



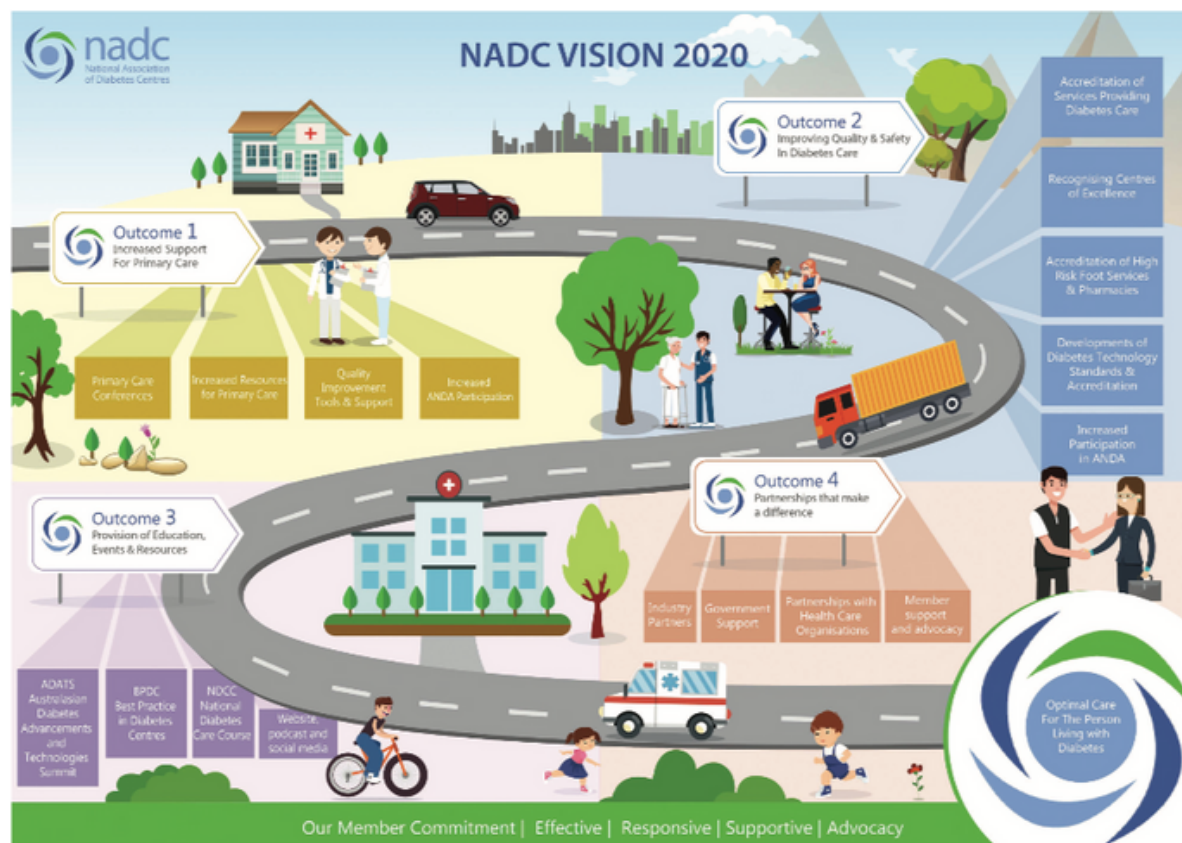
NATIONAL
ASSOCIATION OF
DIABETES
CENTRES



NADC OVERVIEW

Promoting Excellence in Diabetes Care

NADC VISION 2020



NADC VISION 2020

'NADC VISION to 2020' aims to implement strategies for improving the standard of care for people with, or at risk of diabetes through further growing the membership and supporting member organisations.

While the NADC and its partner organisations are committed to improving the lives of people living with diabetes; the NADC is focussed on serving a membership of diabetes services and centres, which indirectly results in benefits to people with diabetes. The NADC takes a leadership role in developing, fostering and supporting networks between diabetes services in order to achieve this outcome.

The NADC is the bridge and linchpin between primary care services and the hospital. This model is underpinned by the philosophy of shared interdisciplinary care and an areas that will be strengthened over the coming years

We hope you will join with us on this journey!

