diabeteswa®

everyone everywhere

Diabetes support for every West Australian

ANNUAL REVIEW 2023

FROM THE CHAIR AND CEO

Welcome to our Annual Review for the 2022/23 financial year.

As the financial year draws to a close, we at Diabetes WA are taking the opportunity to reflect on our journey and the meaningful strides we've made in our mission to transform the lives of all people who live with or are at risk of diabetes, by providing the essential support, education and services that will allow people affected by diabetes to live full, healthy lives.

It is with immense pride and gratitude that we present our Annual Review for 2022/23.

When it comes to diabetes, we see the big picture. We are a full-service provider, ready to offer support no matter where our consumers might be on their diabetes journey. From our award-winning clinical services, through our innovative and evolving education programs, to our essential helpline service, we are identifying consumer needs and expanding to meet them.

From the establishment of our new clinic to the continued expansion of our virtual and Telehealth clinical services, Diabetes WA continues to respond to the needs of the community all over the state.

As you'll see in this year's report, community continues to be at the heart of our operations. We are proud to share stories from many individuals living with diabetes

about how Diabetes WA services and programs have supported them on their journey. We are proud to share stories of how we are supporting our type 1 community, how we are engaging with a changing type 2 demographic and how our innovative approach to clinical services means that we can better assist women living with gestational diabetes.

We are particularly proud to highlight the evolving partnerships, programs and services we have developed to support Aboriginal Communities in remote and regional areas. We know that Aboriginal West Australians are greatly overrepresented when it comes to being diagnosed with type 2 diabetes and far more likely to experience long-term complications. As part of our Reconciliation Action Plan, we are working hard to close the gap.

This report shares some of our success stories from the past year, but we are also evolving and expanding behind the scenes. Our board continues to ensure our operations meet the high standards expected not just of a not-for-profit but of any successful organisation. We continue to expand the skills of our board to reflect the complex and changing environment we operate within.

While we have always had the highest of standards, we are working to exceed expectations. As the peak state provider of diabetes care and support, we ensure our activities are always underpinned by a robust



Mary Anne Stephens Diabetes WA Board Chair

Melanie Gates Diabetes WA CEO

organisation and clinical governance.

We are proud to be the peak body for West Australians living with diabetes. For more than half a century, we have been the organisation that West Australians will turn to for diabetes-related education, support or services. In a time of growth, we are grateful for the assistance of our partners, donors and government to help us reach every corner of Western Australia and support those communities.

Diabetes WA is here for everyone, everywhere. For every West Australian, at every stage of their diabetes journey. Our Annual Review is a chance to share where we are on our own journey - we are delighted to invite you to join us.

Diabetes WA is here for everyone, everywhere. Every West Australian, at every stage of their diabetes journey.

The big picture

For everyone, everywhere

Diabetes WA is a leading and innovative non-profit health services provider. We are continuing to expand to meet the growing needs of West Australians living with diabetes.

Diabetes is a growing problem in Western Australia. Around half a million West Australians are at risk of or living with diabetes. Every day, 30 more are diagnosed with either type 1, type 2 or gestational diabetes. As the state's peak body, we've been dealing with diabetes for 55 years. We see the big picture.

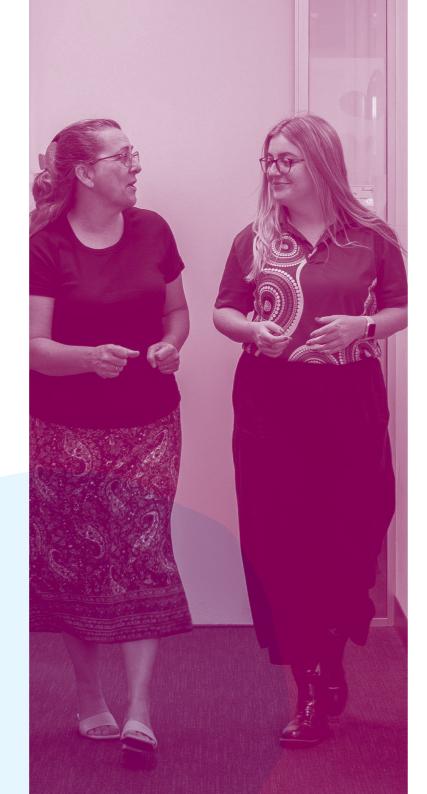
This year, we have been expanding the support we offer to every West Australian affected by diabetes.

Our new clinic provides a gateway to diabetes care, connecting consumers with the education, services and support they need.

Our statewide Diabetes Telehealth Service has supported record numbers of clinical consultations and we are connecting with more people living in Aboriginal and remote communities. Our virtual and face-to-face programs continue to adapt to ensure we are reaching consumers in the most accessible and culturally safe formats.

Our big picture is that we are a one-stop shop for everyone affected by diabetes. From our clinical services, through our innovative education programs to our award-winning Diabetes Telehealth Services and Helpline, we are ready to work together with West Australians living with diabetes, in every corner of our great state.

In the pages ahead, we won't only introduce ourselves and the work we do, but also the people we do it for and the health professionals and organisations we are proud to work with to support our community living with diabetes.



The big picture



Type 1

A third of people with type 1 diabetes are diagnosed before they turn 16, while another 40% are diagnosed between the ages of 21 and 50 years. We are here to support West Australians with type 1 - currently around 14,000 - throughout what can be a long journey with diabetes.



Type 2

More than 129,000 West Australians are currently living with type 2 diabetes. That number is rising. Experts believe the true prevalence is significantly higher as many individuals remain undiagnosed.



Prediabetes

Around 16% of the WA population over the age of 25 have prediabetes (elevated blood glucose levels), a third of whom are likely to develop type 2 diabetes within five years. We are focused on providing the support and education that will help more West Australians keep diabetes at bay.



Gestational diabetes is the fastest growing type of diabetes in WA, putting mothers and their children at increased risk of developing type 2 diabetes and obesity. We provide innovative and engaging education programs to help mothers manage – or even prevent – gestational diabetes.



Aboriginal Communities

Aboriginal Australians who live in rural and remote communities are nearly four times more likely to develop type 2 diabetes than non-Aboriginal Australians. Diabetes strikes Aboriginal people earlier in life and more aggressively. Causes of diabetes in Aboriginal people are very complex and are confounded by the obesogenic environment and high levels of food insecurity.

There is no easy solution, but Diabetes WA is proud to be working directly with Aboriginal Community Controlled Health Organisations to better understand Community issues and support their work delivering local diabetes healthcare.



Families affected by diabetes

Diabetes doesn't just affect those diagnosed with it. We understand that family, friends and loved ones can be indirectly affected and we're proud to offer education, advice and support to anyone who needs it.



