

Annual Report

2025/26

Diabetes SA

Support Always



The Association

Bankers: Bank SA Torrensville Branch,
143 Henley Beach Road, Mile End SA 5031

Auditors: BDO Australia, Level 7, 420 King William Street, Adelaide SA 5000

Cover photo: SIMON CASSON

Patron

Her Excellency The Honourable Frances Adamson AC
Governor of South Australia



Contents

2 Message from the President and CEO

4 A Year of Impact

6 Reflect Reconciliation Action Plan

7 Strategic Priorities

8 Advocacy and Partnerships

12 Detection

14 Prevention and Management Impact

18 Research Impact

20 Diabetes SA Membership

22 The Diabetes SA Shop

24 Fundraising and Philanthropy

26 Board Members

28 Celebrating our People

We acknowledge the Traditional Custodians of the lands across South Australia, paying respect to Elders past, present and emerging.

We respect their deep spiritual connection to this land, and the importance of the traditional health knowledge and practices that support our community.

Featured artwork by Milly Sumner, Kaurna & Ngarrindjeri Artist for Diabetes SA

Message from the President and CEO

With a new CEO and President appointed for FY26, we focused on building strong foundations, exploring new opportunities and strengthening connections with our diabetes community and South Australia's business and not-for-profit sectors.

South Australia has the highest diabetes rate of any state in the country, with one in fifteen people living with the condition. Despite advances in technology and the introduction of new medications, diabetes is affecting more people across the generations and continues to burden individuals and families with decision fatigue and concern about complications.

This year brought significant change as Diabetes SA faced a fourth consecutive year of National Diabetes Services Scheme funding cuts, including a 22% reduction from 2024/25. As a direct result, we were forced to make difficult reductions to face-to-face community services and support for health professionals, as reflected in our annual activity data. Staff redundancies further reduced capacity and have had a substantial impact on our team. After several years of strong grant success, we also secured fewer grants this year. Together with the NDSS funding cuts, this created additional operational pressure.

In response, much of this year's work focused on extending our reach through collaboration and diversifying income to support sustainable services for the South Australian community. We strengthened existing relationships across government, not-for-profit and health sectors in South Australia and nationally, while forging new collaborations that can grow in impact and momentum over the coming years.

Diabetes SA has worked to strengthen connections through external stakeholder meetings and external events, whilst importantly prioritising our engagement with members and the diabetes community. These conversations helped us listen, learn and respond to changing community needs, ensuring our work remains relevant.

Members told us they were concerned about diabetes-related complications and the impact of cost-of-living pressures on managing their health. They asked us to develop practical resources and tools, advocate to governments for subsidised technology, and communicate more effectively when services are available in their local area. This feedback reinforced the importance of accessible, face-to-face services closer to home.

Alongside our public-facing work, we strengthened Diabetes SA's internal foundations. An organisation-wide culture survey acknowledged the impact of change while highlighting staff commitment to our purpose. Staff also completed training to deliver new services, including insulin pump starts. An important salary review was undertaken, this has operational pressures, however this was also important to retain skill and expertise, bringing salaries in line with market rate.

A number of staff and volunteers reached service milestones this year, with 10 with greater than 5 years' service, and Daniel Pearse reaching a 15 year milestone of commitment to the diabetes community.

Other key foundational work has been to:

Sought nominations for our Diabetes SA Lived Experience Advisory Council. This group of members has now established, and they will work with the management team to ensure lived experience of diabetes and our members are at the heart of everything we do.

We also delivered our first Reflect Reconciliation Action Plan, working with an Aboriginal and Torres Strait Islander Advisory Group; an important, and overdue, step in how Diabetes SA shows up for all South Australians.

This year, the Board led a major constitutional review that reinforced the importance of members and modernised the organisation's language and

processes. Supported by management, the Board also strengthened our focus on income diversification and operational efficiency. Together, these initiatives are informing the development of Diabetes SA's new strategic plan, which will be launched in 2027.

Despite these operational pressures, this year's annual report showcases a strong range of programs and activities delivered under our current strategic pillars of Advocacy, Detection, Prevention, Management and Research. This work provides a strong foundation for the new strategic plan and the next phase of Diabetes SA's impact.

To our members, who told us what they needed and trusted us to listen; to our generous donors; to the clinicians who refer people to our services; and to our partners across government, research, health and business—thank you.

We extend sincere thanks to the Board for its leadership and to our staff for their dedication, resilience and commitment to supporting South Australians living with diabetes. Together, we look forward to shaping services and delivering better health outcomes as we take action today for a healthier tomorrow.

