

2023—2024

..... **Impact Report**

Our Impact



Our Vision

A world in which diabetes can do no harm.



Our Purpose

We are dedicated to reducing the impact of all types of diabetes on people, families, communities and health systems across Victoria.



 diabetes
victoria

diabetesvic.org.au

Report from the President and CEO

Diabetes is one of the biggest health challenges confronting our state.

Almost 400,000 Victorians live with diabetes and a further 500,000 Victorians are at high risk of developing type 2 diabetes. That's almost 1 million people in Victoria. 1 in 7 Victorians are affected by diabetes.

This isn't a trajectory we want to continue. We have recently developed our new Diabetes Victoria strategy. At the heart of it, the strategy is about enhancing our impact, reach and support for all Victorians impacted by diabetes. It's about recognising and calling out the significance of the condition. The strategy is ambitious and bold because the situation is so urgent.

Collaboration with our supporters and the whole diabetes community is critical to achieving the change we want to see. We take pride in our strong community connections, and we are dedicated to working closely with Victorians affected by diabetes on what matters most to them.

We are proud to share some of the highlights of the 2023/24 financial year and it is pleasing to see the alignment with the six goals outlined in our new strategy.

We see a brighter future where people with diabetes live well and longer, and there is a cure, or prevention, for all types of diabetes. Thank you for supporting our vision, we are deeply grateful to have you on the journey with us.



Glen Noonan
Chief Executive Officer

Richard Loveridge
President



GOAL ONE

Fewer people will develop diabetes

More Victorians set to benefit from *Life!* changing program

In June we announced that the Victorian Government will fund the *Life!* program for a further three years through to 2027.

A refreshed program with updated content will be launched during this funding period. The new content will be informed by the latest international research.

Life! is the largest prevention program of its kind in Australia, helping eligible Victorians to reduce their risk of developing type 2 diabetes, heart disease and stroke.

The free program is designed to support healthy eating habits, increase physical activity, and effectively manage stress. It is delivered through group courses or telephone coaching and supported by an online platform.

More recently, a new program stream has been developed specifically for women who have had gestational diabetes. With one in six pregnancies affected by gestational diabetes, it is important that women have the support they need for their long-term health and wellbeing.

Since 2007, over 75,000 Victorians have learnt more about the steps they can take to improve their health by participating in the *Life!* program.

We know there is a continuing need and interest from the Victorian community to reduce their risk of type 2 diabetes and cardiovascular disease.

Victoria's Parliament House Shines a Light on Diabetes Care

An event at Parliament House in August shone a light on the impact of diabetes in Victoria and the opportunities to enhance diabetes care.

Hosted by *Parliamentary Friends of People Affected by Diabetes* group Chair Bronwyn Halfpenny MP and Co-Chair Gaelle Broad MLC, the event was a unique opportunity for members of parliament to connect with experts, advocates, and policymakers dedicated to improving the lives of people affected by diabetes.

Guest speakers included Hon. Mary-Anne Thomas Minister for Health, Georgie Crozier ML, Professor Elif Ekinci, Director of Australian Centre for Accelerating Diabetes Innovations (ACADI), and Diabetes Victoria CEO Glen Noonan. The event facilitated meaningful discussion among experts, advocates, and policymakers, highlighting a clear and unified commitment to enhance diabetes care and support.

In conjunction with the establishment of the bipartisan group, this event will pave the way for ongoing conversations and collaborative efforts to advance diabetes care and support across the community.

"It's incredibly important to share ideas and opportunities for innovation and collaboration," says Diabetes Victoria CEO Glen Noonan.

"Bringing key stakeholders together to hear more about these and future initiatives is a step towards real impact. This gathering demonstrated that as a state, we are well-equipped to tackle the diabetes epidemic head on. Collectively we have the ideas, minds, passion, and unwavering commitment that will guide us toward a brighter, healthier future for all Victorians living with, or affected by, diabetes."

Big Participation

Life! is the largest prevention program of its kind in Australia, helping eligible Victorians to reduce their risk of developing type 2 diabetes, heart disease and stroke.