Culturally and linguistically diverse people

More than a third of people in Australia with diabetes were born overseas. Diabetes WA is dedicated to helping all West Australians affected by diabetes, whatever their background, and has collaborated with our interstate counterparts and diverse communities to develop tailored, culturally safe workshops.



people

Diabetes prevalence is higher in regional and remote areas compared to major cities. People living in remote and very remote areas are more likely to die from diabetes (1.8 and 3.5 times respectively) and hospitalisation rates are twice as high as those from the rest of Australia. Diabetes WA is constantly evolving our support and education services to ensure West Australians are equipped to manage their diabetes journey, no matter where they live.

The big picture Helpline

Type 1, Type 2, gestational and anyone affected by diabetes

Generalised support

For anyone who has questions about diabetes: health professionals, organisations and schools

Refers to programs, resources or clinical support

> Accessory . *****************

Telehealth

Type 1, Type 2, gestational and anyone affected by diabetes in regional WA

Our Diabetes Telehealth Service offers 1 on 1 care and support across the state

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Supports local health professionals

> Aboriginal services

How we support

Education

Type 1, Type 2, gestational and anyone affected by diabetes

Person centred education

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National Diabetes Service Scheme (NDSS) program provider for WA

Smarts programs, OzDAFNE, DESMOND. Beat It. webinars and information sessions

> Culturally adapted programs and services

Clinic

Type 1 & Type 2

1 on 1 in-person or telehealth appointments

Medicare and GP referrals

Integrating with membership/program

Gateway to diabetes services



For health professionals, educators and others

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Support workers

Facilitators nationwide School staff

Workplaces

Aboriginal Health

An and a second

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Diabetes resources, engagement activities and education sessions for people with diabetes in Aboriginal Communities

The big picture



Advocacy & Awareness

Anvone

Public awareness Education and resources

Campaigns



OUR VALUES

Our values guide and inform our decisions and behaviours every day, and are central in enabling the provision of safe, high quality diabetes support and care for all West Australians. Our values and beliefs put our consumers, community and people at the centre of everything we do and are critical to our past, present and future success.



CARING FOR PEOPLE

Empowering individuals living with diabetes with respect, professionalism and empathy



SOLUTION FOCUSED

Leading through innovation, passion, enthusiasm and providing evidence-based solutions



COMMITTED TO EXCELLENCE

Priding ourselves in high quality work and efficient use of resources



LEADING THROUGH COLLABORATION

Working in partnership with each other and likeminded organisations to achieve our mission



OUR GOALS

Our five-year strategic plan sets out what we are working towards, our aspirations, our strategic priorities, and the values and beliefs that both define us and bring us together. Our annual report identifies the steps we have taken this year to meet our goals.

- 1 Empower and engage our consumers
- 2 Evolve and innovate
- **3** Research and collaborate
- 4 Develop the health workforce
- **5** Grow and enhance our services
- 6. Engage our people and culture

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OUR STRATEGY

1 EMPOWER AND ENGAGE

We're finding new ways to empower people to successfully manage their diabetes and engaging with our consumers to co-design fit-for-purpose solutions.

2 EVOLVE AND INNOVATE

We're developing innovative digital or virtual care solutions that improve equity of access and improve consumer experiences of diabetes care.

3 RESEARCH AND COLLABORATE

We're building strong partnerships and research alliances with organisations whose strategic goals and values strongly align with Diabetes WA.

4 DEVELOP THE HEALTH WORKFORCE

We're building the confidence and ability of the health workforce to better support people to manage or prevent diabetes, particularly in identified vulnerable groups.

5 GROW AND ENHANCE

We are expanding our telehealth and clinical services to reach more consumers living with diabetes and working to mature existing partnerships to form an integrated diabetes alliance, exploring partnerships with new health stakeholders, and identifying, advocating for and promoting evidence-based solutions to address key diabetes challenges.

6 ENGAGE AND INVEST

We're defining and strengthening a positive workplace culture to make Diabetes WA a destination employer for those passionate about helping people with diabetes and working to recruit and retain a highly skilled, engaged and diverse workforce.



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everyone everywhere

We're making it easier than ever for West Australians to manage their diabetes journey.

Self-management is known to lower the sense of powerlessness many feel on being diagnosed with diabetes. It also has a profound and positive impact upon health outcomes. Our programs empower participants with the knowledge and skills they need to make self-management work for them.

The support and education we offer helps West Australians with diabetes to live full, healthy lives. The impact of our programs is to help prevent complications, reduce the risk of hospitalisations and lift the financial burden on both our health system and the individuals and families living with diabetes.

Our eye is always on the big picture — how to make things easier and more accessible for West Australians affected by diabetes. This means continuing to improve our digital offerings to improve equity of access to people in remote and regional areas. It means ensuring that we offer programs and services that are relevant and culturally safe. And it means developing new services — such as our one-stop shop Diabetes WA Clinic — to make it easier for West Australians to make a healthy start on managing their diabetes journey.

Supporting our diabetes community

Goals

Empowering & engaging our consumers. Digitising & innovating.

What we're doing:

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- Developing, enhancing and expanding our face-to-face, virtual and digital programs
- Upgrading our Diabetes WA Website
- Improving and enhancing the quality of our telehealth and virtual care services
- Implementing an innovative Integrated Diabetes
 Care Service in collaboration with key partners.

Supporting our diabetes community

Empowering through education

When John Lewis was diagnosed with type I diabetes 37 years ago (shortly after his 30th birthday), he was lucky enough to have a partner who understood what he was going through. His wife Leeanne had been living with type I since she was five, so was able to help John adjust to the realities of diabetes management.

"I didn't get the 'why me' syndrome, which I believe is common," John says. "I'd lived with my wife for 12 years, I think, by then. It was just a general part of life. So I was like, 'Oh, I've got to get on with it', which actually helped me accept pretty much from the start."

Leeanne was also able to help him get used to the sticky business of needles.

"It took me a long, long time to actually inject myself and I don't know why. Leeanne did it from the start and then, in the end, she said 'bugger this, you do it yourself!'"

John laughs. "I had no choice. After I'd done it once or twice, I thought, 'this isn't too bad.'"

The biggest change to John's diabetes management is

far more recent. He says attending one of Diabetes WA's OzDAFNE sessions has transformed his health.

"I've got heaps more energy for doing things. My blood pressure's improved and generally my health just feels so much better from not spiking up and down."

Although John had attended other education sessions and seen an endocrinologist for years, it was the extended nature of the OzDAFNE program that helped its lessons sink in.