Christine Bell
Diabetes SA President

Catherine Hughes
Chief Executive Officer, Diabetes SA



A Year of Impact

50,649
engagements with the South Australian Community (138 engagements per day)

311
days on the road delivering free services to the community

50
locations for services across the state

360
group education sessions delivered

40%
of services delivered outside of metropolitan Adelaide

6,247
attendees to education and training events from the First Nations and multicultural communities

123,919
South Australians registered on the NDSS (estimated 50% of those diagnosed)



Reflect
Reconciliation Action Plan

This year marked an important milestone in our reconciliation journey, with Diabetes SA's first Reflect Reconciliation Action Plan (RAP) officially endorsed by Reconciliation Australia.

Our RAP represents a commitment to building stronger, respectful relationships with Aboriginal and Torres Strait Islander peoples and embedding cultural understanding and inclusion across our organisation. This is particularly important given the increased risk of diabetes experienced by First Nations communities and our role in providing services and diabetes education to Aboriginal and Torres Strait Islander peoples.

This RAP signifies a change in Diabetes SA's journey, where we identify opportunities for improvement, and taking meaningful action towards improving cultural understanding, and embedding respectful and inclusive practices into the way we operate as an organisation.

Developed and guided by our RAP Working Group, the plan provides a practical framework for increasing cultural understanding, strengthening engagement and creating meaningful opportunities to listen, learn and connect with Aboriginal and Torres Strait Islander communities and organisations across South Australia.

Diabetes SA have committed to an operational implementation assurance process, whilst the dedicated RAP Working Group will meet regularly to actively track and evaluate the implementation of our RAP.

With the RAP now launched, the focus shifts to action. Our RAP Working Group, supported by the broader Diabetes SA team, will oversee implementation, track progress and evaluate our commitments and actions.

Reconciliation is a journey, not a one-off project. We look forward to continuing to listen, learn and build stronger connections as we work towards a more respectful and inclusive future.



> *"I'm so pleased to be working with and guiding the wonderful team at Diabetes SA. Our ongoing partnership is to enrich the lives of all involved, through their commitments of the Reconciliation Action Plan. I hope their work and ours bring better outcomes on our journey."*
>
> Garry Goldsmith, Miri Kawi Services

Strategic Priorities



Advocate

Advocate and drive change.

Amplify the voice of people living with or at risk of diabetes to drive the case for greater support and funding.

Raise awareness of diabetes and its impact.

Strengthen awareness of the organisation and its services.

Engage with government and corporate bodies to increase diabetes funding.



Detect

Detect diabetes earlier.

Embed diabetes awareness in the South Australian community for all types of diabetes.

Expand the type 2 diabetes screening and awareness program.

Establish strategic relationships to achieve greater levels of funding, scale, and impact.



Prevent

Prevent people from developing type 2 diabetes.

Establish evidence-based lifestyle-change diabetes prevention program/s.

Establish strategic relationships to achieve greater levels of funding, scale, and impact.

Collaborate and partner with priority groups to develop diabetes prevention programs.



Manage

Empower people for diabetes self-management.

Improve access and extend reach of diabetes self-management education and services.

Build capacity and capability of the health workforce and referral pathways.

Utilise technologies to support best practice diabetes care.

Establish strategic relationships to achieve greater levels of funding, scale, and impact.



Research

Accelerate diabetes research & knowledge.

Strengthen strategic partnerships and develop new partnerships for greater impact.

Elevate recognition of Diabetes SA as a credible partner in research.

Grow funding to support research.

Build the evidence base to inform investment in research and solutions.

Advocacy and Partnerships

Stronger Together for South Australians with Diabetes

Diabetes SA is a proudly independent South Australian organisation. Our strength comes from two things working together: speaking up for South Australians living with, or at risk of diabetes, and partnering with others who share that commitment. This year we did both at state and national level, in the community and across the health system.

Listening to you

Good advocacy starts with listening. Our CEO began a series of community coffee catch-ups beginning in Murray Bridge, to hear directly from members about what would make life with diabetes easier. We also established our inaugural Lived Experience Advisory Council, bringing together people from diverse backgrounds, ages and diabetes types, to make sure lived experience shapes what we do and what we advocate for.

Raising our voice nationally

Three priorities were at the centre of our national advocacy over the past 12 months.

1. A fair share for South Australia. South Australia has the highest prevalence of diagnosed diabetes in Australia, and the number of South Australians registered with the National Diabetes Services Scheme (NDSS) grows every year. We have argued strongly that NDSS funding for South Australia must reflect this need, as there has been a 43% reduction in Commonwealth funding for delivery of services for South Australians by South Australians from within the state over the last 5 years.

2. Access to life-changing technology. We called for broader subsidised access to continuous glucose monitors (CGMs) for people living with insulin-dependent type 2 diabetes or high-risk gestational diabetes, and to automated insulin delivery systems for people with type 1 diabetes. These technologies reduce dangerous hypoglycaemia, falls and hospital admissions, which benefits both individuals and the health system. To this effect we joined the sector's submission to the 2026–27 Federal Budget and despite it being unsuccessful, we will readvocate every year.

