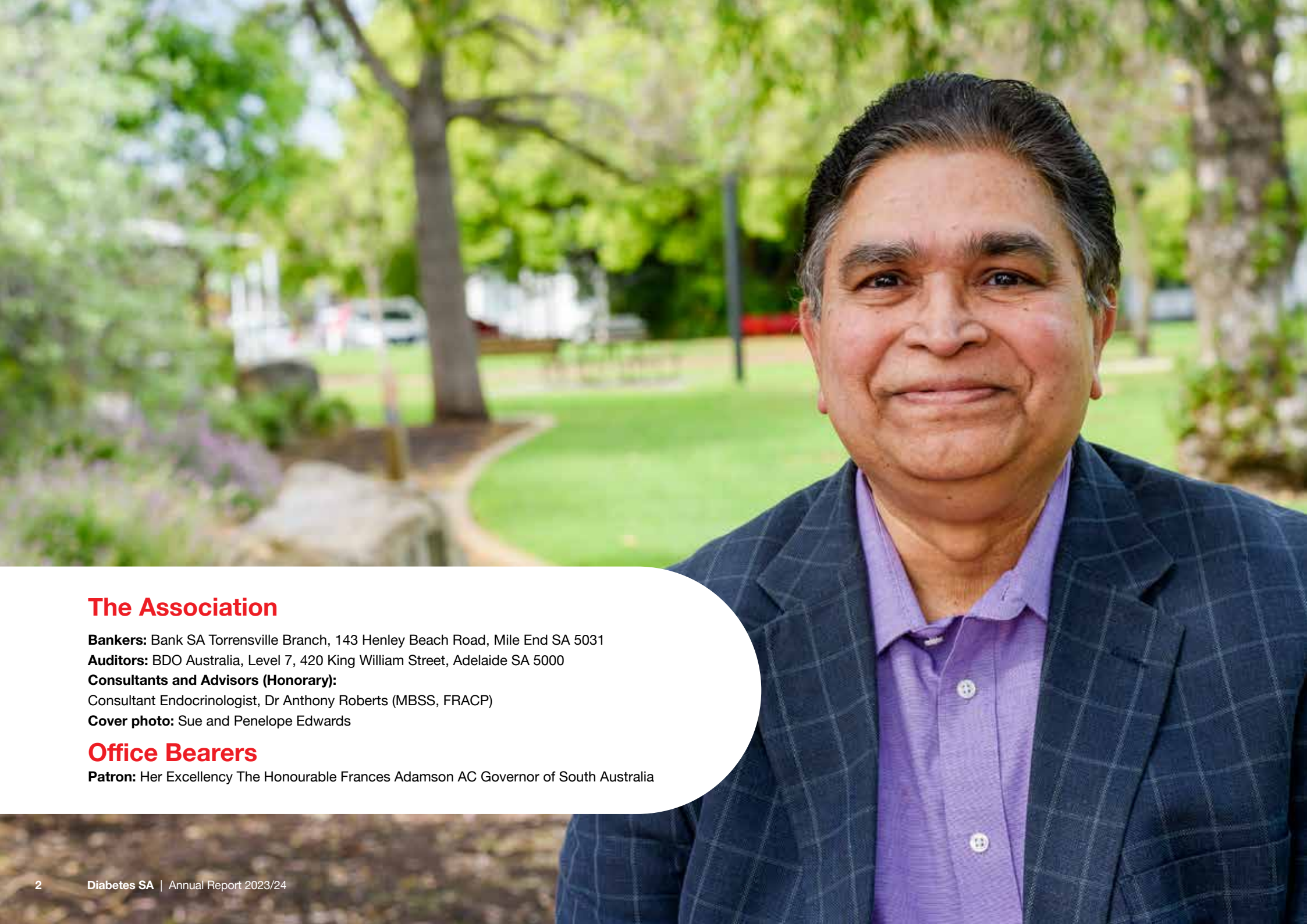


A photograph of a woman with reddish-brown hair smiling and holding a young child with blonde hair who is laughing with arms raised. They are at a playground with trees and equipment in the background. A large white 'D' and a large red 'S' are overlaid on the left side of the image.

Annual Report 2023/24

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

Consultants and Advisors (Honorary):

Consultant Endocrinologist, Dr Anthony Roberts (MBSS, FRACP)

Cover photo: Sue and Penelope Edwards

Office Bearers

Patron: Her Excellency The Honourable Frances Adamson AC Governor of South Australia



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Message from the President & CEO

As this is my final report I do not wish to dwell on the achievements of the organisation in particular, I think it is appropriate to speak more about people. The achievements of our wonderful organisation are well documented elsewhere.

I confirm that at the 2024 AGM, I shall retire from my position as President of Diabetes SA. While I may take more time at the AGM to thank all those that have supported me during my time on the Board, I'd like to take this opportunity to thank and recognise my current and past fellow Board Members.

I also take this opportunity to announce that Mr Gary Neave will become the President of the Board following my retirement. Gary has significant corporate experience; he is respected as a business leader and project delivery specialist over a long and diverse career in project and business governance. I wish him the best in his role as President and I leave the Board in good hands.

Further to that, Lynn Bonython will continue as a Vice President and she is and has been a brilliant and tireless worker for the Board both in policy and strategy. Gary's vacant Vice President role will be capably filled by David Scotland who has and will be, amongst other things, a key player in promoting advocacy and communications for the organisation. The Office Holders of the Board going forward is skilfully enhanced by our Treasurer Linzi Carr who has and will give excellent guidance going forward. I also have a great respect for the skills, experience and expertise of all the Board Members. There is a great relevant diversity that will enrich the proper governance of what we do.

It would also be remiss of me not to mention our CEO, Angelique. All Board Members and staff that have worked with Angelique know of her passion for and dedication to Diabetes SA. She has always looked for ways to improve what we do and I thank her for assisting me in my role over the years. She has an excellent Management Team built around her and I have the greatest respect for them and all of the staff that I have come to know in my time.

Finally, as I have said before at many appropriate times, thank you, to all of our loyal Members and supporters for without you we would not exist. To the Board of Management, staff and volunteers I also say thank you for your dedication and commitment particularly through my time with Diabetes SA.