"Usually, when you saw a health professional, you got your 15 minute block and that was it. They would talk out of a book, give you some pamphlets to go away with and that was the education. It just didn't stick. With OzDAFNE, you've got a week. You can go home and you can think about it and you can go back the next day and ask a question."

That in-depth interaction and support allowed John to finally get on top of a few things that helped him improve his management.

"I actually learned how to carb count. It finally made sense. One of the other changes was I was using long needles and injecting in the wrong spots. The insulin I actually think OzDAFNE should be compulsory for anybody diagnosed with type 1.?? John Lewis, type 1

wasn't working properly. By the end of the week, I had dramatically reduced the amount of insulin I was using."

As well as the support from educators, the chance to talk diabetes with his peers proved very helpful. Listening to feedback from others helped John decide to try the Omnipod, after hesitating about pumps for several years, despite advice from health professionals.

"Speaking to people that are in the room, who have the same problems and issues as you, is hugely better than a one-on-one with an endo at a hospital."

John has since completed several other Diabetes WA courses and is evangelical about encouraging others like him to do the same.

"I actually think OzDAFNE should be compulsory for anybody diagnosed with type 1, because I don't think there's enough education at the start. That is my experience. I think if every diabetic was given an OzDAFNE course or something similar, it would make so much difference."

Supporting the type 1 community

We deliver a range of specific programs and other services to support the type 1 community.

- Ozdafne
- Type 1 Tech Nights
- NDSS programs
- Diabetes WA Shop
- Type 1 camps for kids
- Diabetes in Schools program

Around 1 in 5 calls to our Helpline offers support to someone living with type 1, a number that exceeds the proportion of WA diabetes cases diagnosed as type 1 (thought to be 5-10%).

Our rural and remote clinics supported 340 occasions of service this year – around 10% of the total.



Supporting our diabetes community

Where you live shouldn't make a difference to your diabetes care. We are continuing to find new ways of making our support and education services available to all West Australians. This means complementing our acclaimed face-to-face programs with an ever-increasing portfolio of online offerings and digital health care solutions.

66 MyDESMOND is great because I can refer to it as many times as I please. I feel great, empowered, supported, informed and healthy. Kerri, type 2

The big picture

- Increased access to our DESMOND and SMARTS through virtual delivery
- Expanded innovative clinical services.
- Consumer driven integrated diabetes technology
- MyDESMOND platform enhancements and expansion
- Increased consumer engagement with digital suite of services.
- Using digital solutions to overcome barriers to access.
- Exploring innovative technology to further enhance delivery of diabetes care especially in remote and regional areas.
- Expanding Diabetes WA Telehealth footprint and service offering across WA.

OzDAFNE

OzDAFNE (Dose Adjustment for Normal Eating) takes away the guesswork when managing type 1 diabetes. This comprehensive five-day, Australia-specific diabetes education program teaches participants to calculate how much carbohydrate is in their food and the right dose of insulin to take, as well as how to manage exercise, illness and hypoglycaemia.

We want as many West Australians with type 1 as possible to access the education and support OzDAFNE provides. OzDAFNE@home is a virtual group program with online modules, which allows people to participate wherever they live in WA.

DESMOND

It can be difficult to know where to start after a diabetes diagnosis. Our DESMOND group education program has been shown to help people with type 2 develop a self-management routine that works for them. The selfpaced digital program MyDESMOND provides an online option for greater accessibility.

Feedback has been overwhelmingly positive, with participants reporting a greater sense of empowerment around their diabetes and a significant reduction in diabetes-related stress.



Diabetes WA Live Webinars and online programs

Covering a range of topics around diabetes management, our educational webinars allow people to access credentialled diabetes educators, regardless of where they live in WA.

Our webinars help us reach regional or isolated audiences who might otherwise struggle to attend our education sessions.

In 2023, Diabetes WA was awarded the national contract for coordinating delivery of all NDSS online programs across Australia. As a newly centralised service, this involved setting new systems in place and coordinating NDSS staff across all states and several time zones.

SMARTS Workshops

Our SMARTS workshops are half-day sessions that educate and empower people around specific diabetes issues. We're getting smarter with our delivery too. This year, we've rolled out our Online SMARTS Workshops, meaning every sessions is accessible for everyone, no matter their location in Australia. These online workshops provide a professional, welcoming service to people who might find attending a face-to-face session to be too difficult

Baby Steps

Baby Steps is a virtual, accessible program that helps women with gestational diabetes lower the risk of recurrences or a future diagnosis of type 2 diabetes.

The big picture

- 1,572 attended one of our self-management workshops this year -1.152 in the metro area and 421 in regional Western Australia
- We coordinated 408 online programs across Australia for people living with diabetes with a total of 3,218 attendees and 19 health professional online training webinars with 185 attendees.
- Our clinical services team provided West Australians with 3,091 meetings with our diabetes educators. The majority of these were in regional areas — 1,597 appointments across the Pilbara region, partnering with health organisations in Karratha, Roebourne, Tom Price and Onslow to provide Telehealth and in-person services.

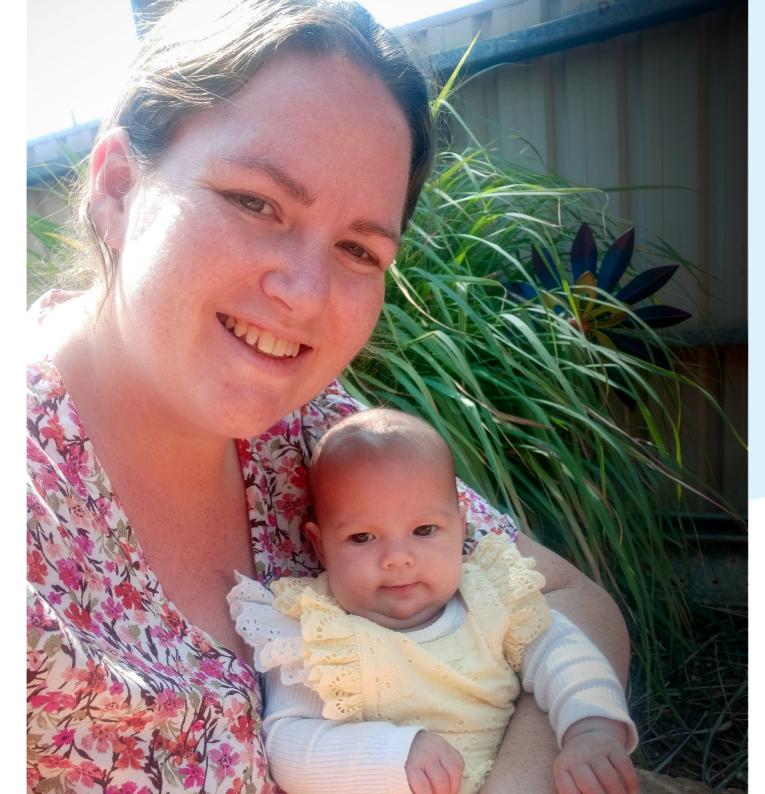
Telehealth

The Telehealth difference

Port Hedland woman Stephanie Annal says being diagnosed with gestational diabetes (GDM) was a frightening experience that brought up some complex emotions.

