing a digital program with our Members.

“Will it have my health problems included and will it be personal?”

Eating resources for people living with type 2 diabetes

Diabetes SA partnered with people living with type 2 diabetes to address the confusion when it comes to what to eat. Through a focus group and survey, our Members guided us in the development of a series of resources, and in the future a program. Our work was recognised by the at the Australasian Congress for Diabetes in August 2022, receiving a prize for the Best Oral Presentation in its category.

“I'm confused about what I can eat now that I have diabetes.”

Research Project: 'Improving chronic disease outcomes remotely with a nudge – a type 2 diabetes demonstration project'

Wellbeing SA, through the Chronic Disease Integrated Partnership Grants, enabled us to partner with researchers from South Australian universities, and people with lived experience. We conducted two focus groups with people living with type 2 diabetes to create, test, and refine the 'nudges' used in the research project. The end result was a series of nudges that better resonated with people living with the condition. It was a great opportunity for researchers to be in the room with consumers, with everyone being seen as an expert in their domain, with something valuable to offer.

Research Project: 'Co-developing effective and sustainable engagement strategies to improve healthcare services for Indian-born South Australians with newly-diagnosed type 2 diabetes'

This project set out to understand the perspectives of people born in India and how they access health information and support. We chose this group as there is a high incidence and impact of type 2 diabetes in this population. A survey and structured interviews with people with lived experience and the health professionals supporting them, provided us with information that will potentially help to design better resources and programs.

“A heartfelt thank you to all people with lived experience who have contributed their time and expertise to help us shape better programs, resources and services in the future.”



Retail and Online Shop



I don't think there is anything to improve. It was my first visit to the store. Everyone was helpful and friendly.

Susan

As I am newly diagnosed with diabetes, the help I received with products and things available to help me was great.

Frank

I have always found the staff at Diabetes SA Hilton to be very efficient, friendly, and helpful so I'm unsure how this can be improved.

Elizabeth

The Diabetes SA Retail and Online Shop is South Australia's largest store for all your management essentials. Members and the community can shop with confidence, instore, over the phone and online.

Through feedback gained from our Customer Satisfaction Survey and continuous business competitor analysis, the retail offering has continued to increase in the range and products available which has resulted in revenue growth across both the physical retail and online shop supporting the Association and its service delivery.

Our vision creates opportunities for customers to access expert advice, knowledge and support, and products that meet their diabetes needs, with pricing that delivers maximum savings, and service that places the customer at the heart of everything we do.

To support our vision, our Product Review Committee works to identify, review, and evaluate new products against agreed criteria that establishes their suitability for sale within the retail and online shop of Diabetes SA, providing our customers with high level of confidence when purchasing products from Diabetes SA.

New products added to the range include a variety of colour options for CGM patches as well as introducing adhesive wipes and removal wipes for those who have sensitive skin. We have increased our range of Exercise Equipment to complement our Exercise Physiologist service offering. Further additions include diabetes cases, hypo treatments with alternative flavours and textures, as well as a new variety of styles and colours in our popular socks and more creams to provide customers with greater choice.

Supporting the success has been the improvement of our marketing and promotion for the Retail and Online shop through direct emails to Members, tailored social media posts and the implementation of a Product Order Form to keep our wider Member

base informed about the range of products and savings available.

This strategy has attracted new customers, repeat customers and increased sales, with online sales rising by 70%. A review of product categories, descriptions and imagery and the inclusion of hyperlinks to promote similar products, flavours, and colour options as well as products that work in conjunction, resulted in a 58% increase in the number of products purchased through the online shop.

There are further improvements planned for 23/24 which will dramatically improve the online shop search functionality and the user experience.

We continued our outbound calling campaign through consent to our Members with a Department of Veterans' Affairs (DVA) Gold Card, ensuring that veterans have easy access to essential diabetes management products covered under the Commonwealth Rehabilitation Appliances Program (RAP), providing product support and ensuring membership benefits of local expert advice and support were maximised.



Membership

Our Member Profile

Type 1	1,861	8.93%
Type 2	18,219	87.38%
Gestational	22	0.11%
Pre-Diabetes	126	0.60%
At Risk	82	0.39%
Other	541	2.59%

New Members 2,280

By diabetes type

Type 1	155	6.80%
Type 2	1,855	81.36%
Gestational	9	0.39%
Pre-Diabetes	41	1.80%
At Risk	52	2.28%
Other	168	7.37%

“ I joined to be able to access information about my condition and over the years this has been invaluable. I also appreciate the discounts on goods purchased and educational sessions. ”

Shirley

“ Diabetes SA membership would best be described as caring and professional. If anyone is considering joining Diabetes SA then I would encourage them to do so. They can only benefit by having a membership of this organisation. ”

Alex

“ I choose Diabetes SA. because it was recommended to me by my doctor. I found the benefits of cheaper prices for all my diabetic needs to be paramount, also the valuable advice given and the tours etc you provide were well received. ”

Jennifer

Number of membership calls received

FY22/23
2,714
FY21/22
2,357

15%
Growth

Number of online chats

940
INCREASE 1.78%



Supporting people living with or at risk of diabetes is at the heart of everything we do.