Peter Crouch
President, Diabetes SA



Angelique Pasalidis
CEO, Diabetes SA

Diabetes continues to be one of Australia's greatest health challenges with South Australia experiencing the highest rates in the nation. In addition, for every 4 adults with diabetes there is another person who is undiagnosed.

This year we saw increased demand for our services with 8,153 people living with or at risk of diabetes engaging in one of our education support programs/ services and a significant increase in the number of people attending education programs (2,121) for people supporting people living with diabetes. This demand was also seen in the Diabetes in Schools Program, reaching 1,296 teachers and school staff.

Our reach into community has seen 18% of group education programs being delivered in regional areas of South Australia, 17% in Southern Adelaide and 19% in Northern Adelaide with the remaining 45% being delivered in Hilton and surrounding suburbs in Western Adelaide.

We serviced 6,406 calls and responded to 1,666 online chats for people living with diabetes, community members and health professionals, welcomed 1,915 new Members and provided diabetes management products to 4,448 customers and increased our online shop sales by 42.7%.

We sought funding from the State Government to support 2 key initiatives – 1) funding for a type 2 diabetes awareness and screening program targeting high-risk Culturally and Linguistically Diverse communities and 2) funding for a Diabetes Nurse Navigator model of care to improve health outcomes through early and proactive intervention.

As there is evidence to suggest that type 2 diabetes significantly increases the risk of bowel cancer four-fold, we partnered with the Jodi Lee Foundation. A funding proposal was submitted to the State Government for a joint bowel cancer and type 2 diabetes risk awareness and screening program targeting South Australians aged under 50 years from regional, remote and Aboriginal & Torres Strait Islander communities.

Through the generous financial support from Masonic Charities Trust, we delivered on the final year of the Masonic Charities Trust Type 2 Diabetes Awareness and Early Detection program. Through the 3-year program we conducted 82 type 2 diabetes risk awareness and screening events in Men's Sheds and Masonic Lodges. Connecting with more than 1,500 people, more than 900 men were screened and around 750 men were found to be at high risk through point of care testing. Almost 16% were found to have undiagnosed pre-diabetes or type 2 diabetes.

Our work in prevention saw the completion of the first stage of the AUS2PREVENT Trial. The aim of the trial is to demonstrate that AUS2PREVENT is an effective lifestyle

change program, scalable for the state and providing savings for the health system.

Our fourth round of the Diabetes SA Research Grants Program saw a further \$300,000 provided for innovative and creative diabetes research projects. A new two-year award specifically for type 1 diabetes research was made possible through the generous support of the late Ms. Sieglinde Hannelore Darsow. Funding for diabetes research has reached \$1,070,750.

Our investment in research is a critical component in addressing South Australia's diabetes challenges. Whether it is through the Diabetes SA Research Grants Program or through our community led research focusing on prevention, detection, and management of diabetes, research enables us to improve the health and wellbeing of people living with or at risk of diabetes.

Throughout the course of the year the Board and Management team focused on the development of a new 3-year Strategic Plan and new Mission.

Following 13 years of service to Diabetes SA and the South Australian community and 9 years of these as President, Peter Crouch made the decision to retire at the Annual General Meeting in October. Peter's dedication to the mission of the organisation has been a guiding factor that has influenced strategic direction and through his leadership the organisation has been able to achieve many important milestones.

To our dedicated team at Diabetes SA thank you for the work that you do to support people living with and at risk of diabetes. To our valued Members and volunteers, thank you for supporting Diabetes SA.

Your support makes a difference.

The State of Diabetes



1,485,892 PEOPLE IN AUSTRALIA have diabetes That's 5.4% of the population.

The number of people living with diabetes in South Australia:

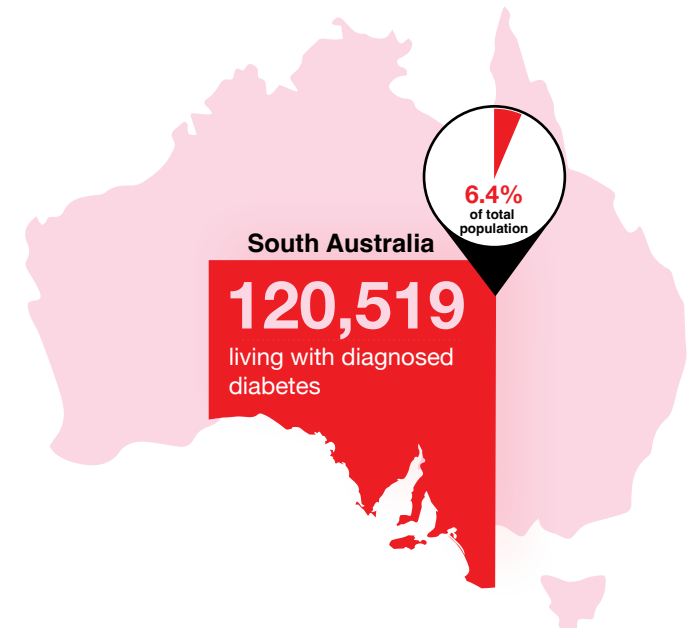
■ Type 1 diabetes	10,154	(8.4%)
■ Type 2 diabetes	106,389	(88.4%)
■ Gestational diabetes	3,177	(2.6%)
□ Other diabetes	799	(0.6%)

120,519
People living with diabetes in 2024

117,621
People living with diabetes in 2023



That's an increase of **2,898** people over the past year.



In 2024 there were **7,707 South Australians** newly diagnosed with all types of diabetes and registered with the NDSS compared to 7,630 in 2023.

That's **21 people diagnosed every day** in South Australia.

The total number of Australians living with all types of diabetes has **increased by 32%** over the last decade.

For every 4 adults with diagnosed diabetes, there is another person who is undiagnosed. A further 16% (180,000) South Australians are at risk of developing type 2 diabetes.

- The rates of diagnosis in younger people are increasing. This equates to more people living longer with the condition and at greater risk of diabetes-related complications. Over the past 10 years, diagnoses have increased by 17% in people under the age of 20; and 44% between the ages of 21-29.¹ The rising prevalence of diabetes, and the fact we are an ageing nation (by 2050 approximately one-quarter of Australians will be over 65 years), is a concern for the quality of life and impact on the health system.
- South Australians living in remote communities tend to have greater rates of diabetes than those in Adelaide. The rate of diabetes is almost twice as high among those living in the lowest socio-economic areas as in the highest socio-economic areas.
- Aboriginal & Torres Strait Islander people are around three times as likely as non-Indigenous people to have diabetes.

