



Year-In-Review 2023

Western Sydney Diabetes

PURPOSE OF THIS DOCUMENT

This document serves as the 2023 Year-In-Review for Western Sydney Diabetes (WSD). Its primary purpose is to provide a structured overview of our key activities, initiatives, and progress throughout the year. This review aligns with our ongoing commitment to transparency and accountability in our efforts to combat diabetes in the western Sydney community.

Key highlights include:

- Summarising the effectiveness and impact of our prevention programs and integrated models of care;
- Reflecting on the adaptability and resilience of our operations in response to ongoing local and global health challenges;
- Detailing the outcomes of our dynamic ePlan, including mid-year revisions and strategic realignments;
- Sharing insights and learnings from our collaborative efforts with prevention partners, General Practitioners, and other healthcare professionals; and
- Informing stakeholders, partners, and the community about WSD's endeavours and achievements in the past year, reinforcing our pledge to 'beat diabetes together'.

Editor: **Heloise Tolar**
eEngagement and Education Manager
Western Sydney Diabetes

Design: Ken Haywood
Clik Creative Pty Ltd
www.clikcreative.com.au

CONTENTS

▲ FOREWORD	2
KEY LEADERS' COMMENTS	4
DIABETES: TOO BIG TO IGNORE	6
FRAMEWORK FOR ACTION	14
ABOUT OUR TEAM	15
Leadership Team	15
Core Team	15
Tributes	15
Awards	16
▲ PRIMARY PREVENTION	18
Western Sydney Changing Diabetes	18
Culture and Place-Based Populations	25
Healthy Living Environment	29
Early Detection	31
▲ SECONDARY PREVENTION AND MANAGEMENT	33
Clinical Engagement	33
Education	39
Digital Solutions	47
Connected Care	47
▲ ENABLERS	49
Community and Provider Engagement	49
Evaluation	50
Research	52
Resource Mobilisation	54
▲ CONTRIBUTORS IN 2023	56
▲ GLOSSARY	60

FOREWORD

As we reflect on 2023, we note a significant shift in healthcare priorities. Although COVID-19 persisted, our attention increasingly turned towards the escalating challenge of chronic diseases, particularly diabetes. This shift occurred amidst heightened healthcare demands, escalating service costs, and a critical shortage of healthcare professionals, all of which strained our budgets and compelled us to innovate and improve efficiency.

At WSD, we adapted by integrating pandemic-era care models into our routine practices. Virtual Diabetes Case Conferences (DCC), involving both General Practitioners (GPs) and patients, have become a cornerstone of our approach. We also expanded our digital resources and educational materials, enhancing our capacity to support patients and healthcare providers in managing diabetes more effectively.

This year marked a significant milestone for WSD with the inauguration of a specialised Monday clinic dedicated to Aboriginal and Torres Strait Islander people with diabetes. This initiative, a collaborative effort with Clinical Operations at the Mount Druitt Community Health Centre, represents a major step forward in providing culturally sensitive and accessible healthcare.

The integration of a full-time WSD dietitian has been instrumental in enhancing our service offerings. This addition, coupled with the use of Continuous Glucose Monitors (CGMs), has enabled us to deliver more personalised interventions, significantly elevating our clinical outcomes.

Our data is a testament to these efforts: patients returning to GPs after our intervention have shown an average HbA1c reduction of 1.6%. Additionally, time in range measurements via CGM have markedly improved, soaring from 40% to 70% on average within the target range, and instances of hypoglycaemia have been effectively eliminated. These achievements not only demonstrate our commitment to innovative care but also underscore the tangible impact of targeted, patient-centric approaches in managing diabetes.

A notable achievement this year was the success of our growing 2023 WSD Masterclass. Supported by pharmaceutical industry grants (Abbott, Astra Zeneca, Lilly, Novo Nordisk, Boehringer Ingelheim and Sanofi), this program reached a larger and diverse audience of community healthcare providers to deliver practical, up to date diabetes management strategies.

In 2023, WSD also made substantial strides in fostering community engagement and enhancing public awareness about diabetes. Our innovative initiatives, such as hosting interactive educational events and offering lifestyle modification programs, have significantly raised the profile of diabetes prevention and management in the western Sydney region.

Particularly noteworthy was our engagement in local events, where we facilitated direct community interaction, offering valuable information and support to those at risk or living with diabetes. These efforts not only underscore our commitment to public health but also demonstrate the power of community involvement in tackling major health challenges. Through these initiatives, WSD has not only contributed to a better understanding of diabetes but has also empowered individuals to take proactive steps towards healthier lifestyles.

Our partnership initiative, Western Sydney Changing Diabetes (WSCD), gained momentum through collaborations with the Workers Lifestyle Group (WLG) and Novo Nordisk Pty Ltd, bringing diabetes challenges to the forefront of community awareness. A key highlight was the 2kg Challenge diabetes prevention campaign planning at a Leaders Alliance event with the support of Blacktown State MP Hon Stephen Bali, and the NSW Minister of Health, Hon Ryan Park. This campaign, set for a wider rollout in 2024, underscores our commitment to prevention and proactive health management.