The future in focus

- **Increasing awareness and reach of diabetes and prevention.** We will promote the *Life!* program with community members at risk of developing type 2 diabetes and partner with healthcare services across the state to offer *Life!* as part of routine preventive care.
- **Enhancing the *Life!* program** to better support Victorians in reducing their risk of diabetes and cardiovascular disease.
- **Encouraging more research** in prevention through existing research grant offerings and collaborate with academic agencies to facilitate research translation.
- **Advocating for healthier environments**, including changes to food labelling and advertising as part of a coalition of public health organisations. We will continue to support campaigns such as removing unhealthy food advertising from public transport (Food Fight) and make regular submissions into government policy consultations.

GOAL TWO

More people affected by diabetes will have access to a timely diagnosis, and the quality healthcare, education, treatments and technologies they need.



Introducing the Diabetes Victoria Clinic

Established to address the community's need for better access to diabetes specialists, the Diabetes Victoria Clinic was officially opened for telehealth appointments in July 2023 and for in-person appointments in November 2023.

Face-to-face appointments are available at locations in Carlton and Mont Albert North, while telehealth appointments are available Australia-wide.

Many people face long wait times to see health professionals or are unable to visit as often as they would prefer. At the Clinic, people living with diabetes are able to get timely access to health professionals, and are recognised as experts in their own care..

Our health professionals listen to their experiences, respect their knowledge, and provide personalised advice and support, helping people manage the condition their way.

A Clinic with a Difference

We believe one size does not fit all and we understand that diabetes management is a team effort. Our expert diabetes health professionals offer personalised, evidence-based care in one-on-one appointments.

The values underpinning the Diabetes Victoria Clinic

Diabetes Education Program Manager Jane Robinson says establishing the Diabetes Victoria Clinic perfectly demonstrates our organisational values.

“Setting up the clinic has taken **courage** from everyone involved – our booking team, our health professionals and the leadership team,” Jane says.

“This is an entirely new venture, and we have had to rethink the way we offer services by establishing telehealth to meet the needs of the community.

“Completing assessments and education in person is straightforward, but we’re here to provide services to people right across Victoria. The team has been courageous in accepting that we can conduct a pump start appointment with someone in rural Victoria online.

“We can also start someone on insulin injections via telehealth and talk them through their first injection.”

Innovative thinking helped to increase awareness of the Clinic, as the team explored new ways to get referrals.

Jane says the **positive impact** of introducing a psychology service is not only experienced by the people who receive support.

“It sends a powerful message to the community that mental health is an important part of chronic disease management,” she says.

“Having the Clinic as part of the support landscape will bring change, especially in the areas of aged care and disability where we know more support is needed.”



The future in focus

- **Collaborating with stakeholders** in the public and private health sector to increase access to quality healthcare and education for people living with or at risk of diabetes.
- **Advocating for equitable access** to diabetes education, by pursuing grants to offer affordable diabetes services to communities with lower socioeconomic status.
- **Enhancing diabetes management and care** of people living in aged care and disability settings through workforce education.
- **Increasing access** to diabetes specific mental health support.

GOAL THREE

More people with diabetes will be empowered to self-manage their condition, their way, with confidence

How Diabetes Camps Victoria changes lives

In May, Brittany Neely was recognised for her outstanding contribution to our camps program. A former camper herself, she has volunteered at 19 diabetes camps.

“I remember as a camper finding the confidence to live fully,” she says. “When I was first diagnosed at 12, my life took a sharp turn, but camps helped me find my capacity.

“My experience inspired me to keep coming back and give back to all the kids that maybe feel like me, because (living with diabetes) can be really hard.

“Seeing how much these kids benefit from it, and the return campers excited to see the same volunteers and friends is rewarding.

“Knowing the community will always be there for each other and support each other is incredible.”

Diabetes Victoria is privileged to have a community of passionate, dedicated volunteers who share our commitment to supporting people affected by diabetes.



Thank you

Our heartfelt thanks to every volunteer who has generously contributed their time, energy, and experience to our organisation over the years.



Diabetes Peer Support groups promote National Diabetes Week

During National Diabetes Week in July, our peer support groups helped to amplify our work in their local communities.