3. Older South Australians need more, not less support at home to stay independent. Since the move to Support at Home in November 2025, many older people using insulin have lost access to CGMs previously funded through their home care package. Members John and Gretchen Seale shared their story with our community and on ABC Radio 891, and many of you called in to add your voices.

4. Older South Australians need our increased support in Aged Care settings. The programs currently delivered under the National Diabetes Services Scheme does not have a program that directly benefits those in aged care, with 30,000 older South Australians living with diabetes in Aged Care (1 in 5).

We thank our Federal local members, across party lines, who have advocated for our community and amplified these messages with their federal colleagues.

Working with the South Australian Government

At state level, we have worked closely with SA Health, Preventive Health SA, the Department for Education, local members and successive Health Ministers on the future of diabetes prevention and care. In May, our CEO and Sandra (a member with lived experience) met with the new Minister for Health and Wellbeing, the Hon Blair Boyer MP. He acknowledged the growing impact on younger generations, the national gaps and our messages regarding the way Diabetes SA seeks to support reducing the impact on our hospital system through early action and reduced complications.

> *"Uniting Lions Clubs' global reach with Diabetes SA's expertise means more screenings, education, and support for South Australians. Together, we're turning awareness into action and changing the future of diabetes."*
>
> Ray Najar, District Governor
> 2025/26 Lions 201 C1

Partnering for impact

Our impact multiplies when we work alongside others. This year we built and deepened partnerships across health and research, community services, corporate South Australia and the national diabetes sector.

Our clinical partnerships grew substantially. Working with the Northern Adelaide Local Health Network's Endocrine Department, we are focusing on the area with the highest metropolitan rate of diabetes (8.1%). 1 in 15 people admitted to hospital is related to their diabetes, which makes strong support in primary care critical to reducing serious complications.

Our partnership with Preventive Health SA continued, working with and within priority communities, developing culturally appropriate screening and education. As part of this partnership, Preventive Health SA has facilitated twice-yearly CALD Partnership Network meetings, bringing together the Australian Migrant Resource Centre, Australian Refugee Association, Council on the Ageing SA, Multicultural Communities Council of SA, and Torrens University Australia.

These meetings have provided a valuable forum for organisations to contribute their unique knowledge, experience, and expertise. The dedicated and funded time for engagement has strengthened relationships, encouraged collaborative problem-solving, and created opportunities to develop more effective and impactful partnerships moving forward.

We value the engagement of Adelaide University, Flinders and Torrens Universities, private allied health, general practitioners and local pharmacists including the support of AMA SA Branch and Guild SA in our shared commitment to reduce harm.

Community and service partners

Working with Lions districts in South Australia, links our shared mission to reduce the incidence and impact of diabetes, and we are exploring exciting new ways to reach younger South Australians in 2027.

Thanks to our long standing member benefit supporters including Audika, providing free monthly hearing assessments at Hilton or at any of their 53 sites across the state, plus a member discount on hearing aids—a meaningful benefit given the link between diabetes and hearing loss. Adelaide University podiatry students run a monthly foot-care clinic from our premises at Hilton, and we have heard our members would like more, including home visits so watch this space. Scammell & Co Lawyers provide free will and estate planning for our members, and MagShop 20% discount on subscriptions.

Corporate and philanthropic partners

We continued to build relationships with corporate South Australia and the philanthropic community, looking for ways to reach people in everyday places they already go, from where they bank to where they fill a prescription. A boardroom luncheon for major donors and corporate supporters helped us reconnect with long-standing friends and open new relationships. Special thanks to Sav Perera, who supported our fundraising throughout the year, while filming MasterChef Sri Lanka.

Our national sector

We strengthened relationships with like-minded organisations across the country, including Diabetes WA, Living Well NT, Diabetes Victoria, the Australian Diabetes Society and the Australian Diabetes Educators Association. Sharing strategies and resources lifts the quality and reach of everyone's programs.



Catherine Hughes and Sandra O'Donnell with The Hon. Blair Boyer MP, Minister for Health and Wellbeing




ndss














HEALTH
HUB
"We grow connected communitie
Diabetes
SA
Support
Always




Diabetes
SA
Support
Always

Detection

Detecting Diabetes Earlier in Aboriginal and Multicultural Communities

Diabetes SA delivered seven culturally responsive type 2 diabetes awareness, screening and support program across seven Aboriginal and multicultural communities in South Australia, helping people understand their risk and act earlier.

Why early detection matters

Type 2 diabetes often develops without obvious signs or symptoms. Identifying risk early provides an opportunity to seek medical advice, make lifestyle changes and potentially prevent or delay the condition.