Natalie Wischer

Chief Executive Officer



THE NADC TEAM & STEERING COMMITTEE

THE NADC TEAM



Natalie Wischer
NADC CEO



Sof Andrikopolous
ADS CEO



Leanne Mullan
NADC Project Manager &
MESAC Officer



Linda Valenzisi
Business & Events Manager



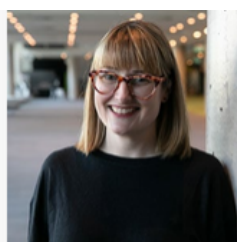
Michaela Watts
High Risk Foot Service Project
Officer



Joel Lasschuit
High Risk Foot Service Database
Manager



Jennifer Nicholas
Diabetes Technology Standards
& Accreditation Project Officer



Georgina Frank
Foot Forward Project Officer



**Adamandia
Kriketos**
Models of Care Project Officer



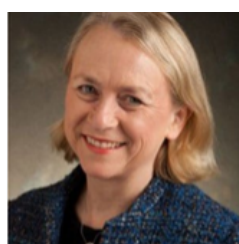
Lei Calma
NADC Admin & Marketing
Assistant



Berline Martinez
ADS Admin & Marketing
Assistant



Neiljon Dela Cruz
IT & Web Developer



Glynis Ross
ADS President &
NADC Steering Committee



Anthony Russell
NADC Chair & ADS & NADC
Steering Committee



Marg McGill
NADC Steering Committee



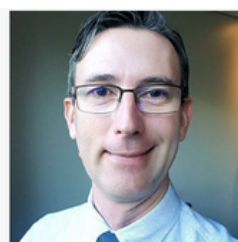
Michelle Robins
NADC Steering Committee



**Louise Maple-
Brown**
ADS & NADC Steering
Committee



Elaine Pretorius
NADC Steering Committee



Konrad Kangru
NADC Steering Committee



Sophia Zoungas
NADC Steering Committee
Member

NADC OVERVIEW

ABOUT NADC

The National Association of Diabetes Centres (NADC) is a national collective of organisations that are involved either directly or indirectly in diabetes services and care. The NADC was established to explore mechanisms and implement strategies for improving the standard of care for people with, or at risk of diabetes. NADC member organisations take a leadership role in developing the appropriate networks in their areas in order to achieve this outcome.

STRUCTURE OF THE NADC

The NADC was an organisation established in 1994 by the Australian Diabetes Society (ADS) and the Australian Diabetes Educators Association (ADEA).

The two incorporated professional organisations held joint responsibility of the NADC until June 2014. The ADS now holds sole responsibility for its operations and the NADC is a division of the ADS.

NADC VISION

To improve the ability of diabetes services to deliver better health outcomes for all people with, or at risk of diabetes, and to promote strategies for the management as well as the prevention of complications.

NADC GOAL

To facilitate and promote improved standards of diabetes care through the implementation of evidence-based policies and procedures. The development of national standards and practice of auditing and benchmarking activities are vital to achieving this goal.

NADC OBJECTIVES

- To increase access to information and networking opportunities among diabetes services that are focussed on the provision of quality care for people with diabetes
- To promote higher standards of care: benchmarking, quality assurance, research, accreditation



- To develop policies and procedures in delivering the highest quality of care and education
- To encourage and support specialist diabetes services to work with non-diabetes health professionals to optimise the delivery and standards of diabetes care
- To provide support for smaller diabetes services in regional, rural and remote communities
- To provide support to primary care, pharmacy and allied health practitioners

BENEFITS OF NADC

Linking diabetes services throughout Australia in a formal network is assisting to:

- Increase the flow of information and collaboration between specialist services
- Establish collaborative service networks with non-specialist service providers
- Provide a means to standardise and offer continuing professional education and training programs for diabetes nationally to improve the accessibility and standardisation of diabetes care
- Collect and collate diabetes information data
- Disseminate improved standards, methods and models of diabetes care
- Improve access to diabetes resources through the member only section of the website at: www.nadc.net.au

CONTACT US

The NADC team are dotted all across Australia, and sometimes across the world. To ensure the most appropriate person answers your questions, we ask you to contact us via one of the many options below.