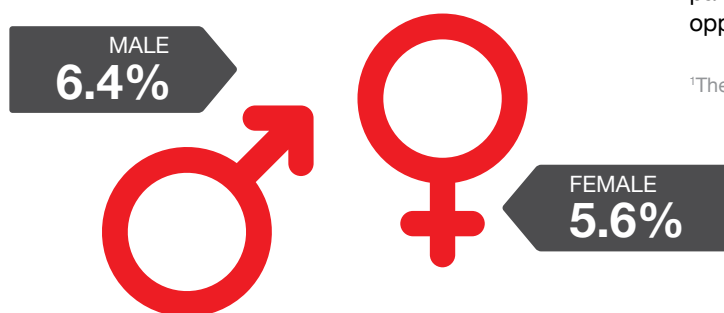
Using tools like the NDSS Australian Diabetes Map and Primary Health Networks Needs Assessments we can determine the hot spots, or areas of high incidence of diabetes, enabling us to plan and deliver to those in greatest need across South Australia.

In line with the Australian National Diabetes Strategy, Diabetes SA has a focus on the priority areas of Aboriginal & Torres Strait Islander communities and Culturally and Linguistically Diverse communities, as well as people living in socio-economically disadvantaged areas.

People from these priority areas are at higher risk of developing type 2 diabetes; they may also face cultural and linguistic barriers as well as socio-economic disadvantage, geographic barriers and lower health literacy that limit their access to diabetes-related services and education.

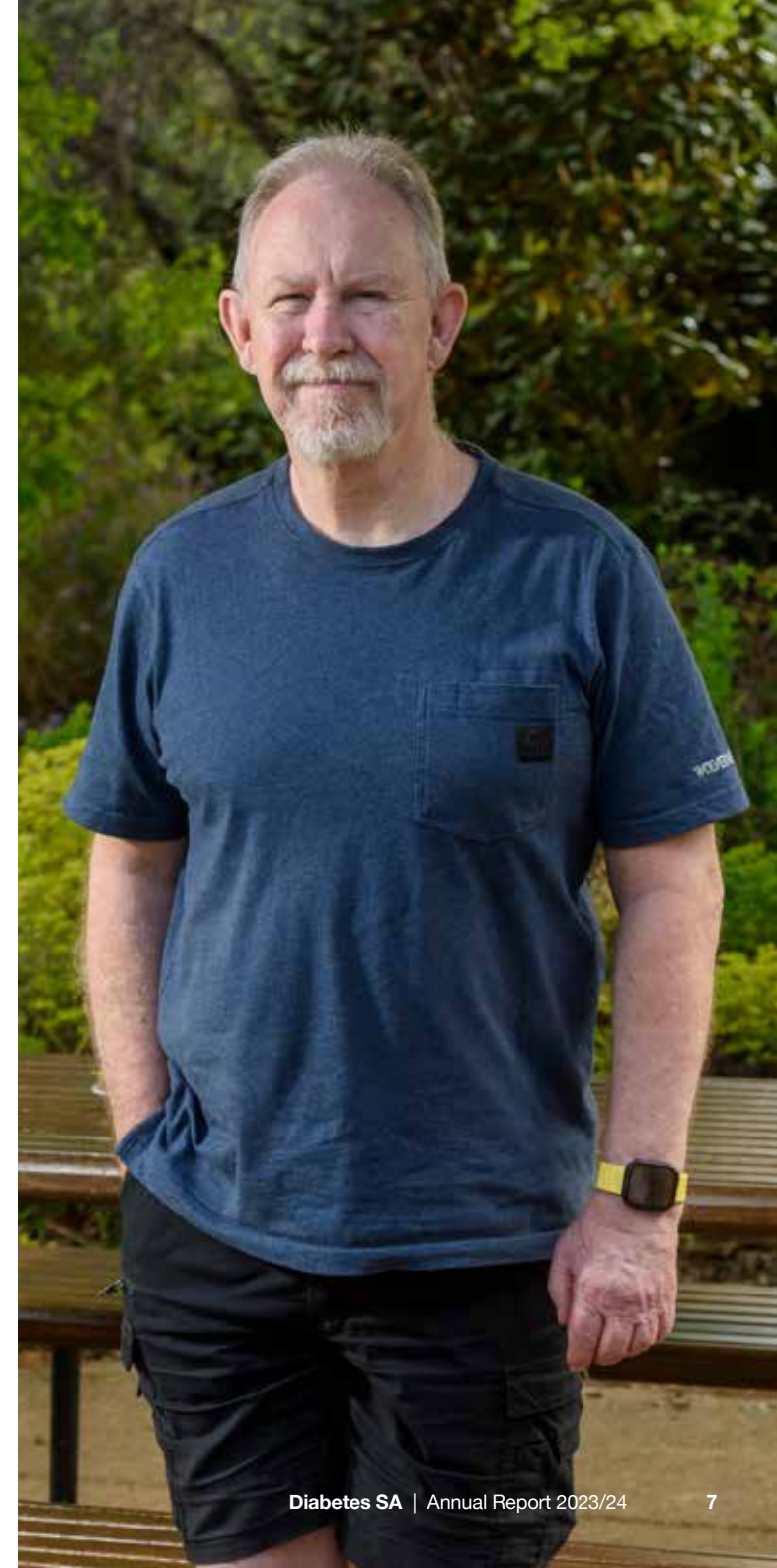
Diabetes SA has a focus on equity and access, in particular removing the barriers that impede a person's opportunity to achieve their best health.

¹The State of the Nation 2024 Report Diabetes Australia



MALES VERSUS FEMALES (SA)

National **male 5.6%** and **female 4.9%**



Strategic Priorities

Our mission is to **reduce the risk and impact of diabetes** in our community and to support people living with diabetes.

We have three priorities and goals:

Priority 1

Reduce the incidence

Goal 1: Empower people to live a healthy life free of diabetes.

Priority 2

Reduce the impact of diabetes

Goal 2: Empower people affected by diabetes to maintain optimum health.