By organising events and reaching out to local media, the groups highlighted the support available to people affected by diabetes and promoted access to diabetes technology.

The best treatments and technology should be affordable and easy to access for all people living with diabetes, regardless of location, age, or cultural background.

This was the message shared by the Albury Wodonga Peer Support group. The group was featured in a front-page article in the local newspaper, reaching an impressive readership of 80,000 people. The group also organised several events during the week and connected with over 300 people.

The Yarrowonga Type 1 Peer Support Group hosted a community stall, promoting their group and the Yarrowonga Health Service. The health service delivered diabetes risk assessments for community members, and the group raised funds for Diabetes Victoria.

These efforts support diabetes advocacy, highlight community services and showcase the tremendous work of local volunteers.

“Diabetes Victoria helps to facilitate peer support groups by providing insurance, small annual grants and ongoing support and resources,” says Peer Support Coordinator Giovanna Taverna.

“They provide a safe and friendly environment to meet and support other community members living with diabetes, while helping to raise awareness and funds for Diabetes Victoria.”

Empowering the community

Diabetes Victoria is proud to be the National Coordinating centre for OzDAFNE (Dose Adjustment for Normal Eating). The program covers carbohydrate counting and adjusting insulin doses, as well as how to manage physical activity, illness and hypoglycaemia. This is the Australian version of an internationally recognised five-day, structured education program.

The program’s content was reviewed this year as part of the three-yearly cycle to ensure it continues to incorporate the latest evidence and participant feedback. There are now three programs in the OzDAFNE suite, the OzDAFNE at home workbook and a post-program summary booklet. As part of the review, two new participant resources were introduced.

Diabetes Victoria is committed to supporting our many culturally and linguistically diverse communities. Many of these communities are at greater risk of diabetes. Our Access and Equity team delivered three in-language Living Well events in 2023-24, providing diabetes management information and resources to the Vietnamese, Cantonese, and Mandarin-speaking communities. Presentations were delivered by multi-lingual health professionals, and the events were supported by many valued volunteers.

The Future in Focus:

- **Continuing to deliver** evidence-based diabetes education programs.
- **Undertaking a consultation** with our Victorian communities to better understand and support the needs of people living with, or affected by, diabetes.
- **Increasing engagement** with communities across Victoria to raise awareness of diabetes, Diabetes Victoria, and our programs and services.

GOAL FOUR

People will live free from diabetes stigma and discrimination

Local Leadership for International Impact

For more than a decade, Diabetes Victoria has supported research and advocacy to reduce diabetes stigma and discrimination.

Diabetes stigma refers to the negative judgments, stereotypes, and prejudices that unfairly affect people with diabetes. Research conducted by the Australian Centre for Behavioural Research in Diabetes (ACBRD), a partnership between Diabetes Victoria and Deakin University, shows that around four in five people with diabetes have experienced diabetes stigma. Further, diabetes stigma negatively impacts a person's diabetes management, health and wellbeing.