Website

nadc.net.au



Email

admin@nadc.net.au



Facebook

[/NADCAustralia](https://www.facebook.com/NADCAustralia)



Instagram

[@nadcaus](https://www.instagram.com/nadcaus)



Twitter

[/NADCAustralia](https://twitter.com/NADCAustralia)



LinkedIn

[/company/NADCAustralia](https://www.linkedin.com/company/NADCAustralia)



YouTube

[NADC Australia](https://www.youtube.com/NADC Australia)



Newsletter

[Click Here](#) or type in the following URL: nadc.net.au/newsletters/



NADC app

Instructions on pages 9 to 12 [click here](#)

NADC WEBSITE

The NADC website can be accessed at nadc.net.au



Sponsorship of the NADC in 2020 provides your organisation and team with access to the 'member only' area of the NADC website. This section of the website provides:

- Video and slide presentations from the Australasian Diabetes Advancements and Technologies Summit (ADATS), BPDC and Australasian Diabetes Congress (ADC) NADC symposiums
- Access to presentations and webinars position statements on diabetes and related topics from across Australia
- Organisational resources such as position descriptions for diabetes services
- Quality improvement resources and tools

Access details will be provided once sponsorship has been received

NADC APP

The NADC app allows your team to access all of NADCs resources on their handheld devices and PC. It also enables you to access event information as well as the member forum and much more:

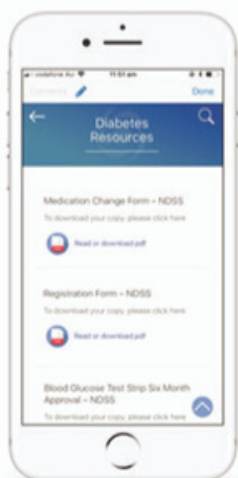
NADC APP INCLUDES:



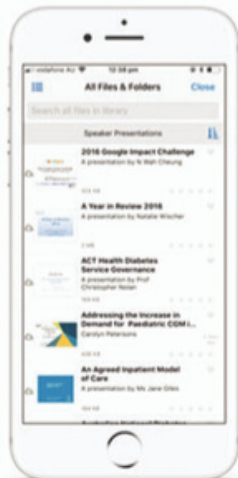
- Searchable map of NADC Centres
- Discussion Forum
- Searchable Resource Library
- Video Library
- Speaker Presentation Library
- Technical Support requests
- NADC Twitter feed
- NADC enrolment forms

NADC APP

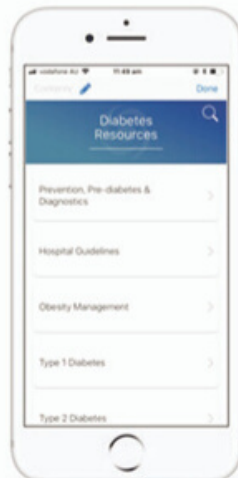
Useful Forms



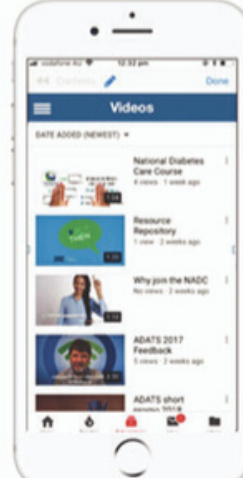
Speaker Presentations



Diabetes Resource Library



Video Library



ACCESS THE NADC APP ON ANY DEVICE

MOBILE VERSION

1 DOWNLOAD

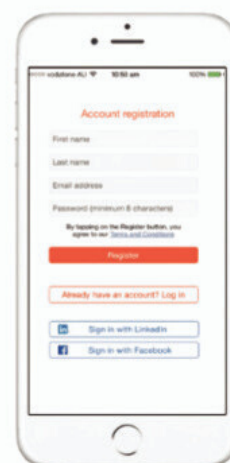
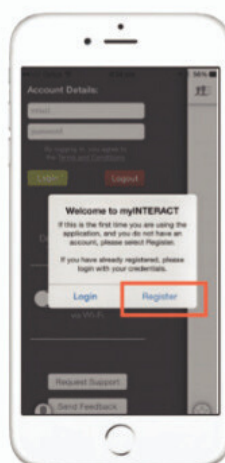
Via your mobile device.
Go to either the App Store or Google Play.
Search for myINTERACT.



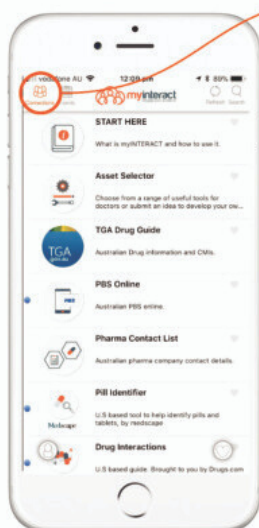
2 REGISTER

Create an account.
This is a one time process.

If you have LinkedIn or Facebook on your device you can tap on the link which will automatically fill in the details for you.