Aboriginal and Torres Strait Islander peoples and people from other culturally and linguistically diverse communities can face barriers to early detection, including language and health literacy needs, cultural considerations and challenges accessing healthcare.

From the programs this year 250 one-on-one risk assessments were undertaken at events and sessions, 65% of which identified that person was at high-risk of diabetes and was referred to their GP.

The approach to action

There is no one-size-fits-all approach to diabetes prevention. The program is being shaped through ongoing community consultation, trusted partnerships and continuous learning.

Diabetes SA works with Preventive Health SA, Aboriginal community-controlled health organisations, multicultural organisations, local government, health services and community representatives. Together, we adapt event formats, communications and resources to the cultural and practical needs of each community.

The program offers a clear, supportive pathway:

1. **Understand the risk:** Participants complete the Australian Type 2 Diabetes Risk Assessment Tool, known as AUSDRISK.
2. **Check for early changes in blood glucose metabolism:** People identified as being at higher risk are offered a simple finger-prick HbA1c test.
3. **Talk with a health professional:** Each participant receives personalised information and practical guidance; some of which is in their language.
4. **Take the next step: People requiring further assessment receive a referral letter to take to their GP.**

This approach combines screening, education and individual support, helping participants understand their results, the next steps available to them, and where they can go for ongoing support.

> *"Our partnership with Diabetes SA demonstrates the relevance of culturally tailored prevention, ensuring communities can access trusted, relevant information about diabetes, understand their risk and act before serious health complications develop."*
>
> Preventive Health SA





Impact Highlights

***7** community events delivered*.

***492** people reached*, including around 20% Aboriginal and Torres Strait Islander people and 70% from multicultural backgrounds.

***250** risk assessments and brief interventions* completed.

***163** people identified as high risk* and supported to follow up with a GP.

One in four people who received an HbA1c test recorded a result indicating possible undiagnosed prediabetes or type 2 diabetes.

More than ***1,800** diabetes information resources* distributed, with Vietnamese, Punjabi, Tagalog and Chinese resources among the most requested after English.

*More than **96%** of participants reported a positive impact*, including improved understanding of diabetes risk and greater confidence to take preventive action.



Highlights

2,502 **health and community based professionals educated**

4 **sessions held in our state's metropolitan and regional prisons**

11,799 **people participated in self-management education and support services**

> *"I am very grateful for the support provided by the dietitian and diabetes educator. Having lived with diabetes for some time, I have experienced firsthand the challenges of accessing healthcare in regional areas, where services and support can be limited. DESMOND was my first opportunity to access structured education and information to help me better understand and manage my condition."*
>
> NDSS Group Program participant

Prevention and Management Impact

Management

We empower people living with diabetes to confidently self-manage their condition through access to person-centred, evidence-based education, support and resources that enhance quality of life and reduce the risk of diabetes-related complications. Programs were delivered across 50 locations statewide and are designed not only to educate and inform the person living with diabetes, but their carers and network of supports.

A key program delivered by Diabetes SA for self-management supports is the National Diabetes Services Scheme (NDSS). This year 152 separate events were held, which included the opportunity for 8,383 South Australians to participate in face-to-face sessions with our skilled diabetes clinicians.

Many programs focused on those who have higher risks associated with their diabetes including Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse communities, young people, and those living in regional and remote communities. As such we

- Held 26 community events for Aboriginal community engagement
- Offered culturally safe education in eight languages other than English
- Distributed 1,800 resources created 'in language' for Chinese, Vietnamese, Tagalog and Punjabi communities.
- Delivered 40% of all educational programs outside of metropolitan SA

Administered the NDSS Diabetes in Schools program that enabled Women's and Children's Hospital diabetes team to deliver individualised skills training to over 1,674 teachers and school staff so they could confidently support a young person living with diabetes in their school.

Type 1 Family and Youth Days

One of the most significant impacts we can make on a young person living with type-1's life is to introduce them to another young person living with type-1. The Family Day held at Mylor saw a group of 28, 5-11 year olds and their parents having a fun and engaging experience paired with education and one-on-one advice. The youth day took twelve 12-14 year olds to a day out at Monarto with Lions 360 experience. Here amazing connections were made and rekindled. Those attending had a diagnosis between 3 weeks and 10 years prior to the event and all came together as an inclusive tribe. Thank you to our lived-experience volunteers who donate their time to mentor.

Regional Locations Visited

Karoonda
Mt Gambier
Coober Pedy
Ceduna
Murray Bridge
Victor Harbor
Port Lincoln
Port Augusta
Whyalla
Renmark
McLaren Vale
Kadina
Nuriootpa
Tanunda
Blanchetown
Moonta

Individual Consultations

Diabetes SA provided 1,057 individual consultations with clients accessing individualised support from a Credentialled Diabetes Educator, Accredited Practising Dietitian or Accredited Exercise Physiologist. Consultations were provided at both our Hilton site and in locations throughout South Australia, as remotely as Ceduna increasing access and equity for communities to see a health professional 'close to home'.