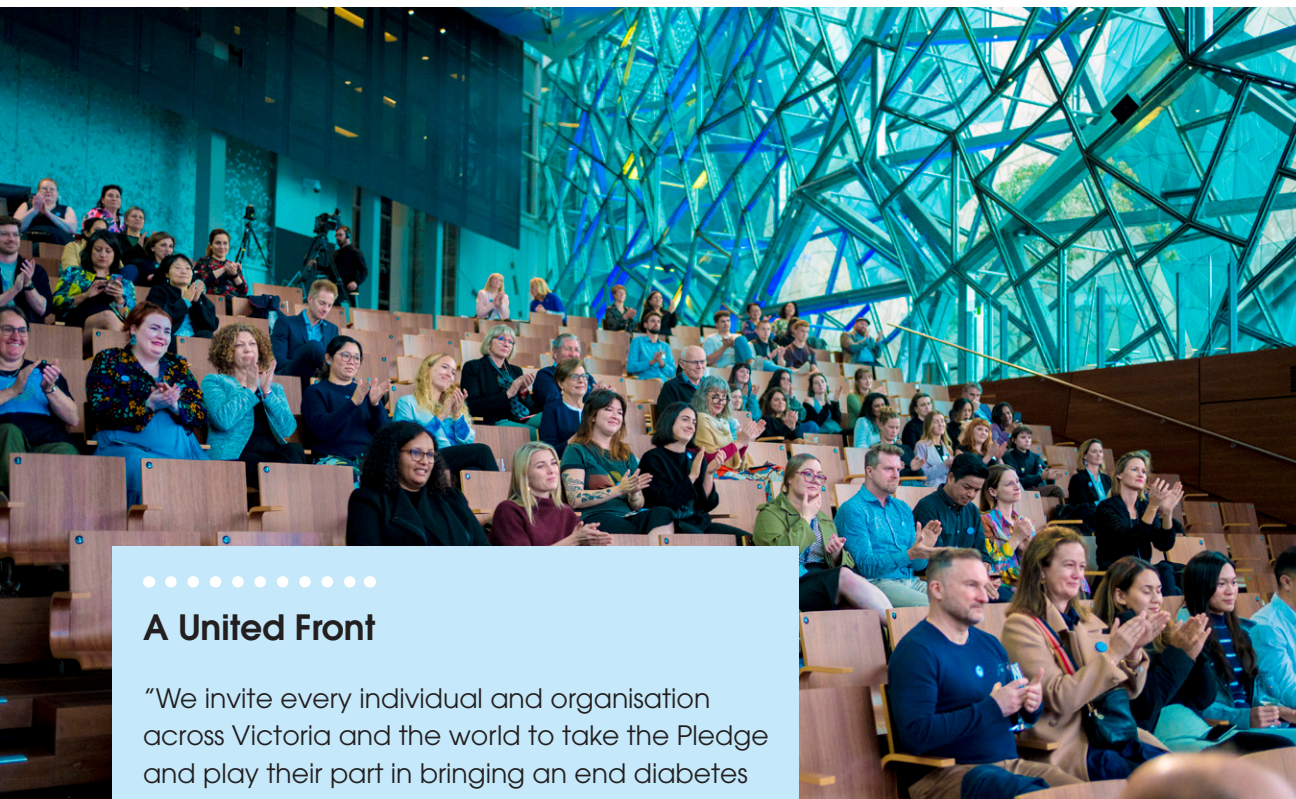
The ACBRD led an international consensus to bring an end to diabetes stigma and discrimination (see Goal 6), and called on individuals and organisations around the world to take the Pledge to End Diabetes Stigma.

The Pledge was officially launched at Fed Square, and streamed online, on World Diabetes Day in 2023. The launch drew attention to the stigma experienced by people with diabetes (of all types) in Victoria and around the world. This global event was a collaborative effort - involving community, researchers, health professionals, and diabetes organisations - all united in their commitment to eliminating diabetes stigma. Diabetes Victoria proudly sponsored the launch, alongside Deakin University, with support from #dedoc and the diaTribe Foundation.



On the evening of the global launch, more than 260 organisations and 2100 people across 95 countries had signed the Pledge. Diabetes Victoria is proud to have signed the Pledge to End Diabetes Stigma and made this goal explicit in our new Diabetes Victoria strategy.





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A United Front

"We invite every individual and organisation across Victoria and the world to take the Pledge and play their part in bringing an end diabetes stigma and discrimination."

Glen Noonan

The Future in Focus:

- **Developing a stigma reduction strategy** to inform our approach to understanding, addressing, and reducing diabetes stigma and discrimination. A dedicated, innovative strategy is needed to achieve this goal.
- **Increasing awareness** of the occurrence and impacts of diabetes stigma, through ongoing promotion of the End Diabetes Stigma Pledge.
- **Funding world-leading research** in diabetes stigma conducted by the Australian Centre for Behavioural Research in Diabetes.
- **Collaborating internationally for local impact.** We are collaborating with organisations and individuals across the globe to better understand diabetes stigma and how we can eradicate it.