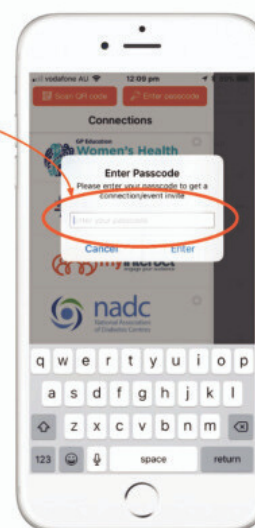
3. On the upper left, tap on CONNECTIONS and tap on enter the passcode the passcode is: **TBA**



Tap on 'Connections' icon



Tap on 'Enter Passcode'



Enter the Passcode

4. You will receive a notification to connect – click 'accept' and you can now access the app anytime, anywhere and any device that you decide to install the app.

ACCESS THE NADC APP ON ANY DEVICE

7

KEY NADC PROJECT AREAS

1. NATIONAL DIABETES CARE COURSE (NDCC)

A national training program for generalist healthcare professionals

The National Diabetes Care Course is an interactive online learning tool. The course provides:

- Learning videos
- so the course can be completed anytime, day or night
- Online assessments
- Certificates on completion

The National Diabetes care course consists of ten learning modules covering topics such as:

1. What is diabetes?
2. Chronic complications
3. Lifestyle issues
4. Diabetes medicines
5. Acute complications
6. Self-monitoring of diabetes
7. Groups with special needs (Indigenous, CALD, pregnant women, paediatrics and adolescents, elderly)
8. Support services
9. Managing diabetes in general practice
10. Diabetes and technology (continuous glucose monitoring, insulin pumps, apps and gadgets)



Once an individual has registered for the national diabetes care course, the NADC will provide them with access to the full course content within two business days. Registrants will receive an email from the NADC, with a link to the course, a personal username and password. The course is completed online and therefore is self-paced. From the date of registration, the registrant will have three months on complete the course content.

Pricing:

- \$198 (inc GST) for NADC members
- \$297 (inc GST) for our industry sponsors
- \$594 (inc GST) for non-NADC members

Many health services and organisations have purchased bulk registrations to provide a source of quality training and up-skilling to their staff that can be completed at their own pace 24/7. When purchasing registration for a group, the organiser can oversee their students' progress and manage any questions their colleagues may have.

Discounts for bulk registrations:

- 5-10 registrants – 10% discount
- 11-49 registrants – 20% discount
- 50-99 registrants – 25% discount
- 100-200 registrants – 35% discount
- 200+ registrants – 45% discount

Individual module price:

Individual modules can be purchased for \$30 per module (for NADC members) or \$60 per module (for non-NADC members) however there are no discounts for bulk registrants.

For more information or to register, please click on the following link:

www.nadc.net.au/ndcc



**National Diabetes
Care Course**

KEY NADC PROJECT AREAS

2. ACCREDITATION FOR DIABETES SERVICES

An accreditation system for NADC member services commenced in 2013, and the accreditation criteria have been regularly updated since that time to align with the requirements of the National Standards on Quality Health Services Standards (NSQHS).



The NADC accreditation for diabetes services is the only accreditation of its kind to offer comprehensive diabetes-specific accreditation aimed at the improvement of quality and safety. The accreditation model is focused on a three-pronged approach combining governance, educational and clinical criteria.

The NADC Accreditation Standards (3rd edition) have been written for diabetes services of all models and sizes in Australia. One of the great strengths of diabetes care is its diversity. The Standards also apply to primary healthcare and pharmacy services. Attaining NADC accreditation is highly sought after and a respected symbol of quality diabetes services.

Undertaking NADC accreditation adds enormous value to the service and provides insights into improvements that can be made. Accreditation is awarded for a period of 4 years. For more information, please click here: www.nadc.net.au/accreditation

3. CENTRES OF EXCELLENCE

The NADC Accreditation Standards for Centres of Excellence recognise clinical, education, service advocacy, research and policy leadership on a national scale in the provision of diabetes care. The COE standards have been developed to establish a robust national standard for diabetes services that demonstrate that they operate as Centres of Excellence in diabetes care. These standards are underpinned by the principles of chronic disease management. These include a multidisciplinary approach with an effective system of service delivery, integration and coordination of care between different services and service providers, support for self-management, evidence-based decision making and clinical information systems, with the focus being on proactive maintenance and complication prevention.

Applications for COE's are only open for a limited period every 2 years. Accreditation as a Centre of Excellence will be awarded for a period of 4 years, after which time, reapplication is required to retain COE status.



Organisations applying for Centre of Excellence status need to be already accredited under the standard NADC accreditation system prior to their submission.