The demand for technology has seen an increase in the use of Continuous Glucose Monitors (CGMs) and led to our CDE's gaining accreditation to commence and upgrade insulin pumps.

Individual consultations also occur to support care of inpatients of private hospitals, in recognition of the highly specialised skill of our Credentialled Diabetes Educator Registered Nurses.

Exercise Programs

Demand for exercise classes increased with programs being offered to both clients who had completed the NDSS eight-week exercise program and Diabetes SA members seeking the expertise of our Exercise Physiologist.

HealthierMe

We launched the HealthierMe program introducing body composition scanning, breath testing and blood testing to map key markers of metabolic health.

By looking beyond weight and traditional measures of health, HealthierMe provides participants with greater insight into how multiple systems in their body are functioning and unlocks new leavers for change whilst tracking progress over several months. This information enables more personalised education and practical strategies, supporting informed choices and empowers proactive steps towards achieving better health, diabetes management and long-term wellbeing.

This has been developed to be a complimentary program to our Supermarket and Central Market Tours and the Meal Masters Program to closing the loop for self-management and better understanding of your body and your journey.

Member Education Programs

Diabetes SA members can access a range of free group education programs, including the Expert Speaker Series, Supermarket Tours and Central Market Tours. Expert Speaker offering expanded to include Travelling with Diabetes, Metabolic Health, Outdoor Exercise and Healthy Eating Around the World. A Tech Night was a highlight for our members, as we brought together Product Specialists to discuss new technology on offer

Health Professional Education and Workplace Program

Further to the schools' programs, Diabetes SA also provided targeted education and professional development for the health professionals, the aged care and community workforce. Sessions included supporting understanding by health professionals on the programs of the NDSS; and building knowledge, skills and capability in various topics of diabetes management from post-operative care of those living with diabetes, to building capacity to support healthy eating.

Workplace education is a developing area with cardiometabolic health seminars being introduced to wellbeing calendars, and some businesses taking the opportunity to ensure whole staff understanding for management of hypoglycaemia and diabetes for colleagues and customers.





> *"The best part of the program was information and explanation of food groups, reading labels and portion sizes, whilst set in a real-life supermarket setting."*
>
> Diabetes SA Supermarket Tour participant

Prevention

Prevention is the essential partner to diabetes management. Over the past year, approximately 22 South Australians registered with the NDSS each day, and many more in the community remain unregistered or undiagnosed.

Over time, elevated blood glucose levels can damage many parts of the body, including the eyes, heart, kidneys, nerves and feet. Sometimes these are impacted without symptoms until the damage is more progressed. However, with early detection, appropriate care, and ongoing support, many diabetes-related complications can be prevented or delayed enhancing overall wellbeing and quality of life. Participants group and individual sessions were supported to implement individualised prevention of complications strategies, maintain regular health checks, navigate their healthcare journey, and advocate for their own health needs which is part of secondary prevention.

AUS2PREVENT

In 2018 Diabetes SA launched AUS2PREVENT a randomised controlled trial to find out whether a structured lifestyle support program could improve health outcomes for people at high risk of developing Type 2 diabetes.

Interest in the trial was strong, with almost 1,400 people expressing interest yet due to the program commencing during COVID and the entry screening and health assessments, only 67 participants were enrolled and allocated to either a usual care group or the AUS2PREVENT intervention group. Lessons learned about participant recruitment and engagement were published in the international journal Pilot and Feasibility Studies in January 2026.

Now officially concluded as a Diabetes SA program this study will provide learnings and knowledge for future endeavours in diabetes prevention.

Diabetes SA thanks collaborators at Flinders University and Torrens University Australia and all the participants for their time and commitment.



Research Impact

Diabetes SA has awarded its fifth round of research grants, continuing our long-standing commitment to supporting Australian research that can make a real difference to people living with, or at risk of, diabetes. Thanks to the generosity of our members and donors, more than $1.1 million has now been invested in diabetes research, supporting leading researchers across South Australia. For round 5, 19 applicants were received and two worthy researchers will be supported helping the organisation to improve prevention, early detection and treatment of diabetes. The Sieglinde Hannelore Darsow–Type 1 Award was not awarded in 2026 and funding for this 2-year grant will be carried forward to 2027.

Meet the researchers working to help shape a healthier future for people affected by diabetes.

> *"If successful, our research could pave the way for new treatments for people with diabetes, helping people remain mobile, independent and having a better quality of life."*
>
> Dr Joanne Tan





Dr Joanne Tan

South Australian Health &
Medical Research Institute

2 Year Research Grant Recipient

Novel hypoxia-targeted antimiR-181c nanotherapy to restore wound healing in diabetes

Did you know that 1 in 3 people living with diabetes wil develop a foot ulcer in their lifetime? This makes the work of Dr Tan Senior Postdoctoral researcher so important.