GOAL FIVE

People with diabetes will live free from the harmful impacts of complications



Diabetes virtual emergency service launched during National Diabetes Week

The Victorian Virtual Emergency Department's (VVED) new diabetes service will transform the way diabetes emergencies are managed in Australia.

Launched at Melbourne Connect during National Diabetes Week, VVED Diabetes provides access to free, urgent telehealth care delivered by clinicians and nurse practitioners specialising in diabetes.

The Australian Centre for Accelerating Diabetes Innovations (ACADI), Northern Health, Diabetes Victoria, Ambulance Victoria, and Royal Flying Doctors Service have worked together to develop the service.

It will benefit all Victorians, including those in regional areas who have limited access to specialist diabetes care and is expected to reduce hospital admissions for people most at risk of acute complications.

“People living with diabetes must constantly manage their blood glucose levels to prevent serious spikes or drops,” Professor Elif Ekinci says.

“The new virtual ED, allowing people with diabetes to access care immediately, will reduce the risk of further deterioration in their health. It will assist in breaking down the city to country divide by offering immediate support to those who would otherwise travel long distances for an in-person medical consult.”

The second stage is expected to be rolled out later this year and will feature an ambulance callout service. Ambulance Victoria will respond to callouts made by the virtual clinic and paramedics will use blood ketone level testing kits to check if the person has developed diabetic ketoacidosis. They will be carefully assessed to determine if they can be safely managed at home.

“Until now, most cases of hyperglycaemia attended by paramedics are transported to a hospital,” says endocrinologist Dr Ben Nash, one of the driving forces behind the project.

“Ketone testing will allow for rapid management of suspected diabetic ketoacidosis, while also identifying people that can be safely managed at home.”

“People living with diabetes are at higher risk of life-threatening emergencies,” Diabetes Victoria CEO Glen Noonan said.

“This innovative service will enable better triaging of potential diabetes emergencies. We are proud to be involved in this initiative and I applaud the collaboration.”

The Future in Focus:

- **Victorian Government submission** calling for a Victorian Diabetes Plan. A strategic plan will create meaningful improvements across the health system.
- **Delivering budget proposals** to the Victorian Government, to improve access to specialist care for regional and rural Victorians and improve models of diabetes care in hospitals.



Collaborative Success

“We hope the service will work in synergy with the Diabetes Victoria Clinic and local health networks, improving both acute and long-term care.”

Glen Noonan

GOAL SIX

More people will benefit from research breakthroughs to prevent, manage or cure diabetes

Funding Research

Diabetes Victoria has a long history of supporting diabetes research – we have contributed more than \$22 million to research since 2015.

Translating community-led research into impact for people living with type 1 diabetes

Informed by the community-led Empowering Us Study, Australian Centre for Accelerating Diabetes Innovations (ACADI) investigators Dr David O’Neal and Dr Georgina Manos collaborated with Diabetes Victoria to design and pilot the Making Sense program. This program is designed to help people with type 1 diabetes better understand and interpret their data from continuous glucose monitors and insulin pumps.

Diabetes distress and wellbeing in focus

Dr Edith Holloway and colleagues at the Australian Centre for Behavioural Research in Diabetes (ACBRD) concluded the LISTEN randomised control trial which showed significantly reduced diabetes distress and improved wellbeing. For many other published research findings in the past year, visit ACBRD.org.au.



Global movement recognised

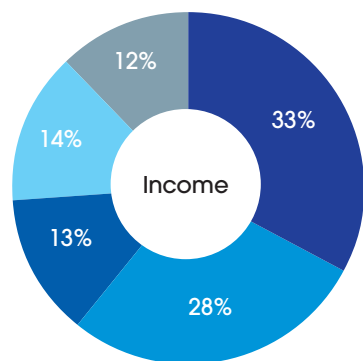
Professor Jane Speight and Dr Elizabeth Holmes-Truscott co-led an international consensus to bring an end to diabetes stigma and discrimination. They brought together 51 authors from 18 countries across the world with lived or professional (research or clinical) experience of diabetes stigma, to achieve consensus on 49 statements of evidence and recommendations, which informed a Pledge.

