AUSTRALIAN NATIONAL DIABETES AUDIT

COVID-19 SERVICE SURVEY REPORT SUPPLEMENT

2020

MONASH University

nadc National Association of Diabetes Centres

ads Australian Diabetes Society

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1. Preamble

COVID-19 has had a major impact on people with diabetes as well as on the services providing clinical diabetes care. The pandemic response has placed an unprecedented strain on our hospital system and clinical services with resources pivoting to mitigate and manage COVID-19 risks within the health system.

The ANDA COVID-19 service survey was developed to understand structural, staffing, support and knowledge challenges due to COVID-19. The aim was to characterise how diabetes centres provided health care during the early months of the COVID-19 pandemic and thereafter with varying public health directives and restrictions.

The supplement is to provide further information broken down by specific states and territories as they were at different stages of the COVID-19 pandemic in 2020. This report is descriptive in nature, caution needs to be exercised when drawing formal comparisons across states.

2. Methodology

Diabetes centres were grouped into 4 categories by location: New South Wales, Victoria, Queensland and the remaining states and territories of Tasmania, the Australian Capital Territory, Northern Territory, Western Australia and South Australia.

Pooled results (percentages of response) are presented for these 4 categories.

This report is meant to be hypothesis generating and hence formal inferential analyses has not yet been performed. Percentages may not always add up to 100% due to rounding.

3. Results

Number of participating diabetes centres by location at each survey time point

	NSW	VIC	QLD	Other states/territories	Total
Initial	19	25	12	15	71
3-month	17	30	13	17	77
6-month	13	22	13	15	63

3.1 Impact on staff

Table 1: Staffing shortages due to self-isolation/quarantine requirements

States	Initial	3-month	6-month
NSW	58%	77%	62%
VIC	40%	60%	55%
QLD	33%	31%	31%
Other states/territories	47%	41%	53%

'Other' includes TAS/ACT/NT/WA/SA.

Table 2: Staff have experienced stress due to staffing changes

States	Initial	3-month	6-month
NSW	68%	88%	69%
VIC	72%	83%	95%
QLD	75%	85%	62%
Other states/territories	80%	88%	67%

'Other' includes TAS/ACT/NT/WA/SA.

Table 3: Staff have experienced stress due to work practice changes

States	Initial	3-month	6-month
NSW	74%	88%	92%
VIC	88%	97%	100%
QLD	83%	94%	77%
Other states/territories	93%	100%	67%

'Other' includes TAS/ACT/NT/WA/SA.

Table 4: Staff were concerned about being exposed to COVID-19

States	Initial	3-month	6-month
NSW	95%	100%	92%
VIC	100%	97%	100%
QLD	100%	100%	85%
Other states/territories	93%	94%	93%

'Other' includes TAS/ACT/NT/WA/SA.

3.2 Hospital presentations - Changes in hospital presentations

3.2.1 – Inpatient admissions

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	7%	40%	33%	20%	0%	15
3-month	0%	0%	31%	63%	6%	16
6-month	0%	0%	33%	67%	0%	9

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	61%	33%	6%	0%	18
3-month	5%	25%	50%	20%	0%	20
6-month	0%	25%	44%	31%	0%	16

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	12.5%	0%	75%	12.5%	0%	8
3-month	0%	18%	64%	18%	0%	11
6-month	0%	11%	67%	22%	0%	9

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	27%	46%	27%	0%	11
3-month	0%	7%	57%	36%	0%	14
6-month	0%	11%	67%	22%	0%	9

'Other' includes TAS/ACT/NT/WA/SA.

3.2.2 – Inpatient referrals

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	6%	37%	38%	13%	6%	16
3-month	0%	0%	44%	50%	6%	16
6-month	0%	0%	36%	46%	18%	11

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	50%	45%	5%	0%	20
3-month	5%	36%	41	18%	0%	22
6-month	0%	11%	56%	33%	0%	18

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	10%	20%	50%	20%	0%	10
3-month	0%	20%	50%	30%	0%	10
6-month	0%	10%	70%	20%	0%	10

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	17%	58%	25%	0%	12
3-month	0%	13%	56%	25%	6%	16
6-month	0%	7%	73%	13%	7%	15

'Other' includes TAS/ACT/NT/WA/SA.