For many people with diabetes, a small wound on the foot can become a serious health problem. Diabetes can affect the body's ability to heal wounds, increasing the risk of infection, hospitalisation and, in severe cases, amputation. Joanne's research is focused on restoring the growth of blood vessels in wounds. Blood vessels deliver oxygen and nutrients that are essential for the body to repair damaged tissue.

By helping blood vessels grow within wounds, the team hopes to improve healing and reduce the serious complications associated with diabetes-related foot ulcers. If successful, this research could pave the way for new treatments that help people heal more effectively, avoid amputation and maintain their mobility, independence and quality of life.

Dr Tan and her team will take their promising treatment from the laboratory into more clinically relevant testing, an important step in understanding whether it could eventually help people living with diabetes-related foot ulcers.



Dr Jantina Manning

Centre for Cancer Biology
Adelaide University

1 Year Research Grant Recipient

Rethinking metformin: a new kidney pathway for blood sugar control

Why do people respond differently to diabetes treatments? Dr Manning and her team have identified a protein called NEDD4-2, which helps protect the kidneys and also appears to play an important role in controlling blood glucose and how metformin works. Metformin is a commonly used first-line treatment for people with type 2 diabetes.

With support from Diabetes SA research funding, the team will investigate this discovery further to better understand the role NEDD4-2 plays in the kidney glucose-handling and define its contribution to the glucose-lowering effects of effects of metformin. They are particularly interested in whether differences in NEDD4-2 levels between people could influence how well metformin controls blood glucose and protects against complications such as diabetic kidney disease.

While the research is still in its early stages, the team hopes it will eventually help identify who is more likely to respond well to metformin and who may benefit from additional treatments. Ultimately, the goal is to help people with diabetes achieve better outcomes and reduce the impact of diabetes on their lives.

> *"Ultimately, we want to help people with diabetes get the best outcomes from their treatment."*
>
> Dr Jantina Manning

Diabetes SA Membership

Diabetes SA is proud to be a membership organisation with a primary focus on improving the membership experience and offering. Membership remains central to Diabetes SA's commitment to supporting South Australians living with, at risk of, or caring for someone with diabetes.

823 new members joined Diabetes SA this year, a reduction of 44% on the previous year. Some of the drivers include a broader shift in how people connect with membership organisations, changes to the way new NDSS registrants are linked with state based organisation at the point of registration, and there being a more diverse range of online information sources available to people managing their diabetes. Our focus for 2027 is to find new ways to reach and connect with the broader diabetes community, so that everyone living with diabetes in South Australia knows Diabetes SA is here as a trusted, evidence based source of information and support, whether or not they are a member.

Listening and Talking with Members

Member feedback in the 2026 survey highlighted a desire for more frequent paper based communication, earlier notice when we're delivering pop-up services such as education sessions in regional and outer metropolitan areas, and provided new ideas for membership benefits and education themes for the year ahead.

Diabetes SA fielded over 30,000 phone calls from members this year, connecting with our customer service team for product and session queries, and our clinical team for diabetes management specific questions. Survey results, however, indicated many members aren't aware the Diabetes SA Hotline is available Monday to Friday 9-5 for all questions members may have about their diabetes including clinical, technology, diet, exercise, finding a local allied health provider.

Improving the member experience online

Diabetes SA launched a re-branded website supported by new systems and an enhanced store functionality. These improvements made it easier for members to join, renew and manage their membership online, register for programs and access diabetes products and essentials.

The online learning platform was improved, providing greater access to webinar series, educational resources and recipes, and giving members more flexibility in how they access high quality evidence-based information and support.

Communications via email to both members and subscribers now have a monthly cycle to ensure that there is a different topic each week between retail, events promotions and latest news.

Member value and community connection

A large portion of our members are over 65 years old and these members have told us the importance of face-to-face engagement close to home. Throughout the year, Diabetes SA attended several seniors' forums, ran member events and community activities, providing opportunities for our clinicians to connect directly with members and for our community to connect with each other.

Members continued to benefit from exclusive member pricing and discounts across our product range, consultations and group programs.

Our focus remains on building an inclusive and connected community where people can access trusted information, practical support and services to help them live well with diabetes.