WSCD's community engagement extended to various activities, including nutrition and cooking classes, exercise programs, and point-of-care HbA1c testing – all aimed at promoting diabetes awareness and encouraging healthy lifestyles.



Professor Glen Maberly at the WEXPO roundtable discussion on workplace wellbeing.

On a broader scale, I have the honour of serving on the Steering Committee for NSW Health's Statewide Diabetes Initiative, where components of WSD's framework are being adapted and adopted more widely. The federal government's parliamentary inquiry into diabetes prevention and management was also an opportunity to feature our program, highlighting WSD's advocacy for CGM, especially for type 2 diabetes.

As you delve into this document, you will discover the extent of our efforts in 2023. Our investment in diabetes prevention and management, though modest, has been impactful. With over 100,000 people with diabetes in our catchment area, the cost implications are substantial, emphasising the need for continued and enhanced government, private and civic sectors support.

We remain dedicated to our vision of 'beating diabetes together,' confident that our strategies and innovations will continue to make a significant difference in the lives of those we serve.

- WSD Director Professor **GLEN MABERLY**

KEY LEADERS' COMMENTS



Panelists and community Leaders at the 2kg Challenge planning event.

As we navigate the evolving landscape of healthcare in NSW, our Year in Review for Western Sydney Diabetes exemplifies a strategic turn towards a more holistic approach in managing the diabetes epidemic. Emphasising prevention, integrated care, and effective chronic condition management, this report demonstrates our initiative to reduce hospital demand and sustain health spending, all while maintaining high-quality patient outcomes. Our collaboration with primary care providers and NGOs is highlighted as a key step towards building a supportive network beyond conventional healthcare settings.

The report underscores our future-oriented mindset, showcasing the integration of advanced digital health technologies and the promotion of proactive health management. This approach has already begun enhancing accessibility and efficiency in diabetes care across western Sydney. Our dedication to community-based initiatives and forming partnerships with a variety of stakeholders is set to play a vital role in evolving a health system that is both responsive and resilient. These collective efforts, as detailed in our Year in Review, are paving the way towards a healthier, sustainable future for all residents of

NSW, positioning us at the forefront of healthcare innovation and adaptation.

Jasmin Ellis, General Manager, Integrated and Community Health, Co-Chair Executive Management Team, Western Sydney Diabetes, Western Sydney Local Health District

As the CEO of the Western Sydney Primary Health Network, the story of Western Sydney Changing Diabetes has been nothing short of revolutionary. This initiative, as detailed in WSD's Year In Review 2023, is a testament to the power of partnership. Bridging the efforts of federal and state governments together with civic organisations, we've crafted a model of healthcare innovation and engagement that's both rare and exemplary.

Our collective strides in combating diabetes, illustrate a roadmap for others to emulate, not just within NSW but globally.

In western Sydney, more than 50% of our community have diabetes or are at a high risk of getting diabetes but for patients cared for by WSD we have shown that diabetes can be reversed and risks can be significantly reduced. We have hard evidence that our efforts are working but our approach is not yet common practice due to continued underinvestment in primary care,

prevention and integrated innovative models of care. The imperative to sustain and amplify our mission to Beat Diabetes Together is clearer than ever and this Year In Review calls for deeper commitment and broadened horizons to tackle this chronic health epidemic. Our alliance is our strength, and our model, a beacon of hope for communities worldwide.

Ray Messom, Chief Executive Officer, WentWest Limited, WentWest, Limited (WSPHN), Co-Chair Executive Management Team, Western Sydney Diabetes

Diabetes Australia is proud to partner with Western Sydney Diabetes and the Western Sydney Changing Diabetes initiative. Diabetes Australia is dedicated to reducing the incidence and impact of diabetes on people health systems and society, with a focus not just on national agendas, but very importantly, local community engagement and impact.

Through our partnership with Western Sydney Diabetes we are able to connect with people at risk of or living with diabetes, as well as their families, carers, and health professionals. The Western Sydney community is a diverse group of people and cultures that contribute substantially to Greater Sydney and New South Wales, and

this platform is a fantastic opportunity provide further support and build awareness of diabetes, it's risks and its wide-ranging impacts.

We congratulate the Western Sydney Diabetes team on the community focused approach this initiative is taking. We look forward to the ongoing relationship supporting enhanced outcomes in community and for community, as we work to reduce the incidence and impact of diabetes in Western Sydney.

Rowan Clifford, Group Executive Health Service Operations, Diabetes Australia

As the Member for Blacktown and a staunch advocate for improving healthcare outcomes, I have witnessed the escalating challenge of diabetes within our community.

The Western Sydney Diabetes (WSD) Year-In-Review 2023 not only illuminates this pressing health issue but also showcases the innovative and holistic approach we are taking to combat it. This document highlights the urgent need for intervention, revealing that a significant portion of our emergency department visits, and hospital admissions are diabetes-related, underscoring the broader impact on our healthcare system and the local economy.