Priority 3

Financial sustainability

Goal 3: Ensure the financial stability and sustainability of Diabetes SA. Maximise assets to support growth and impact.



KEY STRATEGIES

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.



Advocate

We advocate to:

- Amplify the voice of lived experience.
- Raise awareness of diabetes and its impact.
- Strengthen awareness of the organisation and its services.
- Increase funding for diabetes.

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

As the peak organisation, Diabetes SA is consulted by key stakeholders and the wider community for our knowledge base, reputation and consumer voice.

We are a trusted source of information, advice and support.

How we advocate

We raise awareness of diabetes and its impact through public campaigns, participation in government consultation processes, direct engagement with our many stakeholders and through strategic partnerships.

We focus on removing the barriers that impede a person's opportunity to achieve their best health.

We ensure access to health information that enables individuals to access, understand and use information in a way that benefits their health.

We focus on priority groups including Aboriginal & Torres Strait Islander people, Children and Young people, Culturally & Linguistically Diverse Communities, Older Australians, People living in rural and remote areas, People with disability and diabetes, People with mental health disorders and Veterans.

Through our work we aim to inform decision makers and the South Australian community about diabetes and shape public health policy to improve health outcomes.

Department of Veterans' Affairs

In May 2023, the Association received advice from the Department of Veterans' Affairs (DVA) indicating the current arrangements regarding the payment of Diabetes SA Membership on behalf of DVA veterans would change from 1 July to an 'opt in' reimbursement method.

Shortly after receiving this advice, we were advised that DVA would be ceasing payment to Diabetes SA for the supply of diabetes products to eligible DVA clients from 30 June 2023.

These changes have impacted



in South Australia and caused considerable anger, concern and uncertainty.

We wrote to the Federal and State Ministers for Veterans' Affairs, Diabetes Australia and The Totally and Permanently Incapacitated ex-Service Men and Women's Association (TPI) expressing our concern that the change in the way DVA clients access their diabetes products will negatively impact management of diabetes by veterans, leading to further complications and increased health care costs.

Despite Diabetes SA supplying diabetes products to DVA clients for over 20 years, the Department of Veterans' Affairs cited that Diabetes SA was not an approved contractor.

Diabetes SA Submission to the Parliamentary Inquiry into Diabetes

On 24 May 2023, the House of Representatives Standing Committee on Health, Aged Care and Sport adopted an inquiry into diabetes referred by the Minister for Health and Aged Care, the Hon Mark Butler MP. The inquiry primarily focused on the causes of diabetes, as well as advances in prevention, diagnosis and management of the condition. The Committee also considered the broader impacts of diabetes on Australia's health system and economy, and the effectiveness of the Australian Government's current diabetes related policies and programs. Where relevant, the Committee explored the interrelated health issues between diabetes and obesity.

Diabetes SA put forward **11 recommendations** to urge the government to respond to the inequities people face with respect to:

- | Awareness, Detection and Prevention of Diabetes
- | Diabetes Management
- | Diabetes Stigma and Discrimination
- | Diabetes Workforce
- | Strategic Partnerships and Funding



Scan to read
Diabetes SA's
full submission



Scan to read
the full report
& Committee
recommendations



Preventive Health SA Bill 2024

Through an election commitment in 2022, the South Australian Government committed to creating a new and independent prevention agency, with a mandate to develop evidence-based programs and policies to keep South Australians healthy.

In February 2024, Preventive Health SA was established, strengthening the prevention agenda in South Australia through the consolidation of key prevention functions in a single agency including obesity, tobacco, vaping, mental health, suicide prevention, alcohol and other drugs, and the determinants of health as priority areas.

In addition, the South Australian Government approved the drafting of a Bill to enshrine the agency in legislation and give perpetuity to preventive health in South Australia.

Diabetes SA was invited to provide feedback on the draft Bill, using the questions outlined in the Consultation Discussion Paper.

The Preventive Health SA Bill 2024 will be presented to Parliament later in the year.





Automated Insulin Delivery Access (AID)

The Consensus Statement on Automated Insulin Delivery for type 1 diabetes (T1D) in Australia has been endorsed by people living with diabetes and 18 organisations including Diabetes SA, who were invited to be part of the AID Access Summit.

The Consensus Statement supports the view that all Australians living with type 1 diabetes need affordable access to life-changing Automated Insulin Delivery.

The signatories to the Consensus Statement have endorsed the following recommendations:



ACCESS

EVERY AUSTRALIAN WITH T1D SHOULD HAVE ACCESS TO AID



CHOICE

EXPANDED ACCESS SHOULD ENABLE AND NOT RESTRICT CHOICE OF AID SYSTEM



IMPLEMENTATION

STAGED IMPLEMENTATION STRATEGY FOR ACCESS TO AID TECHNOLOGY



Scan to read the statement in full



Travelling with diabetes technology

Diabetes SA Members advised of challenges when passing through airport security with diabetes technology (insulin pumps and continuous glucose monitors).

Following this, Diabetes SA visited Adelaide Airport to meet with some of the security team. The meeting was positive and productive, with the opportunity to share the needs and challenges of people with diabetes while also gaining a greater understanding of the security screening measures in use and the requirements of the airport staff.

We have since heard from Members with positive experiences passing through Adelaide Airport security.

We will continue to raise awareness among airport staff and increase knowledge among people living with diabetes so they can confidently pass through airport security with their devices.

Diabetes Australia is now working on a project to raise awareness in airports across Australia.

D

Detect

We deliver type 2 diabetes detection and screening programs that raise awareness of diabetes risk factors, identify those at high risk and provide information and referral for the prevention or management of the condition.



“I probably would not have done a test if Diabetes SA had not been here.”

ANONYMOUS PARTICIPANT

Our impact in diabetes detection

Diabetes SA is committed to increasing public awareness about the signs and symptoms related to all forms of diabetes and screening high-risk populations for undiagnosed type 2 diabetes (including pre-diabetes).

Early detection of type 2 diabetes is extremely important because around one in 4 adults aged 25+ years remain undiagnosed. Further, only about 55% of adults are screened for type 2 diabetes by their GPs and the screening rate is even lower for men and people from rural and remote communities.

Since 2019, the Association has been committed to developing strong and sustainable partnerships with several key philanthropic charities, and together we have co-designed Type 2 Awareness and Screening Programs for our respective communities.

