



NATIONAL
ASSOCIATION OF
DIABETES
CENTRES



GENERAL INFORMATION PACKAGE

Promoting Excellence in Diabetes Care

WELCOME

Your organisation is to be congratulated on becoming a member of the National Association of Diabetes Centres (NADC). The NADC is committed to promoting mechanisms for improving the standard of care available to people with, or at risk of diabetes through diabetes centres and services. Your service has joined a collaborative of organisations passionate about improving diabetes care across Australia.

I have been privileged to be involved with the NADC since 2007. My initial role with the organisation was on the steering committee and from my very first experience, I was impressed with the incredible energy that NADC members had when they came together at the Best Practice in Diabetes Centres (BPDC) meetings. That energy has not dissipated over my many years of involvement and continues to grow, leading to the implementation of activities and resources that have ultimately contributed to improved care. I am excited to see many of the aspirations of member centres past and present, being realised, as the NADC has gained recognition and support from many involved in diabetes care in Australia.

Within this information package, you will see that the NADC is driving significant change and implementing many opportunities for organisations who are involved in diabetes care (small or large). This includes quality improvement activities that will have lasting and positive changes not only within local service delivery but nationally. I encourage your organisation to embrace all that is the NADC, to get involved in our projects and provide the NADC with information about the models of care, tools and initiatives your organisation are using.

The NADC aims to support services through collaboration, innovation, information sharing and integration and we are excited that you are a part of this team that works toward improving the standard of care provided to people living with diabetes.

Welcome to the NADC!



Natalie Wischer
Chief Executive Officer

TABLE OF CONTENTS

WELCOME	1
CONTACT US	2
NADC WEBSITE.....	3
NADC APP	4
PROMOTE NADC.....	7
NADC OVERVIEW.....	8
About the NADC.....	8
Structure of the NADC.....	8
NADC Vision	8
NADC Goal	8
NADC Objectives	8
Benefits of NADC Membership.....	9
NADC STRATEGIC FOCUS 2017-2020	10
CURRENT NADC KEY ACTIVITIES	11
National Diabetes Care Course (NDCC) – A National Training Program for Generalist Healthcare Professionals	11
Accreditation for Diabetes Service.....	12
Centres of Excellence	13
Standards and Accreditation for Diabetes Technologies.....	14
Pharmacy accreditation standards for Diabetes	15
Standards and accreditation for High risk Foot services	15
Implementing collection of NADC HRFS minimum data into our clinics.....	16
Models of Care	16
Australian National Diabetes Audit (ANDA)	17
Implementation of the Australian National Diabetes Strategy (ANDS).....	18
NADC MEETINGS & EVENTS	19
Australasian Diabetes Advancements & Technologies (ADATS)	19
Best Practice in Diabetes Centres	20
Primary Care Diabetes Summit	21
NADC MEMBERSHIP LEVELS ..	22
Accreditation of NADC member levels	22
Applicability of the diabetes clinical Standards for Diabetes Services	22
Overlap with other standards	22
Membership Fees	22

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)