The Western Sydney Changing Diabetes initiative, spearheaded by WSD in collaboration with partners like Novo Nordisk and the Workers Lifestyle Group, exemplifies the power of community-based strategies in addressing this epidemic. The introduction of the 2kg Challenge – Beating Diabetes Together campaign is a testament to our commitment to preventive healthcare, emphasising the significant impact of modest lifestyle changes on diabetes risk reduction.

Our collective endeavours in western Sydney are more than local initiatives; they are a blueprint for national and global health strategies to tackle diabetes. The dedication of our community, healthcare providers, and partners has set a precedent for comprehensive, integrated care that could inspire similar actions elsewhere.

The battle against diabetes requires unwavering support and expansion. As I contribute to this forward-looking document, I call on stakeholders at all levels to recognise the importance of our mission and to invest in the expansion of these life-saving initiatives.

Together, we can make a significant difference in the lives of those affected by diabetes and prevent the future spread of this disease. Let us continue to lead with innovation, collaboration, and a deep commitment to the health and well-being of our community.

Hon. Stephen Bali, Member for Blacktown

We at Workers Lifestyle Group are proud of the Western Sydney Changing Diabetes initiative, in partnership with Western Sydney Diabetes and other key organisations.

Workers Lifestyle Group is committed to this prevention, detection and awareness campaign because, as Western Sydney Diabetes has shown us, so much can be done to halt the spread of type 2 diabetes by early detection and simple lifestyle changes.

Our Blacktown Workers and Blacktown Sports clubs wholeheartedly support Western Sydney Changing Diabetes, with funding, facilities and healthy diet and exercise initiatives for our members delivered by Western Sydney Diabetes.

I confidently look forward to the day our western Sydney community is no longer known for its unusually high incidence of this debilitating but preventable health condition.

Morgan Stewart, CEO, Workers Lifestyle Group

On behalf of Novo Nordisk, I'd like to congratulate Prof Maberly and his team on another great year.

Given the high rates of diabetes and pre-diabetes in western Sydney the condition touches the lives of so many people. I have nothing but admiration for the breadth of Western Sydney Diabetes' work across diabetes prevention, detection, management and community engagement and

through this the contribution they make to the community they so diligently and professionally serve.

Novo Nordisk is proud to work alongside WSD and the Workers Lifestyle Group as a partner in our Western Sydney Changing Diabetes (WSD) collaboration. With Prof Maberly's leadership, WSD has delivered community focused diabetes detection and prevention initiatives that have had an undoubtedly positive impact for those directly touched by this extensive program of activities.

Beyond the immediate impact of the partnership's activities, WSD has engaged the community and stakeholders to elevate not only awareness of diabetes but to send a positive message about what we can do to tackle diabetes if we come together and work positively as a whole community.

Cem Ozenc, Corporate Vice President & General Manager at Novo Nordisk

As a GP working in the western Sydney diabetes hot spot of Toongabbie and being passionately committed to chronic disease management in diabetes care, I have been working close with Western Sydney Diabetes since its inception.

More so in the last year, in my capacity as president of Healthy Living Toongabbie (HLT), a community-based organisation comprised of ordinary individuals from all walks of life with extraordinary commitment to diabetes awareness and prevention. We have successfully engaged the consumer as we work at coalface level together with Western Sydney Diabetes who have supported us every step of the way in all our successful ventures – online forums, CALD videos, health-themed barbecue and face-to-face forums. Diabetes prevention and management continue to become complex and chronic, but due to the likes of Western Sydney Diabetes, community-based awareness promotion programs are also on the rise through organisations such as HLT.

Dr Shanthini Seelan, GP, Bridgeview Medical Centre, Toongabbie

DIABETES: TOO BIG TO IGNORE

Why we care and why you should too

The Escalating Diabetes Epidemic

In an era where global attention has been riveted on COVID-19, another health crisis has been quietly intensifying: the diabetes epidemic. Current data paints a stark picture of the situation in western Sydney, NSW, and across Australia, with alarming increases in diabetes prevalence. The growing burden of this disease necessitates urgent action to mitigate its impact on healthcare services throughout western Sydney and beyond.

A Focused Review

This section delves into the magnitude of the diabetes crisis in western Sydney and the broader Australian context. We offer an overview of the challenges faced by residents within the Western Sydney Local Health District (WSLHD) catchment area, analysing the expansion of the epidemic and its current impact on our communities.

Diabetes in Western Sydney: A Closer Look

The NDSS Diabetes Map: A Starting Point

A common reference for understanding the scope of diabetes is the National Diabetes Service Scheme (NDSS) Diabetes Australia Map. The map indicates a troubling 7% NDSS prevalence rate of diabetes in the Blacktown Local

Government Area, surpassing the national average of 5.9% (1). However, these figures, based on registered NDSS participants, likely underrepresent the true scale by 50%, excluding those with undiagnosed or unregistered diabetes.