In 2023/24, a major highlight for Diabetes SA's Health & Research team has been the completion of the 3-year Masonic Charities Trust Type 2 Diabetes Awareness and Early Detection Flagship Program.



Through the generous financial support from Masonic Charities Trust (\$539,000), together we have:

- conducted 82 Type 2 Diabetes Risk Awareness and Screening events; 71 were held in Men's Sheds and 29 in Masonic Lodges across country areas of SA;
- connected with more than 1,500 people providing them with information about diabetes and some practical ways to live a healthy lifestyle;
- screened more than 900 men for type 2 diabetes via the AUSDRISK tool;
- identified around 750 individuals as being at high risk of the condition and provided them access to a free to point of care blood glucose test and conversation with a health professional specialised in the condition;
- identified almost 16% of the individuals who had a point of care blood glucose test as having a high likelihood to be living with undiagnosed pre-diabetes or type 2 diabetes;
- those likely to have pre-diabetes or type 2 diabetes received a referral letter with results to provide to their GP.

Our Health & Research team continues to work with several key partners including Masonic Charities Trust, Lions Districts 201C1 Inc., Lions District 201C2 Inc., Country SA Primary Health Network and the Rural Health Innovation Fund, and Preventive Health SA to continue our work in the area of diabetes detection.

Together we can reduce the incidence and costly impact of type 2 diabetes!



F Prevent

Over the last 4 years, the organisation's investment in the strategic area of Diabetes Prevention has been to trial the Diabetes SA's AUS2PREVENT lifestyle change program.

Diabetes SA is committed to providing robust scientific evidence and through the AUS2PREVENT trial aim to demonstrate that the AUS2PREVENT program is feasible, acceptable and effective for preventing or delaying the onset of type 2 diabetes in South Australians at risk of or living with pre-diabetes.

Data collection from participants in the AUS2PREVENT trial will be completed by March 2025 allowing the research team to start the extensive data analysis.

A cost-benefit analysis is planned and will inform the Association and our stakeholders (including Preventive Health SA) whether the health benefits of the AUS2PREVENT program are greater than the costs associated with preventive interventions (i.e. 'Usual care') currently being provided by General Practitioners.

Diabetes SA aims to demonstrate that AUS2PREVENT is an effective lifestyle change program, scalable for the state and providing savings for the health system.

“

“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.”

ANONYMOUS PARTICIPANT





Highlights

From the AUS2PREVENT trial over 2023/24

Celebrated **67 participants** completing the first 12-months of the AUS2PREVENT trial.

Presented the **AUS2PREVENT Trial** protocol and findings from the recruitment phase of the trial at the 2023 Australasian Diabetes Congress.

Implemented an e-Newsletter '**Towards a Healthier YOU!**' to support people wanting to minimise their risk from type 2 diabetes.



"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."

PARTICIPANT - AUS2PREVENT PROGRAM GROUP

M

Manage

We provide evidence-based education to support the self-management of diabetes to improve quality of life and reduce the risk of diabetes complications.

We empower individuals to self-manage their diabetes

through providing access to person centred self-management education programs to people living with diabetes, and building capacity and capability amongst the health workforce and those supporting people living with diabetes.

Across 2023/24 we delivered a diverse range of programs and services to people living with diabetes, across a range of priority areas, and to health professionals, support workers, aged care staff, workplaces, teachers and school staff, and the general community.

Our programs are underpinned by current evidence and are continuously evaluated to drive ongoing improvements and program development, and to ensure the needs of people with diabetes are at the heart of everything we do.





Highlights

Diabetes SA provides one-on-one consultations for people living with and at risk of diabetes. Clients can access individualised support from a Credentialed Diabetes Educator, Accredited Practising Dietitian, or an Accredited Exercise Physiologist. Telehealth consultations are also on offer, though face-to-face consultations remain the most popular choice. 512 one-on-one consultations were undertaken.

Diabetes SA Members are able to access free group education programs including the Expert Speaker Series, Supermarket tour and Central Market tour. A total of 300 people attended these programs in 2023/24, covering topics including healthy eating, label reading, plant-based diets, low carbohydrate eating, Mediterranean style eating, sleep, dementia, diabetes technology, high intensity interval training, and home medication review.

Our free Member webinars are released fortnightly, providing 15-20 minutes of snackable content to keep up to date with the latest diabetes information. Webinars can also be viewed on demand. 26 webinars were released on a range of topics including menu planning, label reading, exercise, type 1 diabetes, eating patterns for managing diabetes, and keeping well in winter. Webinars had a total of 1,302 views.

“I appreciated the opportunity to unravel the confusion. I had confidence in the educator; a strong sense that the educator is listening empathetically without judgement and understands some of the confusion.”

CLIENT AFTER ATTENDING A ONE-ON-ONE CONSULTATION



Highlights

Programs also focus on key priority areas including Aboriginal and Torres Strait Islander people, Culturally and Linguistically Diverse communities, young people, and those in regional and remote communities.

Group education programs were delivered in regional areas of South Australia including Mount Barker, Murray Bridge, Port Pirie, Port Augusta, Whyalla, Port Lincoln, Gawler, Victor Harbor, Kangaroo Island, Berri, Mount Gambier, Ceduna and Moonta.

Education programs were delivered to communities speaking Hindi, Greek, Italian, Arabic, Vietnamese, Chinese, Cambodian, Ukrainian and Dari.

Diabetes SA administers the National Diabetes Services Scheme (NDSS) in South Australia, providing group diabetes education across South Australia, and supporting health professionals and community access points (pharmacies) in supporting people living with diabetes in SA.

Funded under the NDSS, the Diabetes in Schools program is administered by Diabetes SA in South Australia, supporting the Women's and Children's Hospital diabetes team in their delivery of the Level 3 Individualised Skills training. The Level 3 training had a reach of 1,296 teachers and school staff in 2023/24.

8,153 people

Living with or at risk of diabetes, engaged in one of our education support services (including one-on-one, group, or digital offerings).

“

“The educator was excellent. I was not in a good space after being diagnosed but have been determined to move forward with a positive mindset. The Educator has been an important part of forming my attitude.”