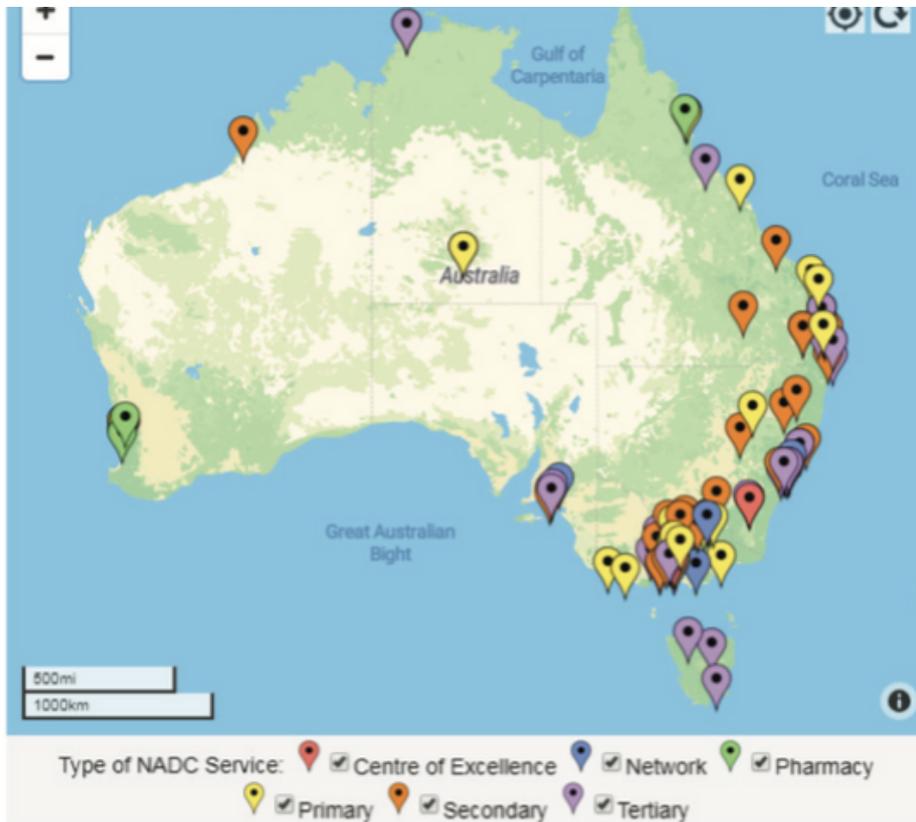
Newsletter [Click Here](https://nadc.net.au/newsletters/) or type in the following URL: nadc.net.au/newsletters/



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

NADC WEBSITE

The NADC website can be accessed at nadc.net.au. The website provides updates on all NADC projects, audits, resources and offers a range of other useful information for your diabetes service. You can also access the NADC member services interactive map enabling your organisation to connect and collaborate with other NADC member services.



Membership with the NADC provides your organisation 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

To access the NADC website please visit: nadc.net.au

Membership passwords are only accessible to current financial members of NADC. Membership forms are available [HERE](#).

NADC encourages all member services to keep their organisations information up to date by completing the following survey annually, or when there are any changes to service provision. This survey has also been developed to facilitate the extension and usefulness of the NADC interactive map. [CLICK HERE](#) to access survey.

NADC APP

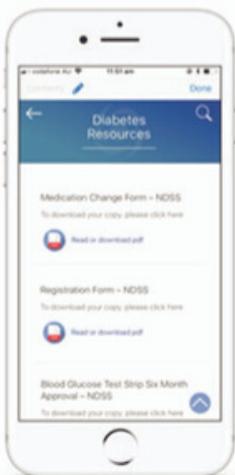
The NADC app allows your team to access all of NADC's resources on their handheld devices and PC. It also enables you to access event information as well as the member forum and much more:

NADC APP INCLUDES:

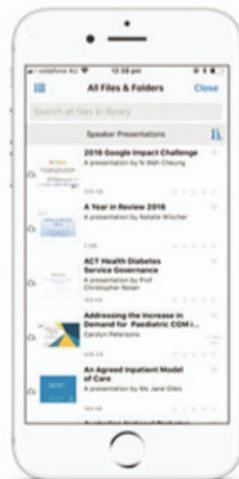


- Searchable map of NADC Centres
- Discussion Forum
- Searchable Resource Library
- Video Library
- Speaker Presentation Library
- Technical Support requests
- NADC Twitter feed
- NADC enrolment forms

Useful Forms



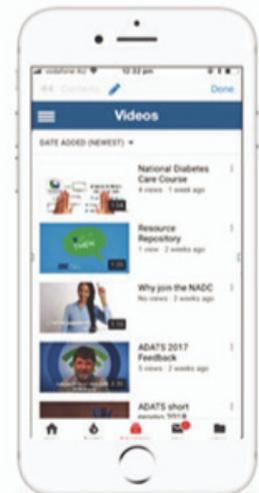
Speaker Presentations



Diabetes Resource Library



Video Library



ACCESS THE NADC APP ON ANY DEVICE

MOBILE VERSION

1 DOWNLOAD

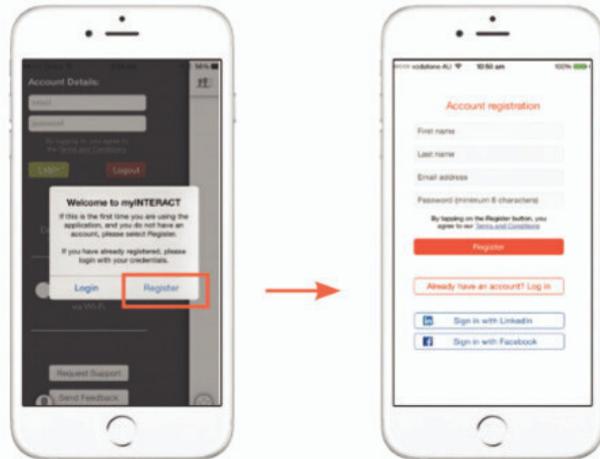
Via your mobile device.
Go to either the App Store or Google Play.
Search for myINTERACT.