Based on previous work, we know that western Sydney is a hotspot of diabetes burden (2). This is shown in the map below, with areas in the west having far higher rates of diabetes than areas to the east and north of the city. This map uses data from the NDSS and shows that the burden of diabetes is very inequitable across Sydney, with very high rates in suburbs like Mount Druitt and Campbelltown.

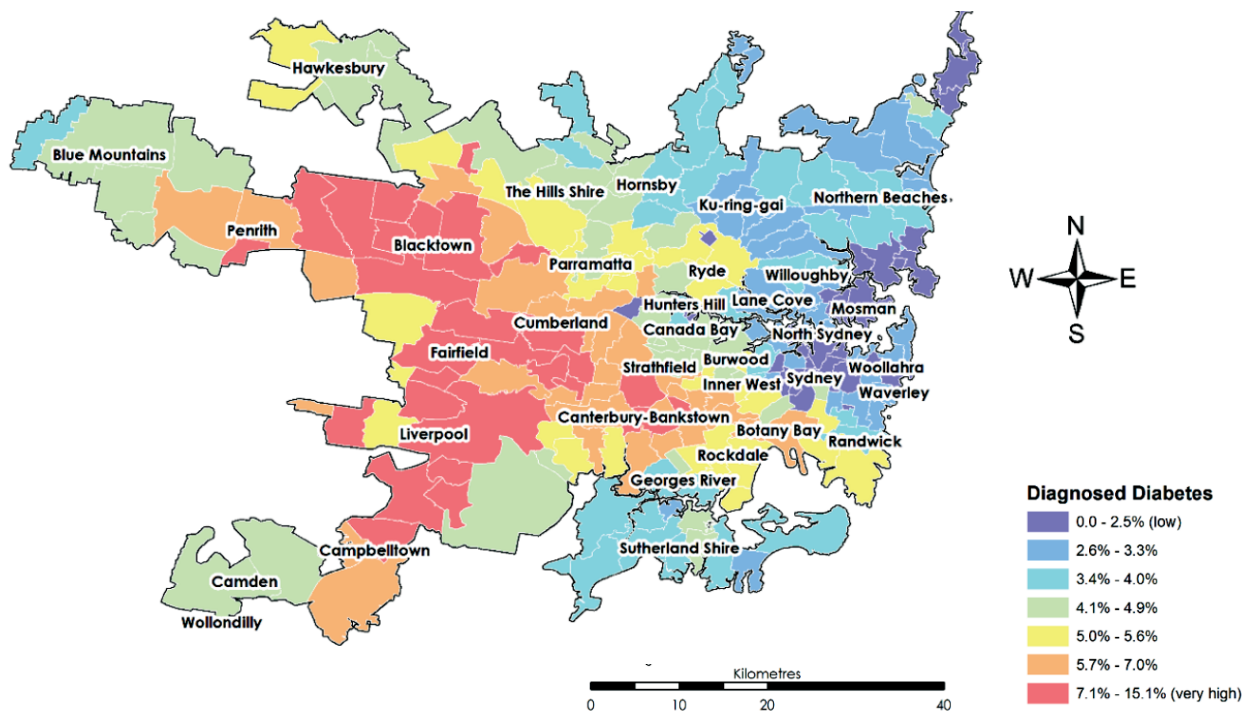
Beyond NDSS Data: A Broader Perspective

In the WSLHD catchment, home to approximately 1 million adults, our estimates indicate:

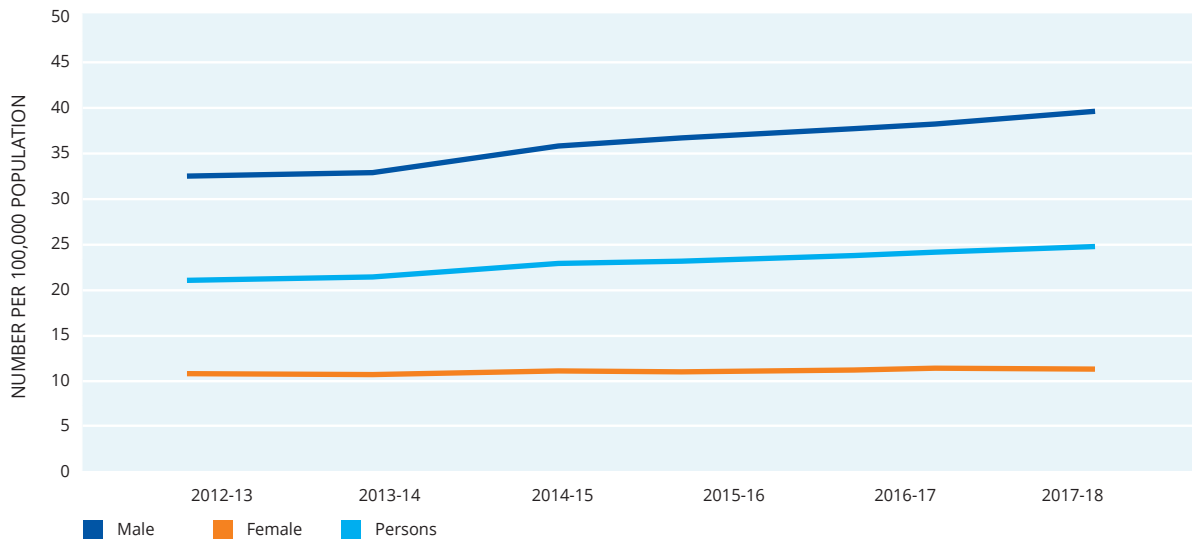
- Type 2 Diabetes: 13% prevalence (99,125 people)
- High Risk of Diabetes: 38% (290,000 people)
- Low Risk of Diabetes: 49% (373,625 people)