CLIENT AFTER ATTENDING A ONE-ON-ONE DIABETES EDUCATOR CONSULTATION

230

group education programs were held for people living with or at risk of diabetes.

2,121

people attended education programs for people supporting those living with diabetes, including health professionals, support workers, aged care staff, and teachers and school staff.

18%

of group education programs were delivered in regional areas of South Australia, 45% of programs were delivered in Hilton and surrounding suburbs in Western Adelaide, 17% in Southern Adelaide, and 19% in the Northern Adelaide area.

512

people living with or at risk of diabetes attended a one-on-one consultation with a Diabetes SA health professional.

205

group education programs were held for people supporting those living with diabetes including health professionals, support workers, aged care staff, and teachers and school staff.

3

Camps or Activity Days were held for children living with type 1 diabetes.



“The program provides practical tips and skills for supporting my client who has diabetes. Gaining more information so I can support my client confidently.” DISABILITY SUPPORT WORKER

Research

Our investment in research is a critical component to addressing South Australia's diabetes challenges.



Through the generous support of our Members, partners, donors and individuals who have left a legacy to the Association, Diabetes SA has been able to support research into diabetes almost since our inception and maintains a dedicated Research Fund to support diabetes research.

Diabetes SA supports diabetes research in two ways:

- Through the Diabetes SA Research Grants Program, we provide grants to support innovative diabetes research projects that challenge current paradigms.
- We conduct community led research focusing on prevention, detection and management of diabetes. These research activities ensure that new approaches and ideas with a strong evidence base are incorporated into program and service delivery, enabling us to improve the health and wellbeing of people living with or at risk of diabetes.

Highlights

Our work in Prevention

has seen the development of an evidence-based lifestyle change program for the prevention of type 2 diabetes (AUS2PREVENT). We are currently conducting a randomised controlled trial, with our partners from Flinders University. This is a first for the organisation, and potentially will pave the way for a statewide program, filling a much-needed gap.

Our work in Detection

continues to develop strong and sustainable partnerships with key organisations. Our program has been based on our early work which established a cost-effective and outcomes-based approach. The impact we have had in targeted high-risk communities has been significant, **identifying at least 16% of high-risk people with undiagnosed pre-diabetes or type 2 diabetes**. The program has been highly valued by program participants.

Our work in Management saw us undertake two important pieces of work:

- Evaluation of clinical consultation services (supported by Flinders University). Feedback was sought from our clients, with insights from surveys and structured interviews informing continuous quality improvement.
- Co-design of a nutrition program based on the findings from our umbrella review, which identified four eating patterns for the optimal management of type 2 diabetes. Insights from focus groups informed the development of the structure and content of the program which will be launched in 2025.

The dedicated investment in research has enabled us to translate new learnings into a strong evidence base, driving the development of a person-centred approach in the detection, prevention, and management of diabetes.

Research Grants Program

Now in its fourth round, the Diabetes SA Research Grants Program offered researchers the opportunity to apply for funding to support innovative and creative diabetes research projects.

The projects sought to challenge and shift current paradigms and/or have a major impact on health research into diabetes. Funding supported diabetes research conducted by researchers of any career stage from discovery to implementation in the key focus areas of prevention, detection and management of diabetes.

In 2024, Diabetes SA increased its commitment to funding outstanding research in Australia with the introduction of a new \$100,000 research grant (two-year award) specifically for research into type 1 diabetes, made possible through the generosity of the late Ms Sieglinde Hannelore Darsow or “Hanni” as she is fondly remembered.

In addition, Diabetes SA offered:

- \$100,000 Research Grant – (two-year award) 1 grant
- \$50,000 Research Grant – (one-year award) 2 grants

Since
2018

• **\$1,070,750**

15 researchers

The four successful recipients of the 2024 Diabetes SA Research Grants are:



\$100,000 Sieglinde Hannelore Darsow

Type 1 Award (2 Year Award)

**DR REBECCA THOMSON
THE UNIVERSITY OF ADELAIDE**

‘When is the critical window to intervene in early life to reduce the impact of overweight on the risk of type 1 diabetes?’



\$100,000 Research Grant (2 Year Award)

**DR STEPHEN KIDD
THE UNIVERSITY OF ADELAIDE**

‘Improving health outcomes for patients with diabetes by novel bacterial identification and treatment to prevent continuing foot infections.’



\$50,000 Research Grant (1 Year Award)

**DR JANTINA MANNING
UNIVERSITY OF SOUTH AUSTRALIA**

‘A potential new player in blood glucose control and diabetic nephropathy.’



\$50,000 Research Grant (1 Year Award)

**DR KAREN ALT
MONASH UNIVERSITY**

‘Molecular imaging for kidney fibrosis for monitoring diabetes induced disease progression.’



Research Grants Program - Updates





2022 Grant Round

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

Associate Professor Richard Young
The University of Adelaide - \$100,000

A second pilot study has been completed in six people without diabetes to show that the reformulated test capsule targeted paracetamol release to early and mid-regions of the small intestine (enriched in sweet sensing molecules). This maximises our chances of blocking sweet taste sensing here for improved control of blood glucose.

Subjects are now being actively recruited via a targeted social media campaign led by the SAHMRI Clinical Trials Platform as our commercial partner, and the main study commenced in June 2024. Blocking gut sweet sensing in people with type 2 diabetes stands to improve their blood glucose by slowing dietary glucose uptake, augmenting gut hormone responses, and protecting against damaging diet-related changes in gut bacteria.

We expect the main study to complete in December 2024 to include forty people with type 2 diabetes. Findings here could usher in a safe, new-in class therapy to optimise glucose control in type 2 diabetes.



2022 Grant Round

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

Dr Lisa Nicholas
The University of Adelaide - \$100,000

I am happy to report that the project is proceeding according to plan. We have made some headway in generating data that is the first of its kind in the world to better understand the factors mediating intergenerational diabetes risk in Aboriginal people.

An Aboriginal Research Assistant has been recruited Professor Maple-Brown and has commenced their role. Retrieval of Guthrie cards is still ongoing and DNA will be extracted from the Guthrie cards. Cards from babies born prior to 2014 are stored offsite requiring additional time for retrieval.

We expect to receive all cards by the end of October 2024. DNA extraction from whole blood samples have been completed and we have commenced generation of the DNA methylation data.