"It was scary," Stephanie says, who required insulin to manage her diabetes throughout pregnancy. "And you feel guilty because you feel like you've done something wrong. You've eaten too many cookies because you were feeling sick or something and ended up with gestational diabetes. It takes a little while to accept that."

Living in a small country town made the experience particularly difficult, with few options available for Stephanie to find the support and education she needed to adjust to life with diabetes.



Telehealth

"We don't have any private clinics or anything like that. We just have the team at the hospital. But they referred me on to Diabetes WA. If it wasn't for Telehealth, I would have had to go to Perth to see them."

Accessing Diabetes WA's Diabetes Telehealth Service for Country WA (DTS) meant that Stephanie was able to consult experts and educators who could talk her through the challenges of her first pregnancy.

"I made weekly phone calls and emails when they started me on insulin. The first time around, they made me stay in hospital for two nights, monitoring me to make sure I didn't have any lows overnight. With my second pregnancy, I was able to use Telehealth again and had video calls with educators going through it all again, how to do the insulin injections and that sort of stuff."

With her second pregnancy, the flexibility allowed by Telehealth felt particularly important.

"It was nice not to have to go and stay in hospital, because I now had a two and a half year old. It was good to be able to talk to an educator every week and touch base and check in on how it was going. They were able to adjust my insulin doses and review any highs or lows that I had. With the two-year-old, it was really helpful to be able to have those appointments from home, so I wasn't having to go out to doctors appointments. Some weeks we'd email instead because I just couldn't line up a time or they would offer to call me at funny times of the day."

The regular check-ins that the DTS allowed also helped Stephanie combat the sense of isolation that living with diabetes — not to mention living with diabetes and a toddler — can evoke in some people.

"It was great to have that regular point of contact with someone who understands what you're going through. I had friends who were pregnant, but they didn't have gestational diabetes. I did actually end up meeting a few mums who did have gestational diabetes, after the fact, through mum's groups and so on."

Stephanie says that regular point of contact also helped her become a little more disciplined about her management routine.

"Telehealth definitely helped me stay on track. Because it's so easy to just feel like it's fine to cheat, especially when you have cravings, but if you're sending your numbers to someone every week it keeps you accountable. But they also helped me not be too hard on myself if I did have a number that wasn't within target. They support as well as encourage you and tell you when you're doing a good job." That reassurance was particularly important when things didn't go to plan.

"They listen to you when you've had a terrible week. I had a lot of trouble with sleep in my second pregnancy, because I was dealing with a wakeful toddler. That affected my numbers, but the educators were there to provide reassurance that life happens."

The big picture

Supporting our gestational diabetes community

- We are seeing more diagnoses of gestational diabetes (GDM) than ever before, with it currently affecting more than 4500 women in WA.
- Our Telehealth service is working hard to meet this increased demand, as referral numbers for country WA women diagnosed with gestational diabetes continue to rise.
- Telehealth occasions of service for women with GDM increased by 104% overall.
- We continue to offer crucial, innovative and high quality education programs such as Baby Steps.
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Supporting our diabetes community

Diabetes Telehealth Service

Our unique, free Diabetes Telehealth Service makes an extraordinary difference to the lives of many regional West Australians. We know that accessing diabetes care can be difficult for people living and working in regional WA. Telehealth means that everyone affected by diabetes can get the support they need, when they need it, wherever they live. Our Diabetes Telehealth Service for Country WA is at the forefront of our virtualisation process, offering specialist care, education, and health professional support for West Australians who don't have access to diabetes services in their area. We are particularly focused on supporting vulnerable consumers and addressing service gaps in regional WA where there is either no or limited diabetes service, long wait lists within an existing service or temporary service disruption. This year, we have been proud to further expand our relationships with Aboriginal Health Services to improve equity of access for people living in remote Communities.

Demand for our service continues to increase (by 12% this year), as do our referrals for country WA women diagnosed with gestational diabetes (55%).

Diabetes Helpline

Our team of trained customer support officers are the first point of contact in our Diabetes WA call centre and will connect people with our credentialled diabetes educator for diabetes advice and support. Our Diabetes WA Helpline provides easily accessible education, advice and support to people living with diabetes, and their carers, health professionals and support workers across WA.

We are able to refer those in need to specialised diabetes educators, ensuring essential early intervention. Our increasing range of digital solutions means every West Australian can access the service how, when and where they choose.

Throughout the past year, we have played an increasingly important role in the lives of West Australians living with diabetes, during a time that has presented a lot of challenges, including significant medication shortages and changes in access to technology. We have also been able to expand our support for vulnerable communities, providing much needed advocacy, diabetes management education, and assistance in navigating the health system to consumers from a non-English speaking background. Our Helpline is often the first port of call for such people.

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Supporting our diabetes community

My diabetes educator has been excellent – she is caring and knowledgeable and listens to what I have to say, trying hard to address my concerns and answer my questions.