These estimates, derived from multiple data sources including HbA1c tests from hospital Emergency Departments (EDs) and General Practices, encompass over 500,000 patient records. They provide us with a more confident assessment of 13% diabetes in adults in western Sydney.

Spatial inequality in diabetes prevalence in Sydney (Data sourced from the National Diabetes Services Scheme)



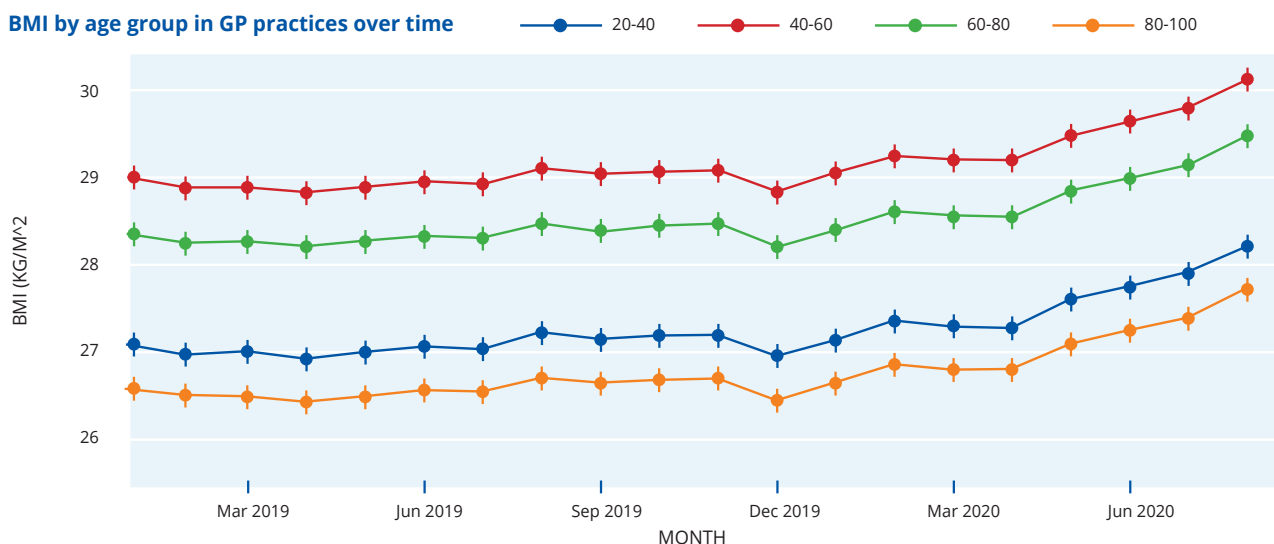
Hospitalisation for lower limb amputation with type 2 diabetes as a principal or additional diagnosis among adults, by age and sex, 2012-13 to 2017-18



As with general diabetes hospitalisations, lower-limb amputations in Australia have increased dramatically over the last decade

Furthermore, our analysis indicates that rising BMI trends across all age groups in western Sydney, as observed in GP clinics, are likely contributing to the increase in diabetes rates.

BMI by age group in GP practices over time



This graph shows that BMI is increasing in the WSLHD region, with implications for diabetes prevalence.

Statewide Trends and Local Implications

Statewide data, as featured in the NSW Health publication *Diabetes: A Case For Change*, shows an increase in diabetes rates to 13% at the state level, with western Sydney surpassing this average (4). The diverse and often disadvantaged communities in western Sydney are disproportionately affected, experiencing higher rates than both the state and national averages.

Diabetes in Australia: A Growing Epidemic

Introduction to the Diabetes Epidemic

From a relatively uncommon condition in the early 90s, diabetes has rapidly escalated to a major health challenge, affecting more than 1 in 10 Australian adults today (5). Over the past 30 years, the incidence of diabetes has surged, posing a significant concern for the future (6).

Data from the National Health Survey

The National Health Survey of 2022, conducted through face-to-face interviews by the Australian Bureau of Statistics, revealed that 5.3% of Australians have been diagnosed with diabetes, an increase from 3.3% in 2001 (7). However, these figures may underrepresent the true prevalence, as they exclude undiagnosed cases. Notably, among adults, the proportion with diabetes based on this survey is estimated to be around 7%.