2020 Grant Round

Novel strategy for cardiovascular protection in type 2 diabetes

Dr Cher-Rin Chong
The University of Adelaide - \$100,000

Since our last report, we have presented our research findings at three SA and one national research conferences. We are also preparing two manuscripts for submission.

We have satisfied all ethics requirement and are now approved for ongoing experiments. Combining lessons learnt, we have now put in extra measures to ensure smooth project delivery, and thus extension of project has been requested. Financially, project expenditures is on track and there is no compromise of any planned aspects of the project.

In collaboration with researchers from the University of Oxford, we were successful in a grant application from the Medical Research Future Fund to explore some of the findings we have made thus far.

Membership

Membership provides access to support services, education programs, and exclusive discounts designed to help you manage your diabetes effectively while keeping you informed about the latest health information and diabetes-related news.

Membership helps us support, empower and advocate for all South Australians affected by diabetes.

Our focus this year has been on strengthening our Member offering with new Member benefits and building on existing partnerships that deliver services to our Member base. As a result we introduced a new partnership with Are Media/Magshop to offer exclusive savings to Members on subscriptions to a range of magazines in print and digital formats including Diabetic Living.

We have seen an increase in the number of Members purchasing through the Diabetes SA Shop and our offer of unlimited free delivery, a guaranteed minimum discount of 25% on diabetes management products, and increased exclusive Member-only promotions has provided additional savings.

Ensuring that we deliver on our membership promise we sought feedback from our Members and their feedback has been utilised to enhance our marketing materials and communications, attracting new Members and highlighting benefits for existing ones.

In the coming financial year, we will expand the range of benefits available to our Members which will provide additional support, services, and savings. Additionally, we will implement a Member Services Committee to ensure membership, the benefits we offer, and value continues to remain relevant to the evolving needs of our Member base and the broader diabetes community.

1,915 new Members welcomed

18,726 total Members

57% have been Members for 10+ years

6% increase in Members accessing Diabetes SA Shop discounts

6,406 calls serviced

1,666 online chats (41% increase)

“I choose Diabetes SA because of its proven and respectful name in SA. The most valuable benefit is the ongoing activities at Diabetes SA and the discounts that are available to Members. I believe for any person considering joining Diabetes SA, please join ASAP, it's so valuable and the best service for any one in SA. You will never regret joining and why did I not join earlier.” KEVIN

“I called Diabetes SA to talk about information sessions, and the lady I spoke to told me about the benefits of membership. It is probably the best thing I've ever done. There are so many information sessions, free of charge, and savings on goods from the shop, which has been great. Also personal chats with qualified people if you have any queries. The cheapest and most beneficial membership I have ever had. Thank you to all the wonderful people at Diabetes SA.” LESLEY

Diabetes SA Shop

The Diabetes SA Shop – for all your diabetes essentials, expert product advice, and support.

Our product range has been expanded based on customer feedback and competitor analysis, with 186 new product lines added since 2022. Our comprehensive range is available in-store, online, and by phone – enabling customers to conveniently purchase products and access expert product advice and support.

We have enhanced our online shopping experience and implemented targeted marketing to both Members and non-Members, which has increased accessibility to our comprehensive range of diabetes management products and has seen an increase in new customers, both locally and nationally.

At the Diabetes SA Shop, quality and service remain our top priorities. Our dedicated Product Review Committee works to ensure that all new and existing products meet required standards. Additionally, our focus on customer service has allowed us to maintain a Net Promoter Score that exceeds industry benchmarks, reflecting our unwavering commitment to customer satisfaction.

As a preferred supplier for many organisations we are expanding our reach to service aged care facilities, schools, and home care providers supporting client and business needs.

Our approach has seen increased referral to the Diabetes Shop particularly from podiatrists for people in need of diabetes-friendly socks.

In the coming financial year we will expand our business-to-business (B2B) sales and introduce e-commerce capabilities with the re-development of our website. Our focus on price and range of diabetes management products will support the positioning of the Diabetes SA Shop and drive brand awareness generating income to support the work of the organisation.

541 products stocked

Online Shop 17% increase in orders
(1,486 to 1,747)

7,205 orders placed

24% of Members have purchased

4,448 customers & 3,873 repeat customers

428 new customers

8% increase in products sold
(21,609 to 23,495)

10% increase in the average number of products sold per order (3 to 3.3)

29% increase in interstate orders
(426 to 552)

“Because I have just been told that I have type 2 and did not knowing what to do, visiting your shop helped me understand what diabetes is all about. The lady that explained everything to me was excellent in helping me make the choices that I needed.” PETER

“I haven’t visited the Diabetes SA Shop for about two years. I must say I was so surprised. The improvement in the shop is absolutely top class.” HELEN

“Keep on what you are doing and carry on focusing on the customers’ needs.” ALLESSANDRO



Philanthropy

Together we can reduce the impact of diabetes. Of every type. For every person. Every day.

Thank You

All we have achieved and can achieve tomorrow is due to your generosity. Together we can make a difference to change the impact of diabetes.

As a Member based organisation, Diabetes SA relies on the generosity of donors, to continue to provide life-changing services and research to support our Members and community.

Diabetes SA enlisted the support of Donor Republic in the 2023/24 financial year to generate additional vital income for the Association. Our new Donor Value Proposition was developed and we implemented Raisley to increase our online donations and we saw our largest ever donation of \$10,000 across this platform towards Research.

Our regular income Appeals for Christmas, Research and Tax showed consistent performances and online engagement increased for each one.

The overall generosity of our donors, regular givers and bequestors has enabled us to expand our service offering and the Diabetes SA Research Grants Program. The results of these will impact the community into the future.

We are actively working with several Executors to see further Gifts in Wills come to fruition for the 2024/25 financial year.