Members of Diabetes SA are always kept up to date with the latest health information and diabetes related news, and have access to the tools that are designed to empower them to live well with diabetes.

We commenced 22/23 with 20,592 Members and concluded with 20,851, of which 2,280 were new Members to the Association. Auto Pay by default was implemented in July 2022 with great success for all membership renewals. Auto Pay eases the stress of remembering to pay and improves retention, whilst reducing costs associated with renewal notices.

As we strive to provide the best service offering to Members, we continue to offer new and improved touchpoints to keep Members informed and engaged, through e-newsletters and social media and CRM communications. By utilising one click logins, Members remain informed about upcoming programs, services, and specials they can access to support their diabetes management.

In our ongoing plan to engage with Members, strategies including lapsed Member calling have provided opportunities for the Member Services team to speak to Members about their lapsed membership, as well as providing opportunities to renew over the phone or have another reminder sent. This resulted in 794 reactivations compared to 108 in 21/22.

Member sessions provided by our partners continue to be well received with sessions presented by Scammell & Co, even extending the offering to Gawler and Victor Harbour. These sessions are delivered by a solicitor from Scammell & Co and focus on the importance of having a valid will, addressing role of the executor, advance care directives, and powers of attorney. We have received excellent feedback from Members attending.

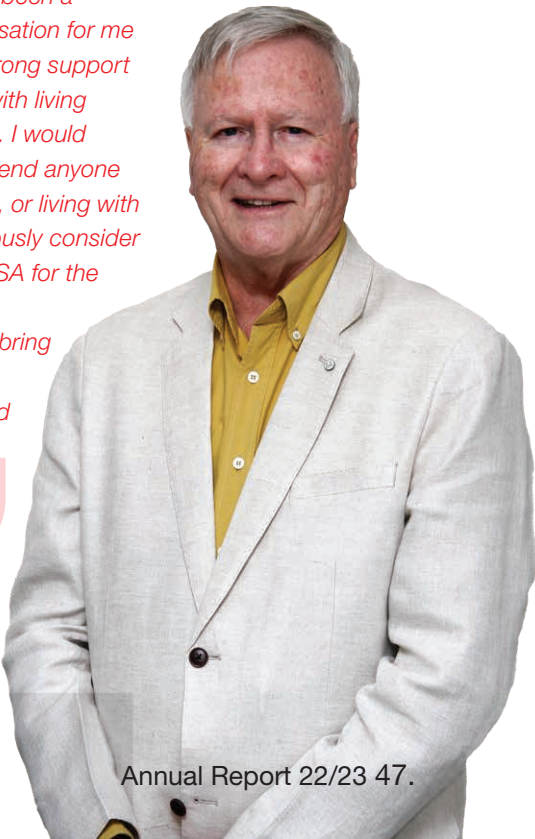
The Amplifon Hearing Clinic offers Members a free one-on-one appointment to have their hearing assessed with referral to an Amplifon audiologist for a full diagnostic assessment and access to other additional discounts if diagnosed with hearing loss. This service continues to be well received and importantly, identified that 30% of those Members attending presented with a hearing loss.

In June 2022, Diabetes SA signed a new agreement with the Department of Veterans' Affairs to provide 1,178 free memberships to DVA Gold Card holders with an option to extend the agreement for those with an eligible Gold card for an additional 12 months.

As membership is integral to everything that we do as an Association, over the coming year it will be vitally important for us to further engage with our Members. We will be capturing feedback to ensure that we continuously improve our offering and respond to what Members really want from their membership. There will also be a focus on new Member offers to provide additional value.

“ Diabetes SA has been a wonderful organisation for me to rely on as a strong support base in dealing with living with my diabetes. I would strongly recommend anyone newly diagnosed, or living with diabetes, to seriously consider joining Diabetes SA for the definite benefits membership will bring for your ongoing diabetes care and advice. ”

John



Philanthropy

As a Member based organisation, we rely on the generosity of our donors to ensure we can provide the services needed to support our Members and the community.

We could not do our work without them so **THANK YOU** to each and every one of the donors who supports us.

YOU are the reason we can make a difference to the lives of people living with or at risk of diabetes.