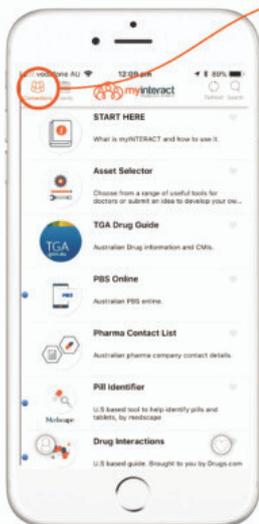
2 REGISTER

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'



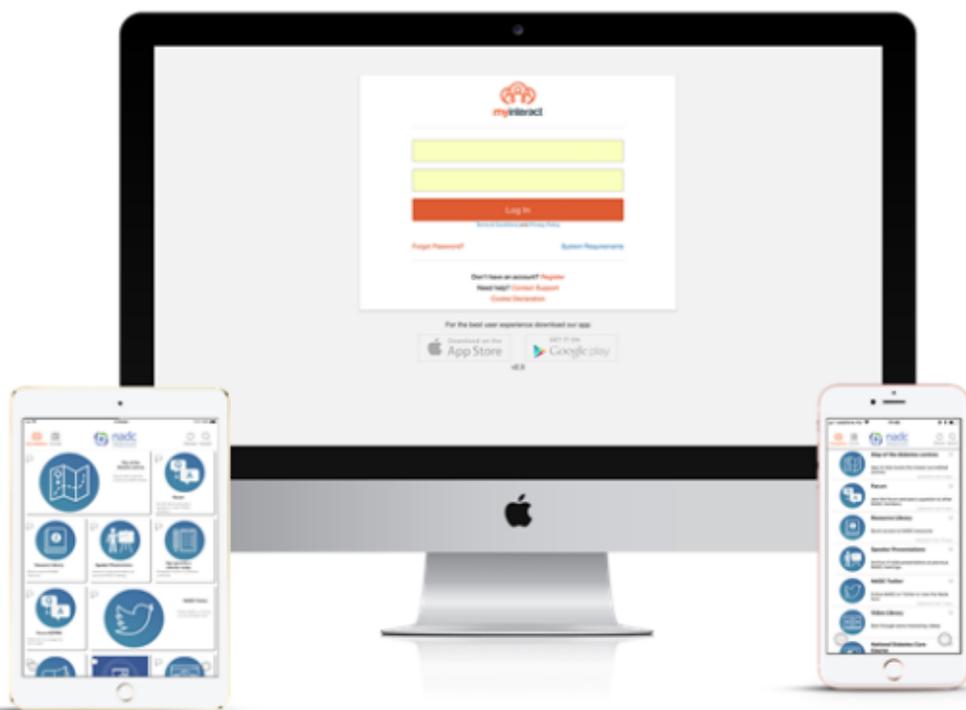
Enter the Passcode

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

DESKTOP VERSION

- Log in to access content on any device
- Desktop access at: <https://my.interact.technology/interact/#/login>



PROMOTE NADC

We encourage you to promote the NADC to your broader health professional community. Member services are actively encouraged and supported to achieve best practice in diabetes care no matter the size of their organisation. From tertiary services, to pharmacy services, all the way to small rural primary health care services, NADC plays a vital role in setting standards of diabetes care.

If you would like to share more information about NADC within your organisation or local region, please get in touch and we can provide you with a PowerPoint presentation for your use.

COMMUNICATION

Communication to member services continues to be an important part of the NADC. Bi-monthly member and industry newsletters are sent via email using MailChimp which allows NADC to track newsletter statistics. The NADC is also re-purposing content where possible which includes tweets and blog posts of important project updates. Further work is underway to further promote the NADC's benefits to nonmember organisations.