Scan to make a donation

Bequests Received

P. A. Harley \$27,000

N. E. Blanche Heatley \$1,000

Estate of Greenwood \$15,000

G. D. Steicke \$88,620.07

P. A. Harley \$4,909.46

Total \$136,529.53

Donors over \$500

J. Arbon	R. McLean
E. Asmussen	E. McLeod
P. Barlow	J. Menzel
A. Breakwell	B. Prior
C. Dodd	J. Richards
P. Emery	C. Robertson
N. Gower	I. Sandell
B. Hardy	B. Sanderson
M. Hislop	I. Seimon
H. Knowles	J. Sims
G. Koop	N. Treliving
M. Lo Proto	B. Underwood
T. McCarthy	C. Wadham
B. McFarlane AM	

Total \$38,383

Fundraising Appeals



CHRISTMAS
APPEAL
\$35,607
from 671 donors



RESEARCH
APPEAL
\$78,572
from 1,062 donors



TAX
APPEAL
\$32,448
from 564 donors

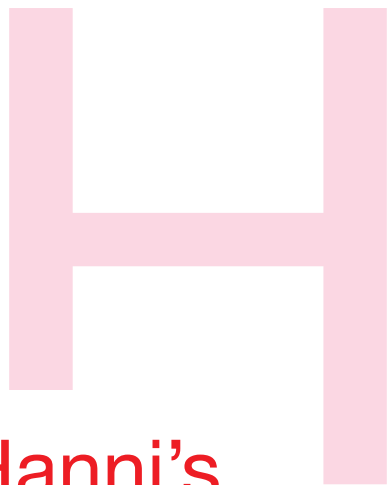
TOTAL **\$146,627**

Regular Giving



\$58,469
from 408 donors





Hanni's Story

When describing Sieglinde Hannelore Darsow (Hanni), people said her personality was one of strength and determination, mixed with a wickedly funny sense of humour, and rolled up with honesty, love, and kindness.

Martin Darsow, was a divorcee with two sons, Peter, and Paul, and they lived at Henley Beach South. Martin was Australian born in 1916, and a veteran of WWII in New Guinea.

While Martin was visiting Germany in 1976, he decided to research his family history. He wrote to all the Darsows' in the public phone book there, and only one person responded. It was Hanni.



Hanni's farewell





“She just wanted to make a difference.”

Over the ensuing three years, they visited, they wrote, they spoke, and they fell in love. Hanni moved to Australia, and they married in 1979. It was a match made in heaven, and despite the age gap, they were inseparable. Hanni was always knee deep in anything Martin’s family needed. She was generous with her time and devoted to her husband.

When Martin and Hanni married, Paul was 23 and had been living with type 1 diabetes for 18 years after being diagnosed with type 1 diabetes at the age of just 5 years. Fast forward to 1993, and the family welcomed Tahlia, a daughter for Paul and Kathy. The couple later separated but continued to nurture the relationship with Martin and Hanni.

Paul and Sandy met in 1999 and over time, were elated to learn that they were expecting a baby due February 2002.

But the initial joy would be overshadowed by the tragic passing of Paul in December 2001, just two months before his son Cody was born. Paul had succumbed to ischemic heart disease which was a direct complication of living with diabetes.

Then in 2007, another devastating blow for the family was Cody’s diagnosis of type 1 diabetes. In 2011, Martin Darsow sadly passed away and Hanni lost the love of her life.

Hanni was very attuned to the conversations about type 1 diabetes and was completely aware of the difficulties Cody faced; hypos, ambulances, hospital stays, and ultimately, how isolating it could be to a young person to be living with this chronic condition.

Hanni was adamant that a significant donation would be left to aid diabetes research when she died because she wanted her legacy to work to find a cure for this debilitating, chronic condition. Hanni died in 2022 and the generosity of her gift to Diabetes SA was made known in early 2023.

The Association’s CEO and Board were steadfast in using Hanni’s gift in the best way possible to honour her memory. In 2024, the fourth round of the Diabetes SA Research Grants Program was announced and a Grant of \$100,000 has been established for research into type 1 diabetes.

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Board Members

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.

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



Peter Crouch

BOARD MEMBER SINCE 20 SEPTEMBER 2011

Vice President from 2011-2015
President since 30 November 2015

Committee Member

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



Gary Neave

BOARD MEMBER SINCE 24 SEPTEMBER 2019

Vice President since 23 February 2021

Committee Chair

- Building Development



Lynn Bonython

BOARD MEMBER SINCE 27 OCTOBER 2020

Vice President since 22 November 2022

Committee Chair

- Research Advisory
- Corporate Governance



Linzi Carr

BOARD MEMBER SINCE 26 OCTOBER 2023

Treasurer since 26 October 2023

Committee Chair

- Finance & Audit

Committee Member

- Corporate Governance
- Building Development



David Scotland

BOARD MEMBER SINCE 22 NOVEMBER 2022

Committee Chair
- Advocacy & Communications

Committee Member
- Finance & Audit



Rajanbir Singh

BOARD MEMBER SINCE 26 OCTOBER 2023

Committee Member
- Finance & Audit
- Building Development



Leanne Babic

BOARD MEMBER SINCE 26 OCTOBER 2023

Deputy Chair
- Research Advisory



Christian Wickham

BOARD MEMBER SINCE 26 OCTOBER 2023

Committee Member
- Building Development



Claire Dollard

BOARD MEMBER SINCE 26 OCTOBER 2023

Committee Member
- Advocacy & Communications



Matthew Brunato

BOARD MENTEE SINCE 27 FEBRUARY 2024

The position of Board Mentee has been designed as an observership and learning program. It is an introductory "hands-on" opportunity to learn about processes and responsibilities of being a Board Member. The creation of the role in 2021 enabled the specific targeting of an under-represented Member voice at Board level. It has supported the development of board knowledge and provides a pathway to develop future Diabetes SA Board Members.



Board Committees

Diabetes SA Board Committees provide assistance and assurance to the Board in fulfilling its corporate governance and oversight responsibilities.

Research Advisory Committee (RAC)

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

Finance & Audit Committee (F&AC)

Finance & Audit Committee has responsibility for the oversight of, advice and recommendations to the Board in relation to financial management and internal and external audit functions.

Corporate Governance Committee (CGC)

Corporate Governance Committee oversees all matters concerning corporate governance, remuneration, Board nominations and the hiring of the CEO.

Building Development Committee (BDC)

Building Development Committee has responsibility for the building and future building development opportunities that increases the long-term value of the assets held by the Association.

Advocacy & Communications Committee (A&CC)

Advocacy & Communications Committee provides strategic oversight, advice, and guidance on external advocacy, communications, stakeholder engagement, and media management relevant to the strategic objectives of Diabetes SA.



Diabetes
SA Support
Always

A **20**
23/24



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