3.2.3 – DKA

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	13.3%	53.3%	33.3%	0%	15
3-month	0%	0%	50%	44%	6%	16
6-month	0%	0%	45.5%	45.5%	9%	11

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	35%	59%	6%	0%	17
3-month	0%	11%	72%	17%	0%	18
6-month	0%	6%	56%	38%	0%	16

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	12.5%	0%	75%	12.5%	0%	8
3-month	0%	0%	70%	30%	0%	10
6-month	0%	0%	73%	27%	0%	11

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	9%	64%	27%	0%	11
3-month	0%	0%	71%	29%	0%	14
6-month	0%	0%	69%	31%	0%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.2.4 – HHS

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	20%	60%	20%	0%	15
3-month	0%	0%	63%	31%	6%	16
6-month	0%	0%	54.5%	45.5%	0%	11

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	18%	76%	6%	0%	17
3-month	0%	12%	65%	24%	0%	17
6-month	0%	6%	50%	44%	0%	16

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	14%	0%	72%	14%	0%	7
3-month	0%	0%	80%	20%	0%	10
6-month	0%	0%	82%	18%	0%	11

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	9%	64%	27%	0%	11
3-month	0%	0%	79%	21%	0%	14
6-month	0%	0%	77%	23%	0%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.2.5 – Hypoglycaemia

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	26%	67%	7%	0%	15
3-month	0%	0%	63%	37%	0%	16
6-month	0%	0%	82%	18%	0%	11

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	12%	82%	6%	0%	17
3-month	0%	17.5%	71%	11.5%	0%	17
6-month	0%	6%	69%	25%	0%	16

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	12.5%	0%	87.5%	0%	0%	8
3-month	0%	0%	91%	9%	0%	11
6-month	0%	0%	83.3%	8.3%	8.3%	12

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	17%	75%	8%	0%	12
3-month	0%	0%	79%	21%	0%	14
6-month	0%	0%	100%	0%	0%	12

'Other' includes TAS/ACT/NT/WA/SA.

3.2.6 – ICU

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	7%	57%	36%	0%	14
3-month	0%	0%	69%	31%	0%	16
6-month	0%	0%	64%	27%	9%	11

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	40%	60%	0%	0%	15
3-month	0%	7%	79%	14%	0%	14
6-month	0%	0%	73%	27%	0%	11

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	14%	0%	86%	0%	0%	7
3-month	0%	0%	100%	0%	0%	8
6-month	0%	0%	86%	14%	0%	7

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	14%	72%	14%	0%	7
3-month	0%	0%	82%	18%	0%	11
6-month	0%	0%	82%	18%	0%	11

'Other' includes TAS/ACT/NT/WA/SA.

3.3 Gestational diabetes - Changes in gestational diabetes workload

3.3.1 GDM – Face to face consults

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	31%	38%	31%	0%	0%	16
3-month	13.3%	53.3%	33.3%	0%	0%	34
6-month	0%	0%	60%	40%	0%	10

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	22%	45%	22%	11%	0%	18
3-month	14%	59%	23%	4%	0%	22
6-month	13%	44%	31%	12%	0%	16

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	0%	0%	56%	44%	9
3-month	0%	27%	46%	18%	9%	11
6-month	0%	22%	34%	33%	11%	9

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	19%	27%	27%	18%	9%	11
3-month	20%	33%	27%	20%	0%	15
6-month	8%	23%	46%	23%	0%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.3.2 GDM – Phone/Telehealth

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	6%	19%	37.5%	37.5%	16
3-month	0%	7%	13%	47%	33%	15
6-month	0%	0%	40%	40%	20%	10

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	10%	21%	37%	32%	19
3-month	4%	10%	19%	29%	38%	21
6-month	0%	13.3%	33.3%	13.3%	40%	15

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	0%	11%	33%	56%	9
3-month	0%	0%	45.5%	45.5%	9	11
6-month	0%	0%	57%	29%	14%	7

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	9%	0%	46%	18%	27%	11
3-month	6%	6%	19%	38%	31%	16
6-month	8%	15%	46%	23%	8%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.3.3 Review of women with GDM

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	19%	56%	19%	6%	16
3-month	0%	7%	73%	13%	7%	15
6-month	0%	0%	60%	20%	20%	10

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	6%	61%	11%	22%	18
3-month	0%	9%	50%	23%	18%	22
6-month	0%	0%	50%	21%	29%	14

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	0%	67%	22%	11%	9
3-month	0%	9%	55%	27%	9%	11
6-month	0%	0%	45%	33%	22%	9

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	8%	8%	67%	17%	0%	12
3-month	7%	13%	53%	27%	0%	15
6-month	8%	15%	46%	23%	8%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.4 General diabetes care - Changes to regular diabetes care workload

3.4.1 Clinic appointments

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	26%	32%	21%	16%	5%	19
3-month	6%	59%	6%	29%	0%	17
6-month	0%	23%	31%	39%	7%	13

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	16%	52%	20%	8%	4%	25
3-month	10%	35%	35%	17%	3%	29
6-month	4%	27%	23%	32%	14%	22

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	25%	42%	8%	25%	0%	12
3-month	0%	54%	38%	8%	0%	13
6-month	0%	7%	62%	31%	0%	13

Other states/territories	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	13%	20%	40%	7%	20%	15
3-month	6%	29%	47%	18%	0%	17
6-month	0%	13%	73%	14%	0%	15

'Other' includes TAS/ACT/NT/WA/SA.