— Telehealth consumer

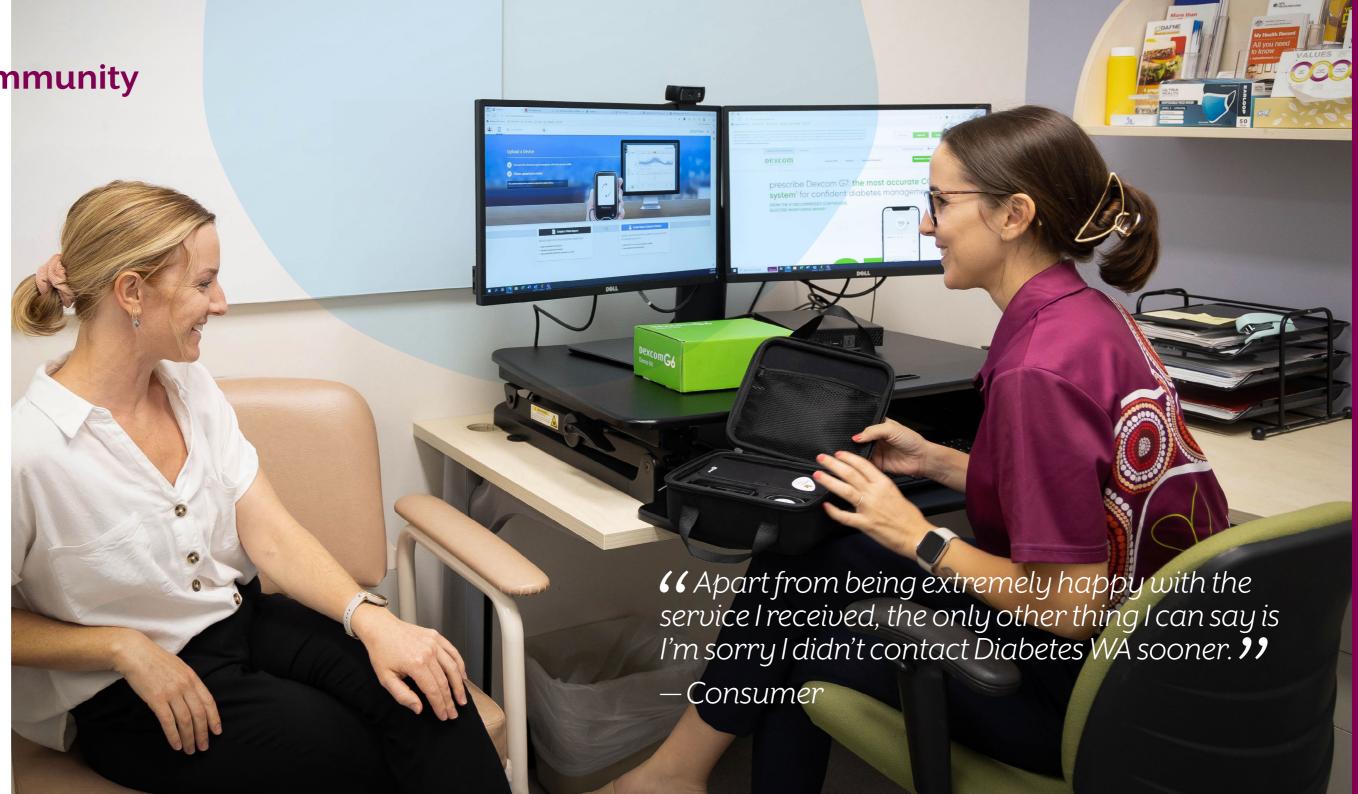
Supporting our diabetes community

Diabetes WA Clinic

Launched in 2023, our Diabetes WA Clinic makes access to diabetes support and education easier than ever. The clinic's revolutionary and integrated approach brings together the very best elements of clinical care, individualised self management, group workshops and online education.

A diagnosis of diabetes can be a confronting and confusing process, with many feeling they lack a clear pathway to get the support they urgently require. Too many West Australians are taking too long to get the care they need, putting them at risk of increased complications and poorer health outcomes.

The Diabetes WA Clinic offers a one-stop shop to getting started, offering high-quality care alongside expert-led education to ease the challenges around learning to live with diabetes. It puts Diabetes WA at the forefront of addressing the diabetes crisis facing our communities, arming West Australians with all the knowledge and tools they need to manage their condition and improve their quality of life.



The big picture

Diabetes Telehealth Service

- 104% increase in GDM occasions of service.
- 12% increase in total referrals.
- 12% increase in Endocrinology occasions of service.
- 93.6% attendance for the Endocrinology service.
- Telehealth service saw 2,052 occasions of service and saved 3.672.127km of travel for clients across the state.

Helpline

- Over the past year, our Helpline team has taken more than 22,000 calls from West Australians, with the majority concerning type 2 diabetes.
- There have been a total of 2.547 contacts with a diabetes educator over this past year, an increase of 14%.

Diabetes WA Clinic

The Diabetes WA clinic has filled a critical gap in support services, resulting in on-referral to group self-management programs, new Diabetes WA Membership signups and product purchases. It has proven a vital hub for people seeking diabetes support and education and a great way for West Australians to get to know the broad range of services we offer

Living with type 2 as a teen

While more young people are being diagnosed with type 2 diabetes, it's still far from common. Being the odd one out can bring its challenges. Diabetes WA is here to help teens with diabetes find the sense of belonging they crave.

Bindu John and her teenage son Rohan are both living with type 2 diabetes. Now 16, Rohan was first diagnosed five years ago, shortly before the family left the Middle East to live in Australia. Bindu remembers the diagnosis coming as quite a shock.

"My husband and I are diabetic but we never expected Rohan to have diabetes at around that age," Bindu says.

She says her own experience living with diabetes meant that she and her husband regularly checked on the health of their children, but became worried when Rohan started displaying some classic symptoms. "Everyone was telling me I was the only one who has diabetes at this age."

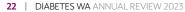
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GO-KAN-RYU

Rohan Roya

Man Marthan Martha



"He was needing the toilet more often and feeling very thirsty, so we took him to be checked and the blood test showed he had diabetes. It wasn't even prediabetes, but full diabetes."

Rohan says the diagnosis was a shock for him too.

"I thought that type 2 diabetes was for adults, not for kids. And suddenly I had to keep watch on what I was eating and do a lot of exercise and stuff like that. Stuff I didn't have to do before."

Type 2 diabetes is usually more common in middle-age or older adults. But we are seeing a rise in diagnoses in young people, in particular among Aboriginal and Torres Strait Islander youth and children with non-European backgrounds. When young people develop type 2 diabetes, complications are likely to occur at a younger age.

Being diagnosed with type 2 at such an early age has made a difference to how people at his new school thought about him, Rohan says.

"I did feel like the odd one out. Everyone was telling me I was the only one who has diabetes at this age." That sense of isolation is one of the reasons that Diabetes WA has, for many years, collaborated with Perth Children's Hospital (PCH) to host diabetes camps for kids, where young West Australians living with type 1 are able to get together with peers and share their experiences. Recently, this program has been expanded to offer day camps for younger people, such as Rohan, who are living with type 2 diabetes.

This peer contact can be important. Bindu says the age gap has been very apparent at group education sessions Bindu and Rohan have attended, where Rohan is usually the only child with type 2.

"He did say 'Everybody is much much older than me!' He was the only child. But he was happy to participate, because he had something to tell from his point of view."

All the same, Bindu says those sessions, including Diabetes WA's DESMOND program, have been very helpful for her family.

"There are still occasions where he can not fully control his diabetes, when he has to maybe participate in a party or something with his friends. But we go back and

Type 2 diabetes in children

Children and young adults most at risk of developing type 2 diabetes are those who are overweight or obese AND have any two of the following:

- blood relatives with type 2 diabetes
- an Aboriginal or Pacific Islander background or other high-risk ethnic groups
- signs of insulin resistance as diagnosed by a health professional.

we listen to these educators, and what they have to say, and that all helps."