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 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 MEMBERSHIP

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

Collaboration and Education

- Develop collaboration opportunities for diabetes services across Australia
- Strengthen integration across services
- Support and develop opportunities for education and resource development
- Coordination of the Best Practice in Diabetes Centres (BPDC) meeting annually and an NADC symposium at the Annual Scientific Meeting
- Create and coordinate a diabetes technology conference for health care professionals
- Map NADC member details and services on the NADC interactive map

Leadership, Policy and Direction

- Identify and analyse existing partnerships / networks to further enhance NADC outcomes
- Seek opportunities to increase funding of diabetes services
- Support implementation of key elements of the National Diabetes Strategy
- Develop Diabetes National Clinical pathways

Quality Improvement and Benchmarking

- Review and implement the NADC accreditation system nationally with a view to international accreditation partnerships
- Further develop and enhance participation in ANDA and utilisation of ANDA data
- Seek opportunities to benchmark and showcase internationally

Sustainability

- Identify and analyse existing partnerships / networks and potential sponsorships.
- Review and enhance the administration functions of the organisation
- Develop marketing resources for new, existing and potential members and sponsors

1. NATIONAL DIABETES CARE COURSE

NDCC - A National Training Program for Generalist Healthcare Professionals

The National Diabetes Care Course has been developed by the NADC to provide healthcare providers in a range of general care settings with current knowledge of diabetes clinical management and self-care regulation.

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

- Learning videos
- 24 hour a day access so you can complete the course at a time and place that suits you
- Online assessments
- Certificates on completion of each module

The National Diabetes Care Course consists of ten learning modules covering topics such as:

- What is diabetes?
- Chronic complications
- Lifestyle issues
- Diabetes medicines
- Acute complications
- Self-monitoring of diabetes
- Groups with special needs (indigenous, CALD, pregnant women, paediatrics and adolescents, elderly)
- Support services
- Managing diabetes in general practice
- Diabetes and technology (continuous glucose monitoring, insulin pumps, apps and gadgets)

Once you have registered for the National Diabetes Care Course, the NADC will provide you with access to the full course content within two business days. You will receive an email from the NADC, with a link to the course, a personal username and password. The course can be completed online at your own pace. From the date of registration, you will have three months to complete the course content.



CURRENT NADC KEY ACTIVITIES

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 a registration for a group, the organiser can oversee their students' progress and manage any questions their colleagues may have.

DISCOUNTS FOR BULK REGISTRATION

- 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: nadc.net.au/ndcc

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

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

CURRENT NADC KEY ACTIVITIES

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.

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: nadc.net.au/accreditation



Staff members from some of the NADC accredited services

3. CENTRES OF EXCELLENCE

The NADC Accreditation Standards for Centres of Excellence (COE) recognise clinical, education, service advocacy 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.

CURRENT NADC KEY ACTIVITIES

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.



Awarding of the services accredited as NADC Centre of Excellence

4. STANDARDS AND ACCREDITATION FOR DIABETES TECHNOLOGIES



The NADC is currently working on the development of standards and accreditation for the delivery of diabetes technology. This is crucial work to ensure that the recent investment in glucose monitoring devices for pregnant women, children, youth and adults are going to be delivered by suitably qualified health professionals in appropriate services.

The NADC feel it is imperative to ensure quality and safety is forefront in the minds of the health professionals and associated services providing care and support to people living with diabetes who are utilising advancing technologies, such as insulin pumps and continuous glucose monitors. Updates on this project will be provided via the member newsletter and on the other NADC communication platforms.

5. PHARMACY ACCREDITATION STANDARDS FOR DIABETES

The NADC has 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 implementing these Standards.

6. STANDARDS AND ACCREDITATION FOR HIGH RISK FOOT SERVICES



This NADC Collaborative for Interdisciplinary Diabetes High-Risk Foot Services (HRFS) is a highly inclusive process, which under the NADC Foot Network has received formal input from key national diabetes foot care organisations, to realise the Interdisciplinary Diabetes High Risk Foot Services Standards of Care.

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 cross-service outcomes in diabetes foot care.