3.4.2 Home visits

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	67%	33%	0%	0%	3
3-month	0%	0%	80%	0%	20%	5
6-month	0%	33%	50%	0%	17%	6

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	33%	27%	20%	20%	0%	15
3-month	31%	37%	16%	16%	0%	19
6-month	15%	31%	39%	15%	0%	13

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	14%	29%	43%	14%	0%	7
3-month	0%	33%	50%	17%	0%	6
6-month	0%	17%	83%	0%	0%	6

Other	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	10%	40%	40%	10%	0%	10
3-month	18%	27%	55%	0%	0%	11
6-month	0%	25%	75%	0%	0%	8

'Other' includes TAS/ACT/NT/WA/SA.

3.4.3 Aged care facility visits

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	16.7%	66.7%	16.7%	0%	6
3-month	0%	0%	75%	0%	25%	4
6-month	0%	50%	50%	0%	0%	2

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	23%	54%	23%	0%	0%	13
3-month	41%	29%	24%	6%	0%	17
6-month	33%	25%	42%	0%	0%	12

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	17%	33%	50%	0%	0%	6
3-month	0%	40%	20%	40%	0%	5
6-month	0%	40%	60%	0%	0%	5

Other	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	12.5%	50%	25%	12.5%	0%	8
3-month	11%	33%	56%	0%	0%	9
6-month	37.5%	25%	37.5%	0%	0%	8

'Other' includes TAS/ACT/NT/WA/SA.

3.4.4 Regular diabetes care

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	21%	32%	10%	32%	5%	19
3-month	12%	35%	18%	29%	6%	17
6-month		15%	31%	46%	7%	13

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	4%	48%	16%	24%	8%	25
3-month	7%	27%	30%	23%	13%	30
6-month	4%	23%	23%	32%	18%	22

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	8.3%	34%	42%	8.3%	8.3%	12
3-month		23%	31%	23%	23%	13
6-month		8%	50%	33%	8%	12

Other	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	7%	27%	33%	26%	7%	15
3-month		41%	35%	24%		17
6-month		6.7%	60%	26.7%	6.7%	15

'Other' includes TAS/ACT/NT/WA/SA.

3.4.5 Phone/Telehealth

NSW	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	5%	0%	0%	16%	79%	19
3-month	0%	0%	6%	47%	47%	17
6-month	0%	7%	8%	54%	31%	13

VIC	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	16%	8%	28%	48%	25
3-month	0%	14%	10%	23%	53%	30
6-month	0%	10%	38%	29%	23%	21

QLD	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	0%	9%	27%	64%	11
3-month	0%	0%	15%	46%	39%	13
6-month	0%	0%	23%	62%	15%	13

Other	Substantial decrease	Minor to moderate decrease	No change	Minor to moderate increase	Substantial increase	Number of sites
Initial	0%	7%	14%	21%	57%	14
3-month	0%	0%	12%	59%	29%	17
6-month	0%	0%	31%	46%	23%	13

'Other' includes TAS/ACT/NT/WA/SA.

3.5 Challenges experienced – Challenges reported by centres

3.5.1 Access to diabetes education

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	71%	12%	17%	0%	0%	17
3-month	47%	18%	18%	18%	0%	17
6-month	84.6%	0%	7.7%	7.7%	0%	13

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	80%	12%	8%	0%	0%	25
3-month	66.7%	16.7%	10%	6.7%	0%	30
6-month	68%	18%	14%	0%	0%	22

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	67%	17%	8%	8%	0%	12
3-month	54%	23%	23%	0%	0%	13
6-month	92%	0%	0%	8%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	40%	20%	20%	13%	7%	15
3-month	56%	25%	6%	13%	0%	16
6-month	53%	13%	27%	7%	0%	15

'Other' includes TAS/ACT/NT/WA/SA.

3.5.2 Pathology

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	58%	21%	16%	5%	0%	19
3-month	65%	17%	6%	12%	0%	17
6-month	77%	0%	23%	0%	0%	13

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	67%	25%	4%	4%	0%	24
3-month	68%	11%	14%	7%	0%	28
6-month	77%	9%	14%	0%	0%	22

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	58%	25%	17%	0%	0%	12
3-month	54%	46%	0%	0%	0%	13
6-month	92%	8%	0%	0%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	54%	8%	23%	15%	0%	13
3-month	81%	19%	0%	0%	0%	16
6-month	79%	7%	7%	7%	0%	14

'Other' includes TAS/ACT/NT/WA/SA.