Bindu says she is aware that trying to manage type 2 diabetes at 16 can feel like a big ask. It's hard for younger people to imagine the sort of future consequences that can happen if they don't get on top of their diabetes.

"I don't blame him. He's only 16 years old. So I have to do all the work for him right now. For people at my age or my husband's age, we know how much diabetes can impact our lives. So we gain a better control over it because there's so much we want to do, and so much to live for, especially our children."

The big picture

Supporting our type 2 community

We deliver a range of specific programs and other services to support the more than 129,000 West Australians currently living with type 2.

These include:

- SMARTS Workshops, DESMOND and extensive online programming
- Diabetes WA Shop
- Telehealth
- Helpline
- Type 2 camps for kids.



We know how important it is to find your place in the big picture. In engaging and empowering the diverse WA diabetes community, we don't just work to connect West Australians with the education and support they need, but also with each other. In collaboration with WA hospitals, local governments, schools and community organisations, we run a range of activities that help give a sense of belonging to West Australians affected by diabetes.

Community

Part of something bigger

These include awareness sessions in schools and workplaces, kids camps, community expos, our popular 'Connect Events', support groups and the Kellion Awards - where we celebrate people who have lived with diabetes for 50 years or more.

Our Diabetes in Schools program is designed to ensure health professionals, families and school staff are supported to help students with type 1 diabetes thrive at school. Designed in consultation with principals, teachers, parents and health professionals, the program is funded by the Australian Department of Health and is part of the NDSS.

We are working with the Perth Children's Hospital and the WA Department of Education to make Diabetes in Schools available to all schools so that all kids and families living with type 1 diabetes (more than 1000 students across WA) get the support they need.

SIDUE

- Empower and engage our consumers.
- Evolve and innovate.
- Grow and enhance our services.
- Engage our people and culture.

The big picture

What we're doing

- Actively advocating for consumers services.
- Refreshing and implementing our Consumer Engagement Strategy.
- Engaging with Aboriginal Community Controlled Health Organisations to inform Diabetes WA insights and future priorities.
- Ensuring consumer voice is clearly represented across Diabetes WA services and programs.
- Increasing consumer engagement with digital suite of services.
- Increasing service offerings within areas of identified need.
- Raising awareness of service gaps.
- Reviewing our existing facilities to ensure they meet the needs of our consumers and workforce.



Community

Camping with your community

Our Kids Camp partnership with Perth Children's Hospital, jointly funded by NDSS and Lotterywest, runs two camps each year to connect and support young children with type 1 diabetes. Recently, we have expanded that partnership to run a camp for the growing number of young people with type 2 diabetes.

Our camps provide an important peer support network by building a sense of community - connecting children with other children living with diabetes, improving confidence and diabetes self-management skills, and reducing feelings of isolation. Often our diabetes camp is the first time kids have been away from their parents, and this gives them a great opportunity to develop confidence in a supportive clinical environment.

That sense of community and support is particularly important for young people living with diabetes in remote areas. Diabetes WA offers travel funding

subsidies to those living in rural and remote regions to help them attend camp. Common feedback we receive from participants is that the best thing about camp is meeting another child who also lives with diabetes, often for the first time.

The activities on camp see the kids engaging in sporting games facilitated by activity professionals, as well as diabetes education sessions on nutrition, physical activity, and emotional wellbeing, delivered in a fun and engaging way.

The kids are given ongoing opportunities to learn independent self-management skills over the duration. All camps are led by a committed clinical team of health professionals from Perth Children's Hospital (PCH).

In the past financial year, Diabetes WA and PCH ran two overnight camps for young people living with type 1 diabetes. During October 2022, the Junior camp was held at Point Walter Recreation Camp with the theme 'At the Zoo'. A total of 34 campers attended from all over

Western Australia, from as far east as Kalgoorlie and as far south as Albany. Campers attended a disco where everyone, including staff, donned their best outfits for the night. Highlights of this camp included a flying fox, archery lessons and diabetes education sessions.

The April Senior camp in 2023 was held at Point Walter Recreation Camp and the theme was 'Superheroes'. The cohort of 35 campers were inspired by Eagles footballer Hamish Brayshaw, who facilitated a fun football skills session.

In June 2023 we ran a day camp for young people living with type 2 diabetes for the second year in a row, this time at the Perth Zoo. This outing was a great opportunity for young people to connect with others living with diabetes in a fun environment, as well as an opportunity to connect with their PCH team in a non-clinical environment. The highlight of the day was the giraffe close encounter experience where the attendees were able to get up close and feed the giraffes at face level.

Unteer

Out in our community

We ran for a reason!

This year's HBF Run for a Reason was a great success for us at Diabetes WA. We managed to raise close to \$34,000, which will go directly towards expanding the services we provide to the WA community. A very special thank you to those who ran to raise funds to support their fellow West Australians – and thanks also to everyone who volunteered with us at the Diabetes WA Hydration Station!

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Spreading the word about diabetes

Our quarterly magazine is working to find new ways of helping West Australians manage – or even prevent – diabetes.

Alongside a range of prevention-focused programs, we publish a quarterly magazine called Diabetes Matters, packed with ideas to help people take control of their health journey.

Recent issues of Diabetes Matters have focused on staying healthy online, changing the conversation around diabetes and finding connection and support. All Diabetes WA members are eligible to receive the magazine by post or email.







The inspiring stories of our members

The Kellion Victory Medals are presented annually to Australians who have lived with type 1 or type 2 diabetes for 50 years or more. Hosted by Diabetes WA, this year's awards ceremony was an inspiring morning in the Government House Ballroom, as we heard stories from the recipients about some of the obstacles they have overcome across the decades. The ceremony was also a reminder of the bigger picture — that diabetes doesn't just affect the people diagnosed with it. Recipients nominated friends and family for the Kellion Supporters Award, which recognises many years of love, dedication and support from those who have played a major role in assisting recipients to live a long and fulfilling life.



The big picture

- More than 1,000 schools engaged in our Diabetes in Schools program with more than 5,000 staff taking part in the training.
- More than 460 schools undertook the intensive level three skills training with over 2,000 staff participating.
- Up to 70 kids per year attend our type 1 diabetes camps.

Aboriginal Health

Getting together to yarn about diabetes

One of the problems when it comes to dealing with diabetes in Aboriginal and remote communities is that people in those communities don't like to talk about diabetes. Diabetes WA's Aboriginal Health Coordinators Kathy Lemon and Natalie Jetta explain the importance of being out in the community and building connections.