Member Facts

15,658 **members**

64% **have been members greater than 10 years**

823 **new members joined**

27% **live outside of metropolitan Adelaide**

10% **live with type 1 diabetes**

> *"I have always found my membership with Diabetes SA of value to help manage and understand my Diabetes through access to advice and guidance by phone, webinars, and the magazine. It's helped me understand what having diabetes means to me."*

Diabetes SA Member



Highlights

23,111 **products sold**

46% **increase in online orders compared to last year**

79% **Surveyed customers satisfied or very satisfied**

8.8/10 **Customers likely to recommend the Diabetes SA Shop**

> *"I'm very thankful to the knowledgeable staff in the shop that took the time to understand my needs, demonstrated products to help find the best fit for me"*
>
> Gerald, in-store customer

The Diabetes SA Shop

The Diabetes SA Shop strengthened its role in delivering value to members and providing the wider community with access to trusted diabetes products and support. The year also saw significant progress in digital retail and the development of new commercial opportunities to support Diabetes SA's financial sustainability and broader mission.

Member value and customer experience

The Shop remains an important part of the Diabetes SA membership offering, providing members with 25% off products, free postage on orders over $60, member-exclusive sales, personalised product support and complimentary in-store sharps disposal.

During the year, we expanded our range across hypo treatments, cooling solutions for insulin and other temperature-sensitive medications, and single-use lancets. Product and supplier reviews helped maintain competitive pricing while refining the range and improving inventory management.

Customers accessed the Shop in store, online and over the phone taking advantage of new express shipping options and enhanced order tracking. Members favourite ranges to purchase from are the hypo treatments, record diaries, socks, lancets and lancing devices.

Customer feedback remained positive. Our Retail Customer Satisfaction Survey received 166 responses, with 79% of respondents satisfied or very satisfied and an average likelihood to recommend score of 8.8 out of 10.

Growing our digital reach

The launch of our new Diabetes SA online store platform was a major milestone, improving the digital shopping experience through automated member pricing, improved product discovery and more efficient order and fulfillment processes.

Across the Diabetes SA and Diabetes Essentials online stores we saw a 46% growth in sales year on year. This also included a full financial year cycle of the Diabetes Victoria Diabetes Essentials store bring run from our SA site. With enormous potential for growth, it was a slower than anticipated year however Diabetes Victoria and Diabetes SA are working through ways to ensure great deals reach Victorian members.

Building commercial partnerships

Toward the end of the financial year we established a dedicated business-to-business approach. The initial focus is the support of aged care, universities and other health services access specialist diabetes products.

Early adopting accounts have appreciated reliable product supply, competitive pricing, specialist diabetes knowledge and dedicated account support.

We also supported alternative purchasing channels, including Chooze, providing additional ways for customers and support networks to access diabetes products.



Fundraising and Philanthropy

The generosity of our donors continues to make a meaningful difference to the lives of South Australians living with diabetes. Throughout the year, our fundraising program brought our community together through appeals, fundraising events and individual giving.

Our supporters helped us raise **$242,198**, with strong results across our Christmas, Research and Tax appeals, alongside increased online engagement through the fundraising capabilities of the new website.

This year, many South Australians continued to feel the impact of rising living costs, with household budgets under increasing pressure. On top of this, the cost of managing diabetes can add another layer of financial pressure for individuals and families. This has made the generosity of our supporters this year particularly meaningful, as every donation assists Diabetes SA to continue to reach the people and communities who need our services and support.

The generosity of our community helps us turn donations into practical ways to connect with and support South Australians. This year fundraising support helped us purchase a smoothie bike, giving our team a fun, interactive and health-forward way to engage with the community at events. It also contributed to the expansion of our services into metabolic health, allowing us to support more people to understand and improve their health and wellbeing.

From one-off donations, regular giving to fundraising events and Gifts in Wills, every contribution plays a part in helping Diabetes SA grow and respond to the changing needs of our community.

A new approach to fundraising brought key stakeholders together at a Fundraising Luncheon held at the Macquarie Bank in May. Through generous donations, auction items and 50% gift matching from the Macquarie Foundation, the luncheon raised **$15,658** to support the work of Diabetes SA. The success of the event demonstrated the impact of bringing our supporters and partners together and opened the door to new opportunities to engage our community in fundraising.

We are humbled by the generosity of those choosing to leave a lasting legacy for people living with diabetes in their will. These special gifts will help Diabetes SA continue providing support, education and services well into the future.

At the heart of Diabetes SA is a community of South Australians supporting South Australians. Through changing and challenging times, our donors continue to show what can be achieved when a community comes together to support people affected by diabetes.