THANK YOU.

The incredible 1,200km HeyHeysen walk undertaken by David Scotland and Simeon Finch, along the full length of the Heysen Trail, concluded in September 2022. These two committed individuals rallied their friends and colleagues to donate to Diabetes SA research, and their inspirational journey resonated with our Members and donors alike who then joined in the epic fundraising effort. From the commencement of the project to June 30 2022, a grand total of \$20,654 was raised from 240 generous people.

“
Thank you to everyone who supported us
because together we have made
a difference to diabetes research.
David and Simeon
”

The 22/23 financial year has shown some consistency in increases of average donations and response rates for both the Christmas Appeal and Research Appeal, which generated \$44,799 and \$88,233 respectively. The Tax Appeal showed an increase last year generating \$40,397 from a generous 750 donors. For all three Appeals, we saw an increase in average gifts between 6% to 28%, and in all cases, the Appeals generated the highest donations from our Members. Overall, whilst we have seen a decrease in the number of donations, those who have donated have increased their gift/s which reassures us that the importance of our work is continuing to inspire people to give.

We were fortunate to receive five bequests this year, including the largest bequest Diabetes SA has ever received. Collectively, these five amazing people donated \$997,876 to the Association and we are incredibly grateful for their generosity. We are working with relevant Executors to ensure all specified wishes are carried out, and we will provide an update on the outcome of the tremendous benefits in the coming months.

Regular Giving is a key part of our fundraising strategy as it gives us the ability to better forecast our income streams. Donors sign up to provide donations monthly, quarterly, or yearly. For the 22/23 financial year, our Regular Giving program generated a total of \$48,198. The role was actively recruited from January 2023 and finally had successful placement in June 2023. We look forward to increased growth in the Regular Giving program in 23/24.

Acknowledgment

Thank you to our most generous donors of 22/23



L Thorp
J Menzel
R Perkins
J Rawson
W Field
M Nudl
I Heairfield
L Martin
B McFarlane AM
D G Chirmuley AM
C Figallo
W Macdonald
A C Breakwell
R Haese
P Day
G Koop
Panarcadian Association of SA
P Williams
J Townsend
J Richards
I Sandell
L Curtis
Lions Club of Burnside
J Arbon
B Underwood

T G Porter
R A Edgecombe
T McCarthy
D Gillespie
G Koop
A Williams
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Hackham Hawks Football Club
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J Lewis
A Kirk
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BEQUESTS
A G Wells
G Sacca
K W Morrison
N M Braunack
S H Darsow

Partners
Scammell & Co.
Masonic Charities Trust
Amplifon
Lions
Wellbeing SA (SA Health)

Meet the Board

Sincere appreciation must be extended to the Board who volunteer their time each month and give of their vast experience and knowledge to govern the Association.

The Board of Diabetes SA are leaders in their professional fields and provide strategic direction for the organisation. Each Board Member has a personal association with diabetes – either living with diabetes themselves or a close family member who has diabetes. Their knowledge, compassion and expertise help ensure that Diabetes SA can best represent the interests of our Members and all people living with or at risk of diabetes.

This year the Board recruited five new Board Members ensuring a diverse skills mix and experience to support Diabetes SA's strategic objectives.

The Board would like to acknowledge the significant contributions of past Board Members – John Jovicevic, Allan Baird, Christine Bell, Clare MacAdam, and Gus Abimosleh.

To find out more about our Board, please go to our website – diabetessa.com.au



Peter Crouch

Member of the Board since 20 September 2011

President since 30 November 2015

Committee Member

- Corporate Governance
- Research Advisory
- Finance & Audit
- Building Development
- Advocacy & Communications

Gary Neave

Member of the Board since 24 September 2019

Vice President since 23 February 2021

Chair

- Building Development

Lynn Bonython

Member of the Board since 27 October 2020

Vice President since 22 November 2022

Chair

- Research Advisory
- Corporate Governance

Linzi Carr

Appointed in a casual vacancy since 27 June 2023

Chair

- Finance & Audit

Committee Member

- Corporate Governance
- Building Development

David Scotland

Appointed to the Board 22 November 2022

Chair

- Advocacy & Communications

Committee Member

- Finance & Audit



Rajanbir Singh

Appointed in a casual vacancy since 25 July 2023

Committee Member

- Finance & Audit
- Building Development

Leanne Babic

Appointed in a casual vacancy since 25 July 2023

Deputy Chair

- Research Advisory

Christian Wickham

Appointed in a casual vacancy since 25 July 2023

Committee Member

- Building Development

Claire Dollard

Appointed in a casual vacancy since 25 July 2023

Committee Member

- Advocacy & Communications

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