KEY NADC PROJECT AREAS

4. STANDARDS AND ACCREDITATION FOR DIABETES TECHNOLOGIES



The objective of the NADC accreditation is to assist diabetes services to review, reflect and achieve a safe and high quality service providing care to people using diabetes technology. The NADC technology accreditation for diabetes services is the only accreditation of its kind to offer comprehensive diabetes-specific technology accreditation aimed at the improvement of quality and safety.

The NADC technology standards aims to set a benchmark for service delivered by diabetes care centres across Australia.

It is expected that achievement of NADC Technology Standards will support other applications of accreditation across the health sector.

5. PHARMACY ACCREDITATION STANDARDS FOR DIABETES

The NADC had recognised a shift towards pharmacy based diabetes services as a growing area that cannot be ignored. Such services require support to ensure best practice in diabetes care and management occurs within pharmacy based diabetes services. For this reason, the NADC believe a National Standard of excellence for pharmacy based diabetes services is required, resulting in an accreditation program for these services. The NADC is working with a diverse range of pharmacists in



KEY NADC PROJECT AREAS

6. STANDARDS AND ACCREDITATION FOR HIGH RISK FOOT SERVICES



The mission of the NADC Foot Network is to establish and maintain reduced morbidity and mortality caused by diabetes-related foot disease in people in Australia. One of the first steps in this process was to establish and then maintain National Standards of care for Interdisciplinary Diabetes HRFS, providing standards for these services and the health professionals working within them, to be guided by. Few countries globally have developed national standards for Interdisciplinary Diabetes HRFS, and it is anticipated that these Standards will help to realise and then to maintain a high level of diabetes HRFS care throughout our nation, aiding equity of access, and underpinning more consistent across-service outcomes in diabetes foot care

In conjunction with the National Standards, the NADC has released the NADC Collaborative Interdisciplinary Diabetes HRFS Accreditation program. The Accreditation of Interdisciplinary Diabetes HRFS is the only national accreditation of its kind, aimed at the improvement of quality and safety within Interdisciplinary Diabetes HRFS. The accreditation model is focused on a three-pronged approach combining governance, clinical and quality criteria.

For more information about the HRFS accreditation program go to:

nadc.net.au/hrfs-accreditation/

7. IMPLEMENTING COLLECTION OF NADC HRFS MINIMUM DATA INTO OUR CLINICS

Standardising data collection across High Risk Foot Services (HRFS) nationally will open unprecedented opportunity for audit, benchmarking and collaborative research. Several services have identified challenges in meeting Standard 8 (Quality Improvement) of the NADC Collaborative Interdisciplinary Diabetes HRFS Standards.

The originally proposed minimum dataset has been scrutinised and developed into a user-friendly, accessible and free data collection tool by use of REDCap™. With uptake of this tool across Australia we will be creating a database of international standing. Further, services will have the means to evaluate service efficacy and resource allocation, and to direct service improvement.



KEY NADC PROJECT AREAS

8. MODELS OF CARE

The aim of the Diabetes Models of Care (MoC) project is to create a practical toolkit of examples of various models of care that may assist health practitioners across Australia review and consider revisions of their own current MoC for managing people with type 2 diabetes.

The models illustrated in this document are not a complete list and have been included as examples only. It is anticipated that any MoC can be adapted to the local population and workplace. This toolkit is designed to be a 'living document' and will be added to, edited and revised over time. As such, the document will only be up to date at the time of access or download. Revised versions of this publication will be announced through NADC, ADS and NDSS online resources and available on their respective websites: NADC, ADS and NDSS.



TYPE 2 DIABETES Model of Care Toolkit



9. AUSTRALIAN NATIONAL DIABETES AUDIT (ANDA)



The NADC facilitates and promotes the Australian National Diabetes Audit (ANDA) project, funded by the Commonwealth. This encompasses an annual national audit cycle during which data collection from participating Diabetes

Centres (NADC Member Centres) focus on clinical indicators.

There are two ANDA audits that alternate each year. The ANDA – AQSMA (Australian Quality Self-Management Audit) has a focus on self-management and diabetes distress and collects data related to diabetes education, self-care practices and quality of life. To see the past pooled ANDA reports, [click here](#) or visit nadc.net.au/past-anda/.

The ANDA – AQCA (Australian Quality Clinical Audit) focuses on clinical indicators known to impact on the care of the person with diabetes.

The ANDA – AQSMA was run in 2018 and the ANDA – AQCA was run in 2019.