Many Aboriginal people feel a deep sense of shame after being diagnosed, which means they don't always get the help they need. Natalie, who lives and works in the Pilbara, gives the example of seeing a friend at the footy who had been diagnosed with diabetes and told her: "I don't want to talk to those people in the medical service, the non-Indigenous people, because they're always telling me what I have to do." But he was happy to come and have a yarn with Natalie.

Aboriginal people have felt like they're being told off

when they go to see a doctor and are given a diagnosis like diabetes. That's one of the reasons we've been working so hard on our Aboriginal Health Workforce Development project. With Aboriginal health workers, these medical discussions are more on the yarning level. They're relaxed chats about what small changes someone can make, not a long list of things you're not allowed to do anymore. You don't just go in there, gung ho straightaway. You sit down, you find out a bit about them first, find out what's happening in their life and then bring it back into talking about diabetes.

We're seeing that this approach is giving Aboriginal people a bit more confidence to take charge of their health and to speak up.

This year, we've been out in the community more than ever, ready to talk to Aboriginal people – and anyone else – about diabetes. In June, we took part in the NDSS Aboriginal and Torres Strait Islander National Gathering in Fremantle. In July we were at NAIDOC Week, taking part in lots of community events.



Being part of the community at these events is essential because it's such a opportunity to meet people where they live — people who might already be living with diabetes or might be at risk. For many Aboriginal people, this will be the first time they see Aboriginal Health Workers out there, working in this area. We want them to know that getting help with your diabetes doesn't mean having to get told off. You can just come along and have a yarn. It's a way to get started that feels safe and comfortable. It's the thinking behind our Diabetes Education and Self-Management Yarning (DESY) sessions — a culturally safe version of our acclaimed DESMOND diabetes education program.

Yarning was at the heart of our Reconciliation Week activity this year as well. Kathy ran a yarning and weaving cultural session for all the staff at Diabetes WA. We talked about Reconciliation and the Voice, but we talked about that serious stuff in a way that felt relaxed. That's what yarning does. It builds a sense of community where you can talk about what's really important – even if you think you don't want to.

Aboriginal Health

The big picture

This year we made 883 connections with people through our work with communities.

Community events	290
CALD info sessions	384
Registrant info sessions	132
Kids camps	77

We are also made 1,604 connections through our work with Aboriginal Communities across the metro and regional areas.

DESY	90
Info sessions	339
Community events	1,225

Aboriginal Health

Working together to close the gap

Aboriginal Australians who live in rural and remote communities are nearly four times more likely to develop type 2 diabetes than non-Aboriginal Australians. Diabetes strikes Aboriginal people earlier in life and more aggressively.

Causes of diabetes in Aboriginal people are very complex and are confounded by an obesogenic environment and high levels of food insecurity.

The current over-simplification and stigma of type 2 diabetes being a 'lifestyle disease' that can easily be prevented in Aboriginal communities is not helpful and is resulting in fear and shame.

Diabetes WA recognises and respects that to address

this disproportionate burden of diabetes and its complications, all actions and initiatives must promote self-determination and align with the Closing the Gap Priority Reform areas in the National Agreement on Closing the Gap.

There is no easy solution, but Diabetes WA is proud to be working directly with Aboriginal Community Controlled Health Organisations and a range of health care providers to better understand Community issues and support their work delivering local diabetes healthcare.

We are guided in these collaborations by our Reconciliation Action Plan, which recognises the impact that a just, equitable and reconciled Australia will have in the future development and management of diabetes in Aboriginal and Torres Strait Islander peoples.



Aboriginal Health

The big picture

Aboriginal Health: What we're doing

- Developing a Closing the Gap in Diabetes Strategy.
- Engaging with Aboriginal Community Controlled Health Organisations (ACCHOs) to inform Diabetes WA insights and future priorities.
- Providing clinical services in partnership with a number of ACCHOs around WA.
- Collaborating with other providers to address shared modifiable risk factors across prevalent chronic conditions.
- Engaging with Aboriginal Health Workforce to inform future Diabetes WA priorities.
- Enabling support for our Aboriginal health professionals to work to their full scope of practice.
- Distributing culturally adapted resources in Community.
- Diabetes Education Self-Management Yarning (DESY) program.
- Rural and remote product supply.

Collaboration

Making new connections

Pilbara Health Centre is on the front line of dealing with Western Australia's diabetes crisis. Aboriginal Communities tend to be diabetes hotspots, with Aboriginal West Australians greatly overrepresented in diagnosis stats.

Katie Wootton, the Integrated Chronic Disease Care program manager at the centre is responsible for organising multidisciplinary chronic disease teams that visit small communities in Tom Price, Onslow, Newman and Karratha. These teams are comprised of dietitians, physiotherapists and podiatrists with diabetes educators supplied by Diabetes WA.

Katie says diabetes care makes up an increasingly large part of the work.

"Unfortunately, given the demographic up here, a large portion of our patients have diabetes, making up around 75% of our referrals. So the diabetes educators are a really, really integral part of our team." The outreach services provided by the multidisciplinary teams have proven very effective, but Katie has been keen to extend that reach even further. Weekly virtual sessions are allowing people with diabetes in remote Communities to gain access to the support and advice that some regional areas have previously lacked.

"If we aren't able to get local diabetes educators funded under this program, then we obviously would then refer on to Diabetes WA Telehealth service, which is a fantastic service and it does meet the needs of some people in our state," Katie says.

"However, there was a big subsection of people living with diabetes up here who might get missed through that service. Particularly vulnerable clients living in Aboriginal country communities or the older demographic who are not very confident using phones and computers."

The answer was to direct funding into a formal contract with Diabetes WA credentialled diabetes educators, who were able to build a virtual relationship with people in remote areas. That consistency is treasured by the locals, who are used to health professionals coming and going with unsettling frequency.

"We get a consistent educator every week at the same time, I can dial them in from my clinic here or I can sit with the patient and set them up. I was quite nervous about Telehealth initially, but we were so well received. Our clients just absolutely love [educator] Linda Uhr, and we were able to increase the availability to add on an extra day per fortnight, and that's how we started working with another educator — Kasi Keefe."

Demand for the service continues to grow, Katie says.

"Telehealth had a bad reputation around here, because so much of our health services are delivered that way. People think it's, you know, second best to engaging face-to-face. But the fact that we had Linda on weekly and she was so busy that she ended up with a six week waiting list, I think, speaks volumes about how talented she is and how well we managed to get the virtual clinic set up here."

Katie is already seeing the clinics make a difference in the Communities she cares for.