3.5.3 Access to multi-disciplinary high risk foot services

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	56%	13%	18%	13%	0%	16
3-month	60%	0%	20%	20%	0%	15
6-month	82%	0%	18%	0%	0%	11

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	62%	24%	9%	5%	0%	21
3-month	63%	22%	11%	4%	0%	27
6-month	58%	16%	21%	5%	0%	19

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	73%	18%	0%	0%	9%	11
3-month	77%	0%	15%	0%	8%	13
6-month	85%	0%	15%	0%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	46%	18%	18%	9%	9%	11
3-month	54%	23%	15%	0%	8%	13
6-month	67%	0%	25%	8%	0%	12

'Other' includes TAS/ACT/NT/WA/SA.

3.5.4 Access to allied health services

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	50%	13%	31%	6%	0%	16
3-month	47%	27%	13%	13%	0%	15
6-month	38.5%	38.5%	23%	0%	0%	13

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	48%	36%	12%	4%	0%	25
3-month	52%	21%	10%	14%	3%	29
6-month	32%	32%	32%	4%	0%	22

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	75%	0%	25%	0%	0%	12
3-month	62%	15%	23%	0%	0%	14
6-month	77%	8%	15%	0%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	43%	28.5%	28.5%	0%	0%	14
3-month	44%	13%	31%	6%	6%	1
6-month	60%	13%	20%	0%	7%	15

'Other' includes TAS/ACT/NT/WA/SA.

3.5.5 Access to other specialties/services

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	47%	29%	12%	12%	0%	17
3-month	47%	23.5%	23.5%	6%	0%	17
6-month	38.5%	38.5%	23%	0%	0%	13

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	44%	44%	8%	4%	0%	25
3-month	31%	31%	24%	10%	4%	29
6-month	27%	37%	27%	9%	0%	22

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	58.3%	8.3%	25%	0%	8.3%	12
3-month	54%	31%	15%	0%	0%	13
6-month	77%	0%	15%	8%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	33%	17%	42%	8%	0%	12
3-month	27%	27%	33%	7%	7%	15
6-month	57%	7%	29%	0%	7%	14

'Other' includes TAS/ACT/NT/WA/SA.

3.5.6 Access to interpreters

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	7%	22%	43%	14%	14%	14
3-month	38%	19%	12.5%	19%	12.5%	16
6-month	10%	60%	20%	10%	0%	10

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	39%	0%	27%	17%	17%	18
3-month	48%	19%	19%	5%	9%	21
6-month	37.5%	37.5%	12.5%	6.2%	6.2%	16

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	50%	25%	8%	17%	0%	12
3-month	46%	31%	15%	8%	0%	13
6-month	50%	42%	8%	0%	0%	12

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	33%	17%	25%	0%	25%	12
3-month	59%	12%	12%	12%	5%	17
6-month	57%	14%	22%	0%	7%	14

'Other' includes TAS/ACT/NT/WA/SA.

3.5.7 Phone consultation/telehealth funding

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	6%	19%	25%	25%	25%	16
3-month	38%	31%	8%	15%	8%	13
6-month	55%	27%	18%	0%	0%	11

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	21%	37%	32%	0%	10%	19
3-month	48%	20%	16%	8%	8%	25
6-month	68%	11%	16%	5%	0%	19

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	55%	18%	9%	9%	9%	11
3-month	46%	31%	23%	0%	0%	13
6-month	61%	23%	8%	8%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	33.3%	25%	25%	8.3%	8.3%	12
3-month	64%	22%	0%	0%	14%	14
6-month	75%	8%	17%	0%	0%	12

'Other' includes TAS/ACT/NT/WA/SA.

3.5.8 Phone consultation/telehealth set up

NSW	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	0%	5%	26%	37%	32%	19
3-month	6%	29%	24%	24%	17%	17
6-month	31%	31%	23%	8%	8%	13

VIC	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	8%	32%	24%	16%	20%	25
3-month	27%	30%	23%	10%	10%	30
6-month	41%	14%	32%	4%	9%	22

QLD	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	0%	25%	50%	25%	0%	12
3-month	8%	23%	54%	15%	0%	13
6-month	15%	54%	23%	8%	0%	13

Other	Not at all	To a small extent	To some extent	To a moderate extent	To a large extent	Number of sites
Initial	0%	13%	27%	40%	20%	15
3-month	6%	47%	12%	12%	23%	17
6-month	40%	27%	20%	0%	13%	15

'Other' includes TAS/ACT/NT/WA/SA.