

Changes to the NDSS from 1 July 2016 – Access to NDSS Products in Rural and Remote Areas in Western Australia

- From 1 July 2016, changes were made to the National Diabetes Services Scheme (NDSS). These changes include new arrangements for the distribution of NDSS products.
- People with diabetes will continue to access NDSS products such as needles, syringes, blood glucose test strips and urine test strips from NDSS community pharmacies. In addition, from 1 July 2016 insulin pump consumables were made available from NDSS community pharmacies.
- **Diabetes WA** continues to act as an Access Point. Supply through **Diabetes WA** includes over the counter sales and supply into Aboriginal Health Services which currently participate in the s100 Remote Area Aboriginal Health Services (RAAHS) program.
- In addition, from 1 July 2016, all blood glucose test strips were removed from the Pharmaceutical Benefits Scheme (PBS). Blood glucose test strips remain available through the NDSS and people with diabetes have continued access through the NDSS.
- To ensure continued supply of NDSS products to rural and remote areas new product supply arrangements were established for:
 - RAAHS and state/territory government operated or Aboriginal Community Controlled Health Clinics in remote areas; and
 - NDSS Registrants in rural and remote areas.

These new arrangements are outlined below.

Ordering NDSS Products - RAAHS Clinics and Other Eligible Remote Health Clinics

- NDSS products will be provided to these clinics via one of two state diabetes organisations (Diabetes WA or Healthy Living NT), depending on the location of the clinic (contact details are provided in the table at the end of this document). Ordering will be on a monthly basis with orders submitted to the relevant diabetes organisation.
- Delivery costs associated with NDSS orders will be met by the Commonwealth with no charge to clinics.
- With the delisting of blood glucose test strips, free provision of these strips will no longer be possible through the existing S100 arrangements from the PBS. To ensure Aboriginal and Torres Strait Islander people are not disadvantaged by this change, the NDSS registrant co-payment has been waived for all blood glucose test strips ordered by RAAHS clinics.
- Aboriginal and Torres Strait Islander people receiving NDSS products are not required to be NDSS Registrants as a condition of receiving NDSS products from RAAHS clinics. However, registration on the NDSS is strongly encouraged as it allows access to subsidised NDSS products from pharmacy Access Points all over Australia and access to free NDSS services from the State or Territory Agent. Diabetes WA is the NDSS Agent for WA. These ordering arrangements are the preferred approach for accessing NDSS products through these clinics. However, there is no restriction on ordering NDSS products from an NDSS community pharmacy for delivery to a clinic, noting that where this occurs the delivery costs would not be covered by the NDSS and the registrant co-payment for blood glucose test strips would not be waived.

Ordering NDSS Products - NDSS Registrants in Rural and Remote Areas

- Wherever possible, registrants should order NDSS products through their local NDSS community pharmacy.
- NDSS Registrants in rural and remote areas without access to an NDSS community pharmacy will be able to order NDSS products from the diabetes organisation supplying products to their state/territory, and have them delivered to their home. Where this occurs, the NDSS registrant will be required to pay postage costs set by the state diabetes organisation. Diabetes WA is the NDSS Agent for WA.
- To order products, NDSS registrants in rural and remote areas should contact the relevant state diabetes organisation, as indicated in the table below.

Contacts for Ordering NDSS Products

Location of Clinic or NDSS Registrant	Contact Details for NDSS Product Ordering
Western Australia New South Wales Tasmania <i>All orders from clinics or individuals in these states should be directed to Diabetes WA</i>	Diabetes WA Contact: Margie Jose Email: ndssteam@diabeteswa.com.au Phone: (08) 9325 7699 Fax: (08) 9221 1183
Northern Territory Queensland South Australia <i>All orders from clinics or individuals in these states should be directed to Healthy Living NT</i>	Healthy Living NT Email: ndss@healthylivingnt.org.au Phone: (08) 8927 8488 Fax: (08) 8927 8515

Additional information on the changes to the NDSS from 1 July 2016, and removal of blood glucose test strips from the PBS, is available at the Department of Health website at: www.health.gov.au/diabetes-services.