"It is very difficult to measure health outcomes in this type of population. But I think that if you look at it from a matter of engagement, previously, we've seen clients come and go through diabetes education and feedback hasn't been very good with the sort of service we were able to provide. Now we have clients coming back to regular appointments and the statistics around follow up appointments are really positive. Feedback from the clients themselves has just been incredible." **66** Previously, we've seen clients come and go through diabetes education, but now we have clients coming back to regular appointments. **??**

Collaboration

DESY

DESY (Diabetes Education and Self-Management Yarning) is the adapted face-to-face DESMOND program for Aboriginal and Torres Strait Islander people living with type 2 diabetes. The program teaches skills, behaviours and practices to selfmanage diabetes and has been developed in collaboration with Aboriginal Communities.

Aboriginal Workforce Development Project

We know that Aboriginal Health Workers are in the best position to deliver culturally safe content to people in Aboriginal communities and help them better manage their diabetes journey.

Diabetes WA has collaborated with other leading health organisations to train and mentor Aboriginal Health Workers across the state so they are ready to deliver DESY in their Communities.

DESY training has a very 'hands on' and practical design with extensive opportunities for trainees to observe aspects of the program, discuss and then 'have a go' at delivering themselves.



Collaboration

Putting professionals in the picture

Our education sessions for people affected by diabetes are just part of the picture when it comes to our work addressing the diabetes crisis. We are proud to work closely with health professionals who support West Australians living with diabetes. We are here to support GPs, practice nurses, allied health practitioners, diabetes educators, community workers and aged care providers.

We know that it can be difficult for health professionals to attend training, so we're constantly finding new ways to make our education programs more accessible.

We have taken our DESMOND training online, which has allowed us to train facilitators not only across Western Australia, but also in other states. This has allowed us to improve access to diabetes education for people living in communities who may otherwise struggle to find the support and education they need.

We regularly host diabetes update sessions for health professionals.

Our digital sessions have continued to prove popular this year, allowing busy health professionals to attend our programs online.

We are also continuing to build and maintain relationships with health professionals and organisations such as the Royal Australian College of General Practitioners, WA Country Health Service, WAPHA and the state's various tertiary institutions. Our aim is to support and empower GPs, nurses and health professionals.

The big picture

This year, through our digital communications, we reached a total of 9,529 primary care workers, with an additional 1,345 engagements made face-to-face.

Collaboration

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10th

Collaboration

Our partners

We are proud and grateful to acknowledge the support we receive from our funders, member benefit partners and donors.

Funders

WA Country Health Services

WA Primary Health Alliance

WA Department of Health

Australian Government Department of Health and Aged Care

Member Benefit Partners

Are Media

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Abbott Australia Pty Ltd

Ascencia Diabetes Care Australia

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Novo Nordisk Pharmaceuticals

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Sigma Company Limited

Technical Resources



Financials

Growing our business sustainably

Diabetes WA is taking a secure and comprehensive approach to financial management, demonstrating a keen understanding of the bigger financial picture.

We are a not-for-profit public company, limited by guarantee, established to be - as we continue to be – run as a charity.

Funding is provided by a number of sources including the Australian Government, WA Government, WA Primary Health Alliance and more.

Our primary focus is directed towards enhancing our financial sustainability and growth, with the ultimate aim of maximising our positive impact within the community.

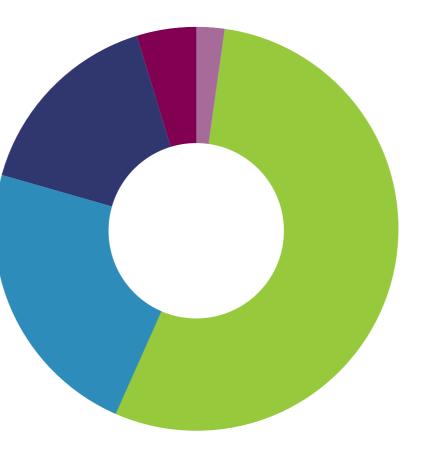
To achieve our vision, mission and goals, it is imperative that we maintain long-term financial stability. Our strategic plan outlines key objectives, which include expanding our services to meet the evolving needs of our consumers, forging new partnerships to unlock fresh opportunities and fostering innovation within our operations.

We are fully dedicated to adopting a business-oriented mindset, ensuring the efficient allocation of our resources. This approach positions us to function with a "profit for purpose" orientation, enabling us to reinvest in our programs and services, ultimately contributing to the improved well-being of our consumers.

The big picture

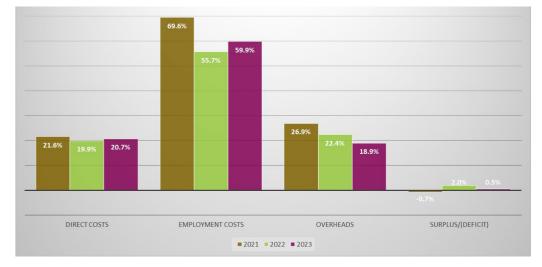
Our fiscal responsibility is at the heart of our Diabetes WA's sustainability. We are pleased to provide you with an overview of our financial health and will continue our dedicated efforts in the years to come.

SOURCES OF REVENUE

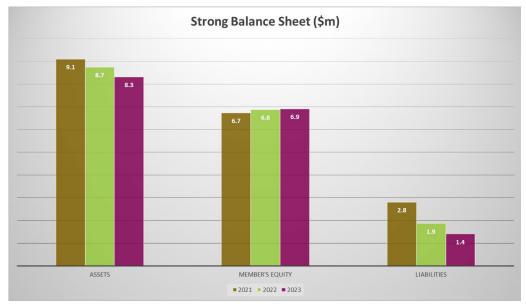


Commonwealth Govt Funding	57%
State Govt Funding	19%
Other Income	15%
Fundraising Income	7%
Goods & Services	2%
	State Govt Funding Other Income Fundraising Income

HOW THE REVENUE HAS BEEN SPENT



STRONG BALANCE SHEET (\$M)



Diabetes WA acknowledges the Traditional Owners of the land on which we work and live and pays respect to the Elders – past and present – for they hold the memories, traditions, culture and hopes of Aboriginal and Torres Strait Islander peoples across our region.

•

We are proud and committed to embrace the spirit of reconciliation and learn more from the local

2000000

Aboriginal and Torres Strait Islander community about how best to improve the health, social and economic outcomes of First Nations' people.

Diabetes WA respects and celebrates all forms of diversity. We welcome and value people from all walks of life to access our services and join our team.

diabeteswa®

Diabetes can be a complicated condition. To assist further, we offer a range of programs, online resources, fact sheets, e-books, our Helpline and the Diabetes WA Clinic. Specific resources for a variety of multicultural groups are also available. For more information visit:

diabeteswa.com.au

Follow us on social media.

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