Funding for ANDA is from the Commonwealth Department of Health & Ageing.

Both audits offer important quality assurance activities which promote continuous improvement in the standards of service provided by diabetes services. The success of this activity is dependent on a maximum level of participation by centres.

KEY NADC PROJECT AREAS

10. IMPLEMENTATION OF THE AUSTRALIAN NATIONAL DIABETES STRATEGY (ANDS)



The NADC is actively seeking opportunities to achieve the goals of the ANDS through the development of an implementation plan that considers ways to complete the strategies, gain funding support, and

develop measures to evaluate progress and the NADC's impact.

This will occur in collaboration with stakeholders across all levels of government, the health sector and the NADC membership.



1. PRIMARY DIABETES CARE DIABETES SUMMIT (PCDS)

An NADC & PCDSA Collaborative

Organised by the NADC and the PCDSA, this one-day summit will combine cutting edge scientific content with practical clinical sessions basing the education on much more than just knowing 'the guidelines'. Primary care models of care, systems and strategies for diabetes practice management will also be explored and practically presented.

The Summit program has been specifically designed for all primary care clinicians working in diabetes care to:

- Advance their education and learning in the field of diabetes health care
- Promote best practice standards and clinically effective care in the management of diabetes
- Facilitate the collaboration between health professionals to improve the quality of diabetes primary care across Australia
- Enhance their knowledge of adaptable models and systems of diabetes care

The Summit is a multi-sponsored activity, with sponsorship used for the running of the event incorporating full staging of the activity (venue costs, delegate refreshments and audio-visual costs) along with the development of an educational and highly valued programme.



Sponsors also have the opportunity to contribute to the Summit programme, providing an avenue for knowledge sharing and promotion. The Summit will also be utilising an app that will allow recognition of all sponsors and full interactivity for all delegates.

The Primary Care Diabetes Summit has been approved by the RACGP for 16 Category 2 points.

It is anticipated that Summit delegates will comprise of General Practitioners, Diabetes Educators, Primary Care Nurses, Pharmacists and other allied health professionals who are involved in diabetes care in primary practice.



PRIMARY CARE
DIABETES SOCIETY OF AUSTRALIA
DIABETES CARE FOR ALL, BY ALL



2. THE AUSTRALASIAN DIABETES ADVANCEMENTS & TECHNOLOGIES SUMMIT (ADATS)

The ADATS was offered to healthcare professionals for the first time in Australia in 2017, providing an accessible diabetes advancements and technologies meeting.

The event is the result of the commitment of the NADC to improve the knowledge and skills of healthcare professionals in Australia in the area of diabetes and technology.

ADATS aims to bring together prominent and influential key opinion leaders with a focus, expertise and passion for advanced technologies and therapeutics in diabetes. The full day conference is open to registrants nationally and internationally, with advertising predominantly aimed at GP's, primary care nurses, diabetes educators, endocrinologists and diabetes health professionals who are instrumental in leading their services towards advanced diabetes management practices.

The ADATS program provides a forum of plenary session presentations, interactive demonstrations, best practice innovation, technologies and therapeutics presentations, workshops and practical sessions and provides a great base for networking opportunities.



Topics included in the program include but are not be limited to; funding of insulin pump programs and continuous glucose monitoring clinics, use of new technologies including the latest monitoring systems and technological approaches to diabetes management, latest medications and insulins on the market, emerging therapeutics, apps and artificial intelligence.

The Australasian Diabetes Advancements and Technologies Summit has been approved by the RACGP for 16 Category 2 points.



3. BEST PRACTICE IN DIABETES CENTRES (BPDC)

The Best Practice in Diabetes Centres Symposium has been an integral educational, policy and service provision forum hosted by the NADC. The BPDC brings together prominent and influential key opinion leaders with a focus on and passion for diabetes, with the aim to build consensus and inform the NADC priority project areas.

These meetings provide an interactive forum that aims to discuss issues important to diabetes centres and services.

The format of the meeting involves topical session presentations that are followed by focused discussion. Attendees are involved in consensus building and the development of guidelines/position statements.

There have been eight meetings in Sydney starting in 2007. The BPDC was originally "invitation only", however due to an overwhelming public demand, BPDC will open registrations in 2020.



This is an exciting time for the NADC as we move forward in a consolidated manner in our quest to provide the highest possible standards of care. We see BPDC as an appropriate vehicle to achieve this goal.

The Best Practice in Diabetes Centres meeting has been approved by the RACGP for 16 Category 2 points.