Donors over $500

Bruce McFarlane AM
Bruce Saint
Promere PTY Ltd
Karen Borsato
Jan Richards
Paul Barlow
South Gawler Football Club Inc
Ray Martin
Paul & Margaret Emery
Robert Haese
Joanne Thomson
Philip Day
Graeme Goldsworthy
Judy Heairfield
Leslie Bebbington
Cavin Mkonza
Leslie Bebbington
City of Adelaide Lions Charity Trust
Bette Hardy
Derek Davids
Julie Lambe
Desma Psellos
Kenneth Byers

Total ***$42,170***

Fundraising Appeals

Christmas Appeal	$27,910
Research Appeal	$55,062
Tax Appeal	$19,704
Total	**$102,676**

Gifts in Wills

The Estate of Roger William Menz	$1,000
The Estate of Barbare Joyce Serle	$1,471
The Estate of Ian Allen Symonds	$5,000
The Estate of Jenet Dickson Flitter	$48,297
The Estate of Adrian Allan Barber	$12,000
The Estate of Dianne Marie Greenwood	$52,500
The Estate of John Tormena	$202,019
The Estate of Ronald Garnet Jones	$160,986
The Estate of Germein Reed	$27,800
The Estate of Maria Mould	$10,000
The Estate of Beverley Joan Stenson	$1,389
Total	**$522,464**



"The generosity of our community helps us turn donations into practical ways to connect with and support South Australians."

Members of the Board

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

Each Board Member has a personal connection to diabetes, either through their own experience or that of a close family member. Meeting regularly, the Board provides governance, ensuring Diabetes SA remains focused on the needs and interests of our Members and the broader diabetes community. We sincerely thank our Board Members for generously volunteering their time, knowledge and experience to support the ongoing work and future direction of Diabetes SA.



Christine Bell
PRESIDENT

Appointed to Board September 2020 - May 2023
Re-appointed to Board April 2025
Appointed President November 2025
Member Corporate Governance Committee
Member Finance & Audit Committee



Lynn Bonython
VICE PRESIDENT

Appointed to Board September 2020 - May 2023
Re-appointed to Board April 2025
Appointed Vice President November 2022
Chair Corporate Governance Committee
Chair Research Advisory Committee



David Scotland
VICE PRESIDENT

Appointed to Board November 2022
Appointed President April 2025 - November 2025
Appointed Vice President November 2025
Member Finance & Audit Committee



Linzi Carr
TREASURER & PUBLIC OFFICER

Appointed to Board June 2023
Appointed Treasurer & Public Officer November 2023
Chair Finance & Audit Committee
Member Corporate Governance Committee



Claire Dollard
BOARD MEMBER

Appointed to Board July 2023
Deputy Chair Research Advisory Committee



Rajanbir Singh
BOARD MEMBER

Appointed to Board July 2023 - April 2025
Re-appointed to Board November 2025
Member Finance & Audit Committee
Member Research Advisory Committee



Leanne Babic
BOARD MEMBER

Appointed to Board October 2023 - 2024
Re-appointed to Board October 2025 - January 2026



Celebrating Our People

Our People

This last 12 months has seen one of change and stabilisation for Diabetes SA. We have seen new leadership, new systems, and trials of lots of new ways of working and new programs. Some have worked and others have not. Through all of it, our team kept showing up for members needing support, for each other, and for the mission that brought most of us here in the first place.

Our organisation-wide culture survey identified the uncertainty because of redundancies and what leadership changes would bring. Yet with an outstanding 86% response rate, the team shared their concerns whilst also demonstrating a strong commitment to the purpose of our organisation and were genuinely positive about the future potential. That says a great deal about the calibre and commitment of the people who make up this organisation, and we don't take it for granted.

Staff Service Awards

Each year we pause to recognise team members who have given Diabetes SA years — sometimes decades of service. Their experience and corporate knowledge have been especially valuable through this year, and we thank them for their continued dedication.

This year we would like to particularly acknowledge the 10 staff and volunteers who achieved 5 years of service and highlight the exceptional service of Daniel Pearse our Commercial and Membership Manager for his 16 years with Diabetes SA.



Service Milestones



Daniel Pearse
COMMERCIAL & MEMBERSHIP MANAGER



Kathy Hill
LIAISON OFFICER



Patti Williams
ADMINISTRATIVE OFFICER



Rita Bianco
CUSTOMER SERVICE OFFICER



Satinder Kaur
REGISTERED NURSE & CREDENTIALLED DIABETES EDUCATOR



Laura Keen
ACCREDITED PRACTISING DIETITIAN



Maddie Freeman
CREDENTIALLED DIABETES EDUCATOR & ACCREDITED PRACTICING DIETITIAN



Dr Natalie Luscombe-Marsh
RESEARCH & PROGRAM DEVELOPMENT MANAGER



Amy Teasdale
ACCREDITED PRACTISING DIETITIAN



Christine Bell
PRESIDENT



Lynn Bonython
VICE PRESIDENT

We would also like to acknowledge our wonderful volunteer, Matthew, and thank him for more than five years of dedicated service and support which is greatly valued by the Diabetes SA team.

159 Sir Donald Bradman Drive, Hilton South Australia 5033 I www.diabetessa.com.au I Support Line 1300 198 204

diabetes_sa diabetesSA diabetes-sa diabetessa