Hospitalisation and Healthcare Impact

Further stressing our healthcare system, current data from the Australian Institute for Health and Welfare (AIHW) suggest that diabetes is associated with 11% of all hospitalisations in Australia, equating to approximately 1.2 million admissions annually. This figure likely falls short of the actual number due to widespread underdiagnosis. The rise in diabetes is closely linked to the obesity epidemic, with over 30% of the Australian population currently classified as obese based on BMI (9).

As the figure below shows, the impact of diabetes on our hospital systems has continued to increase over the past decade. Current Australian Institute for Health and Welfare

(AIHW) estimates suggest that 11% of all hospitalisations (including children) in Australia are associated with diabetes, representing 1.2 million hospital admissions per year (8). However, this number is likely a substantial underestimate due to underdiagnosis of diabetes in most regions (3). HbA1c testing in Emergency Department (ED) in Blacktown and Mount Druitt Hospitals (BMDH) gives a very accurate estimate of diabetes in admitted patients.

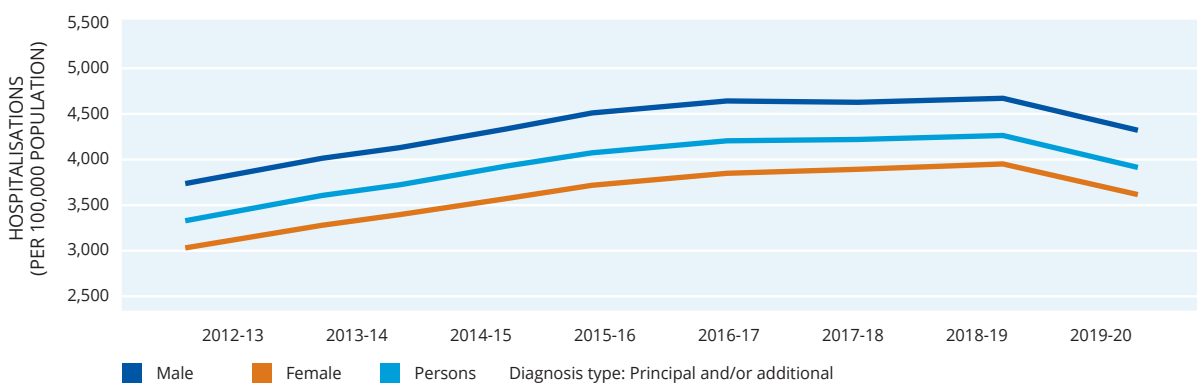
At Blacktown/Mount Druitt hospitals, between 18-22% of admitted adults are diagnosed with diabetes at any one time.

Complications and Broader Health Impacts

The impact of diabetes in Australia is associated with a myriad of complications which affect the feet, eyes, kidneys, and cardiovascular health. Nerve damage in the lower limbs affects around 13% of Australians with diabetes; diabetic retinopathy occurs in over 15% of Australians with diabetes, and diabetes is now the leading cause of end-stage kidney disease. In people with diabetes, cardiovascular disease (CVD) is the primary cause of death, with around 65% of all CVD deaths in Australia occurring in people with diabetes or pre-diabetes. Furthermore, 41% of people with diabetes also report poor psychological well-being with reports of anxiety, stress, depression and feeling 'burned-out' from coping with their diabetes. Moreover, diabetes has been ranked in the top 10 leading causes of death in Australia for over a decade.

As illustrated in the panel opposite, diabetes heightens the risk of various diseases, impacting numerous body systems and increasing the likelihood of dementia, cancer, heart disease, among others.

Diabetes hospitalisation rates, by diagnosis type and sex, 2012-13 to 2019-20



Data from the AIHW shows that diabetes hospitalisation rates have been increasing over the last decade, with a slight reduction in 2020 likely due to the pandemic.



Challenges in Western Sydney

With the escalating burden of diabetes, WSLHD faces a significant challenge in managing this epidemic, both within hospital settings and in the community. The increasing prevalence of diabetes underscores the urgent need for a comprehensive and proactive approach to address this critical public health issue in western Sydney and across Australia. Based on previous analyses that WSD has conducted, people with diabetes have between 1.5-2x higher in-hospital costs and length of stay when compared to people of the same age and gender without diabetes.

The Costs of Diabetes: A Comprehensive Analysis

Diabetes is not only a health issue but also a significant economic burden.

WSD has conducted an extensive analysis of the multifaceted costs associated with diabetes. This includes direct healthcare expenses like hospitalisations and amputations, and indirect costs such as the impact on caregivers' work hours.

This comprehensive approach encompasses these varied aspects to calculate the total economic impact of diabetes in our region.