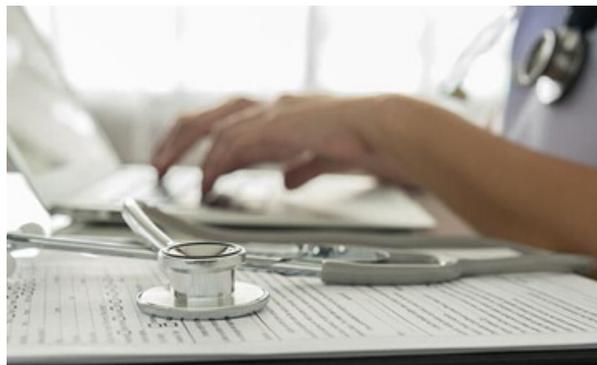
In conjunction with the National Standards, the NADC has released the NADC Collaborative Interdisciplinary Diabetes HRFS Accreditation program. The Accreditation of Interdisciplinary Diabetes HRFS is the only national accreditation of its kind, aimed at the improvement of quality and safety within Interdisciplinary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

CURRENT NADC KEY ACTIVITIES

To register your services Expression of Interest for the accreditation program, please see the Expression of Interest (EOI) Section: nadc.net.au/hrfs

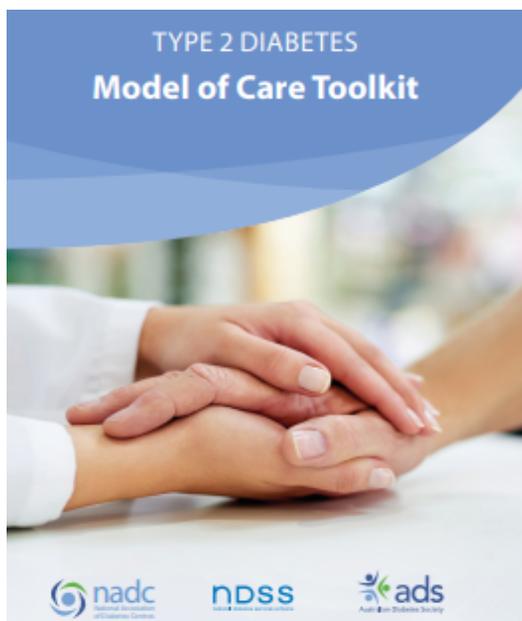
7. IMPLEMENTING COLLECTION OF NADC HRFS MINIMUM DATA INTO OUR CLINICS

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.

8. MODELS OF CARE



The NADC has developed a Models of Care working group led by a project officer to review models of care being used to provide diabetes care across Australia.

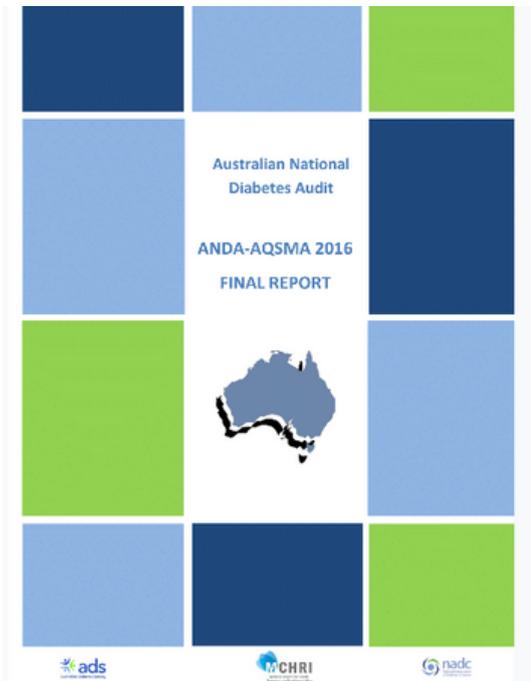
This project aims to develop and deliver a living toolkit of models and resources to assist services to evolve their diabetes services.

Updates on this project will be provided via the member newsletter and on the other NADC communication platforms in the coming year.



As this Models of Care toolkit it is a living document, if your service is utilising a fantastic model of care, the NADC would appreciate learning about it. For more details, please [click here](#) or contact us at admin@nadc.net.au

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 2 ANDA audits that alternate each year. The ANDA – AQSM (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.

Every alternate year, the ANDA – AQCA (Australian Quality Clinical Audit) is facilitated. This audit focuses on clinical indicators known to impact on the care of the person with diabetes. This allows the development of information detailing the clinical status, diabetes control and related complications of patients attending diabetes services. It also facilitates the development of information reports, which enables participant services to benchmark their data against that of other similar services.