The Pledge was launched on World Diabetes Day (see Goal 4). The international consensus was published in the world’s leading endocrinology journal: *The Lancet Diabetes & Endocrinology* (January 2024).

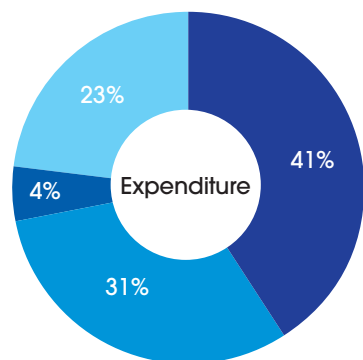
The future in focus:

- **Developing a new research strategy** to communicate our values and priorities for funding, partnering, contributing, and communicating about research.
- **New research partnerships** with a focus on effective translation of research findings into outcomes that matter for people living with diabetes.
- **Continue to invest in research** into the behavioural, psychological, and social aspects of diabetes via the ACBRD.
- We will continue to partner with the Australian Centre for Accelerating Diabetes Innovations (ACADI), leading two of its eight platforms: community engagement, led by Meaghan Read; and behavioural research, led by Dr Elizabeth Holmes-Truscott (together with Deakin University).

Financials



Commonwealth Government	\$7,538,729.00
Victorian Government	\$6,577,906.00
Collection Business	\$2,977,221.00
Fundraising & Membership	\$3,271,302.00
Other	\$2,837,435.00
	\$23,202,593.00



Diabetes Management <i>NDSS, Diabetes Education, Consumer Engagement</i>	\$8,669,865.00
Diabetes Prevention <i>Life! & other prevention</i>	\$6,645,676.00
Diabetes Research <i>ACBRD & DARP</i>	\$930,181.00
Business Development Activities <i>Other</i>	\$4,956,889.00
	\$21,202,610.00

Summary Points

- Federal and State Governments contribute 61%: \$14.1m of Diabetes Victoria income earned in FY23/24
- The Collection business continues to thrive, earning \$3m for FY23/24
- Diabetes Victoria fundraising and membership income increased from \$2.2m in FY22/23 to \$3.3m in FY23/24
- Most of the FY23/24 expenditure related to diabetes management and prevention - \$15.3m (72%)
- Diabetes research spend during FY23/24 was \$930k

Corporate and Community Partners

4 Ingredients
Abbott
ACADI
Ascensia Diabetes Care
ASIC in the Community
Australian Diabetes Educators Association
Australian Women's Weekly
Baker Heart and Diabetes Institute
Be Fit Food
Benevity
Collie Foundation
Deakin University
Department of Veteran's Affairs
Exercise for Rehabilitation and Health
Gras Foundation Trust
HypoActive
Insulet
IAG
Lions Australia
Lord Mayor's Charitable Foundation
Monash Children's Hospital
NAB
Pharmaco
Royal Children's Hospital
Savers
VicHealth
Victorian Aboriginal Community Controlled Health Organisation
William Angliss Charitable Foundation
Ypsomed
Equity Trustees

Thank you to our many other members, volunteers, supporters, and donors for their generosity throughout the year.



Raelene Pfeiffer donated \$250,000 to Diabetes Victoria in May, a generous gift that will support type 1 diabetes research. [Read her story.](#)

Legacy Gifts

Estate of Austin Webster Gaylard
Estate of Bernadette Nola Allen
Estate of Carl Joseph Fackler
Estate of Colin John Morgan
Estate of Dorothy Ellen Glanvill
Estate of Edward John Bone
Estate of Elaine Margaret Clarke
Estate of Elizabeth Irina Joseph
Estate of Gordon Kenneth Manning
Estate of Gwendoline Joyce Billington
Estate of Jack Lindsay
Estate of Nance Elizabeth Creaton
Estate of Peter Balodis
Estate of Robert Colin Leviston
Estate of Roland Selim Asfar
Estate of S.T.A.F Bruce Leslie Powell
Estate of S.T.A.F. Lorace Olive Kitson
Estate of S.T.A.F. Phyllis Holman
Estate of the late Peter Capon
Estate of Theoniki Pichler
The Maxwell & Gweneth Digby Memorial Fund