Annual average social and health care costs of a person with Type 2 Diabetes (2023)	
\$6,803	Direct healthcare costs
\$1,700	Direct non-healthcare costs
\$8,847	Government subsidies
\$1,403	Indirect costs
\$18,753	Total annual whole of economy costs
\$25,769	Cost increases to \$25,769 in 2023 for someone with common complications impacting the blood vessels
\$112,700	The average lifetime cost of someone with diabetes is \$112,700 per person
Total estimated annual cost	
\$1.8b	It is estimated that there are currently over 91,000 people in western Sydney with diabetes. This brings the annual cost to \$1.8 billion
85% OF TYPE 2 DIABETES IS PREVENTABLE	

WSD's findings indicate that the annual whole-of-economy cost per individual with diabetes is approximately \$18,753. When applied to the estimated population of people with diabetes in our area, this translates to an astounding total annual cost of \$1.8 billion for all individuals with diabetes. The graphic on the previous page illustrates this substantial financial burden.

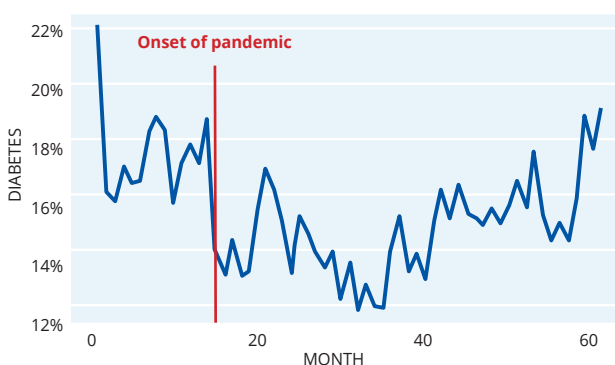
Hospital Testing: Insights and Implications

Widespread Testing in Emergency Departments

Since 2016, WSD has implemented a comprehensive testing program in the EDs of Blacktown and Mount Druitt hospitals. WSD conduct HbA1c tests, which measure average blood sugar over the past three months, for all ED attendees undergoing blood tests. This approach is crucial for diagnosing and monitoring diabetes.

Trends and Pandemic Impact

Proportion of people with HbA1c $\geq 6.5\%$ in BMDH testing by month since 2019



This graph shows the differences in testing for diabetes as the pandemic progressed.

Initially, WSD observed a yearly increase in diabetes diagnoses through this program, with a rise of about 0.5% annually. However, the COVID-19 pandemic led to a temporary decline in hospital visits by patients with diabetes due to isolation measures. Post-pandemic, the rates have rebounded to pre-pandemic levels, with 18% of ED attendees testing positive for diabetes.

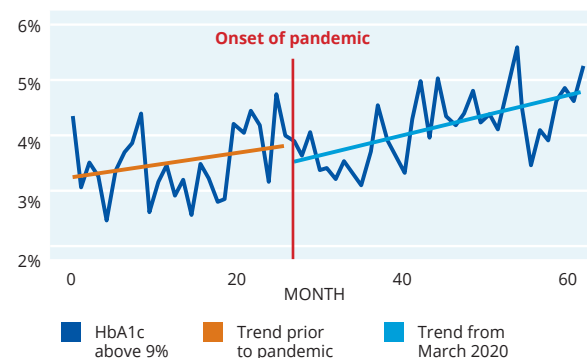
Concerning Trends in Severe Cases

A distinct trend emerges when focusing on patients with severely uncontrolled blood sugar (HbA1c $>9\%$). The pandemic did not significantly affect this group, and their numbers have continued to rise steadily. Currently, over 5% of all ED attendees fall into this category, posing significant challenges for hospital staff and diabetes management.

The Linear Increase and Future Implications

Alarming, this increase in severely unwell patients has been linear for over four years, suggesting a continuous upward trend. If this persists, we could face an overwhelming influx of critically ill patients in EDs by the decade's end, driven by inadequate care and rising diabetes rates.

Proportion of people with HbA1c $\geq 9\%$ in BMDH testing by month since 2019



There appears to be a worrying increase in people with HbA1c $>9\%$ in BMDH EDs over time.

The Role of Weight Management

Weight loss remains a pivotal aspect of diabetes management. Modest weight reduction significantly lowers the long-term risk of diabetes-related complications and can even reverse the disease in some cases (11,12). Furthermore, a mere 2kg weight loss can reduce the risk of progressing from prediabetes to diabetes by 30% (13).

Diabetes Equity: Addressing Disparities

Impact on Vulnerable Populations

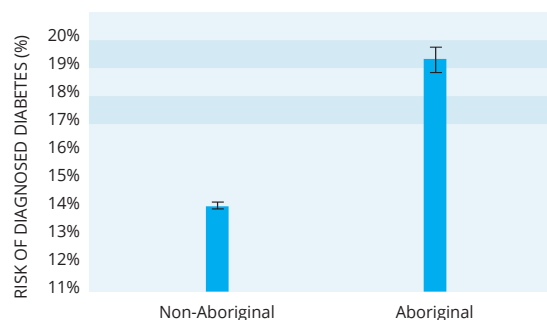
Diabetes disproportionately affects the most vulnerable in our community, exacerbating health disparities. This is evident in the higher incidence of diabetes and its complications among disadvantaged groups within WSLHD.

Disparity Among Aboriginal People

The Aboriginal community, despite being younger on average, faces a 50% higher risk of diabetes diagnosis compared to non-Aboriginal people.

