

How to access a Diabetes Care Team

Why do people with diabetes need a healthcare team

Diabetes is a complex condition and managing it requires a team effort.

In addition to your General Practitioner (GP), other health professionals (HP) that can help you include:

- **A Credentialed Diabetes Educator**
- **An Accredited Practicing Dietitian**
- **An Accredited Exercise Physiologist**
- **A Registered Podiatrist**
- **An endocrinologist**
- **A Counsellor, Social Worker or psychologist.**

Start with your GP

Ask your GP to:

- Register you with the [National Diabetes Services Scheme](#)
- Develop a [Chronic Disease Management Plan \(CDMP\)](#)
- Refer you to the diabetes health professionals listed within this document

In Australia you can access health services privately or publicly

A CDMP can help with costs of appointments and coordinate care

Private/Self-funded

Ask your GP if they can recommend a local HP or search for one using the professional organisations website listed on the next page. Going private can help with reducing waiting times.

Pay out of pocket

Private health insurance

Public Health System

There are government funded services which can cover part or all of the cost of seeing a health professional if you are eligible

Local Community Health Centre

My Aged Care
NDIS
DVA

Contact your provider to find out if you are covered for diabetes care

Public Health System Hospital Admission Risk Program (HARP)

Your local hospital may have a HARP service that includes a diabetes care team designed to review you within 2 weeks of referral.

You would be eligible for this free service if you have complex care needs and are either deemed at risk of a hospital admission or have had a recent hospital admission in the past 12 months.

Contact your local hospital for more information.

Diabetes Victoria

Diabetes Victoria offer a range of FREE information and education events for people living with diabetes.

Refer to our [website](#) for more information or to book.

The Diabetes Victoria Clinic offers individual appointments with a dietitian, diabetes educator, exercise physiologist and psychologist, call 1300 153 123 to book.

NDSS

Call the NDSS Helpline on 1800 637 700 or email info@ndss.com.au

The NDSS Helpline service is for people with diabetes, their family members and carers, health professionals, and pharmacies (Access Points).

You can call the NDSS Helpline on 1800 637 700 to:

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

Key questions to ask when booking an appointment with a diabetes health professional

1. I have a CDMP, will there be any out-of-pocket costs?
2. How long until I can get an appointment?
3. If I run out of CDMP visits what will the costs be?
4. I don't have a CDMP. What will the costs be?

Glossary of terms

Credentialed Diabetes Educator (CDE):

Credentialed Diabetes Educators are specialists in diabetes. They are health professionals who have completed further study to focus their efforts on helping people with diabetes self-manage their diabetes effectively and prevent complications: [Find a CDE](#)

Accredited Practising Dietitian (APD):

A dietitian is a university-qualified nutrition expert that can provide you with individualised and credible dietary advice to help manage your diabetes. [Find a Dietitian](#)

Registered podiatrist:

A podiatrist is an expert in foot care. Podiatrists help people in the care of their lower limbs including the foot and ankle. [Find a Podiatrist](#)

Accredited exercise physiologist (AEP):

Accredited exercise physiologist (AEP): are university qualified allied health professionals that can prescribe safe and effective exercise for people with medical conditions such as diabetes, injuries or disabilities. [Find an AEP](#)

Psychologist:

Psychologists are university qualified in the science of how people think, feel, behave and learn. They provide help with assessment and treatment of [mental health conditions like depression, anxiety, stress and eating disorders](#). [Find a Psychologist](#)

Social Worker:

Social Workers: Social workers are allied health professionals who help people who are in crisis and need support. They provide counselling, information and referrals to other services. [Find a Social Worker](#)

Glossary of terms

Counsellor:

A counsellor is a trained professional that can help people tackle problems in a positive way. Counselling is a process of talking about and working through your personal problems with a counsellor.

[Find a Counsellor](#)

National Diabetes Services Scheme (NDSS):

An initiative of the Australian Government and is administered by Diabetes Australia. The NDSS provides:

- support services for practical help and guidance
- diabetes health information and resources
- subsidised diabetes products

Ask your diabetes health care professional about NDSS registration.

For more information see <https://www.ndss.com.au/about-the-ndss/>

Chronic Disease Management Plan (CDMP):

A [CDMP](#) or “care plan” supports people who have a chronic or long-term medical condition. All people with diabetes can have this plan. The plan is organised through your GP. It allows you to have up to 5 Medicare subsidised visits per year to see an allied health professional.

Community Health Centres:

Community health care centres are available in most local government areas and aim to provide a range of services including diabetes education, nutrition services and podiatry to health care card holders. Find your local community health centre: [community service directory](#)

National Disability Insurance Scheme (NDIS):

Provides support to eligible people with intellectual, physical, sensory, cognitive and psychosocial disability. Call 1800 800 110 to discuss eligibility or visit <https://www.ndis.gov.au/applying-access-ndis/how-apply>

Glossary of terms

Department of Veterans Affairs (DVA):

The DVA provides programs for war veterans, serving and former serving members of the Australian Defence Forces, Australian Federal Police and their families.

My Aged Care:

If you are 65 years or older you may be eligible for government-funded aged care. Some care packages will cover the cost of diabetes education. For more information go to [My Aged Care](#)

Private health insurance:

Private health insurance allows you to be treated in hospital as a private patient and provides a rebate for other health care services that Medicare does not cover.

Group Education For People With Type 2 Diabetes

Medicare services: [Medicare group allied health brochure](#)