To see the past pooled ANDA reports, [click here](#).

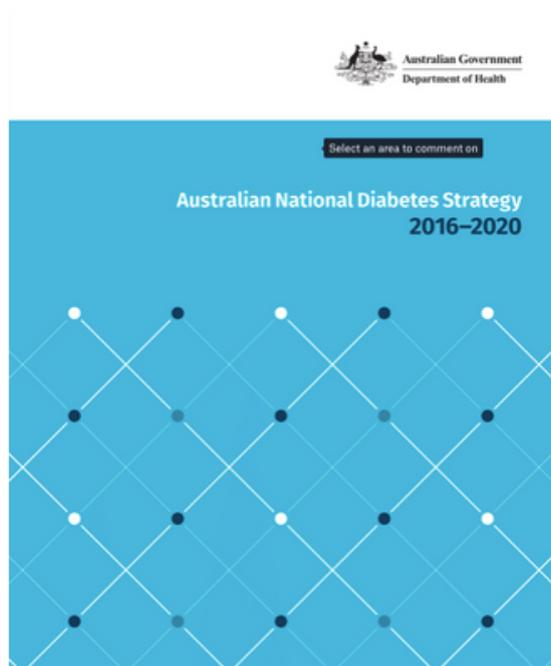
The ANDA collections are an important quality activity that promotes continuous improvement in the standard of services provided by diabetes centres. It is anticipated that the data collected will provide key performance indicators for diabetes services to benchmark their performance against best practice.

Primary Care organisations are encouraged to be involved.

For more information, please click the following link: nadc.net.au/anda.

To register an Expression of Interest to be a part of ANDA, please email: anda@nadc.net.au

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. AUSTRALASIAN DIABETES ADVANCEMENTS & TECHNOLOGIES SUMMIT (ADATS)

The NADC launched the inaugural Australasian Diabetes Advancements and Technologies Summit (ADATS) in 2017.



ADATS
Australasian Diabetes Advancements
and Technologies Summit

This meeting brings together over 200 prominent and influential key opinion leaders with expertise and passion for advanced technologies and therapeutics in diabetes. The ADATS program provides a forum of plenary session presentations, interactive demonstrations, best practice innovation, technologies and therapeutics presentations, workshops and practical sessions, and networking opportunities.

Topics include funding of insulin pump programs and continuous glucose monitoring clinics, use of new technologies including the latest monitoring systems, health and diabetes apps, technological approaches to diabetes management, latest medications and insulin's on the market, and emerging therapeutics.



Recent Australasian Diabetes Advancements & Technologies Summit

2. 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.



3. PRIMARY 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. 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.

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.



NADC MEMBERSHIP LEVELS

NADC MEMBERSHIP LEVELS

The NADC has six levels of membership, based on the function of the service and staffing. Our goal is to ensure that the highest standard of care is delivered to people with diabetes through our member services.

More details can be found at the membership page of our website: nadc.net.au/membership

ACCREDITATION OF NADC MEMBER LEVELS

We encourage all of our member organisations to undertake the NADC accreditation program. Organisations that complete accreditation will have their status updated to say 'Accredited NADC Service', which will be promoted on the NADC website, in NADC member lists, maps published on the website and app, and in the information provided to other health professional organisations.

APPLICABILITY OF THE DIABETES CLINICAL STANDARDS FOR DIABETES SERVICES

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. If your organisation provides diabetes care, even if it seems to have unusual or unconventional structure, then these Standards are applicable.

The standards also apply to primary healthcare services that are specifically focused on diabetes care but which nevertheless provide diabetes care to a distinct community (e.g. Aboriginal diabetes services, community health services, pharmacies or mobile clinics caring for homeless people).

OVERLAP WITH OTHER STANDARDS

Many NADC services are already accredited in their affiliation with a larger hospital, community health service or general practice. There are deliberate synergies and overlap with existing accreditation systems to ensure a robust accreditation framework

MEMBERSHIP FEES

The annual fees for NADC membership are:

- Centres of Excellence - \$260 per annum
- Tertiary Care Diabetes Services - \$190 per annum
- Secondary Care Diabetes Services - \$165 per annum
- Primary Care Diabetes Services - \$65 per annum
- Pharmacy Diabetes Services - \$190 per annum
- Network Membership - free of charge only to Primary Health Networks and Primary Care Partnerships