Hospital data reflects this, showing nearly 20% of Aboriginal patients diagnosed with diabetes, against 14% in non-Aboriginal patients.

Risk of diabetes in Aboriginal people admitted to WSLHD, corrected for age and sex

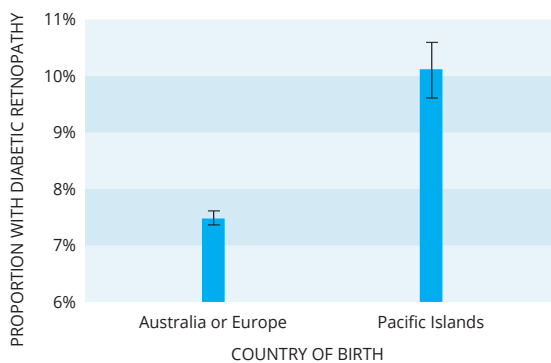


Diabetes rates are far higher in the Aboriginal community in hospital than in people who do not identify as Aboriginal

Vulnerable Groups at Increased Risk

This trend extends to other vulnerable populations. For instance, individuals from the Pacific Islands, even after diabetes diagnosis, have a 40% higher risk of diabetic retinopathy compared to those born in Australia or western Europe. This highlights a greater burden of disease management and control.

Diabetic retinopathy in people with diabetes admitted to WSLHD by country of birth, corrected for age and gender



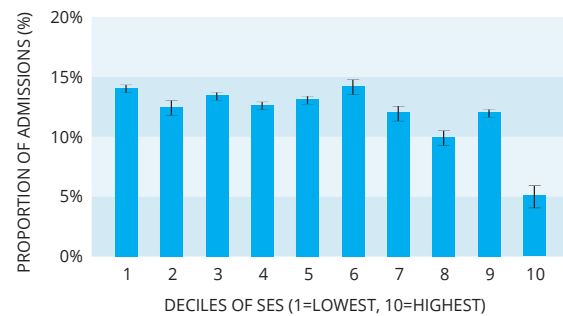
Diabetic retinopathy rates are much higher for people who come from the Pacific Islands

Country of Birth and Diabetes Risk

Our analysis indicates that country of birth is a significant diabetes risk factor. People born in India, China, Africa, South-East Asia, and the Middle East have higher diabetes risks than those born in Australia, Europe, and North America. This pattern likely extends to second and third-generation immigrants (see table below).

Socio-Economic Status and Diabetes Prevalence

Rate of diabetes in hospital in WSLHD admissions 2018-22 by SES, corrected for age and sex n=618,959



Rates of diabetes in hospital decrease as the average wealth of a suburb increases

Socio-economic status (SES) also plays a crucial role. People in lower-income areas are more likely to have diabetes. Residents from the highest SES neighbourhoods in WSLHD have a much lower hospitalisation rate for diabetes than those in lower SES areas.

Addressing Social Determinants

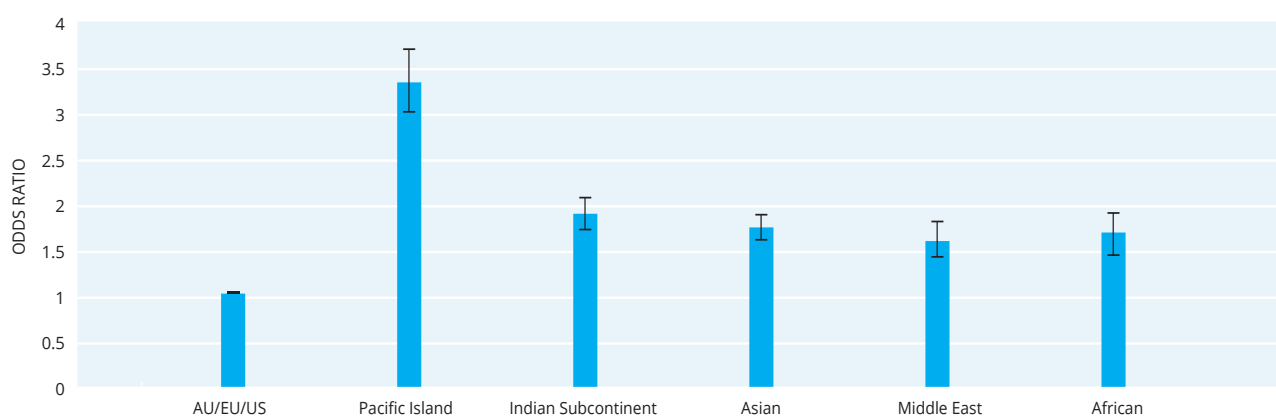
Combatting these social determinants of diabetes is essential for equitable and effective care and management of the disease.

NSW's Future Health

Projected Healthcare Demands

NSW anticipates a near doubling of healthcare needs over the next decade, primarily driven by chronic diseases like diabetes. Direct healthcare costs for diabetes alone are expected to reach at least \$22 billion between 2022-2030 (14).

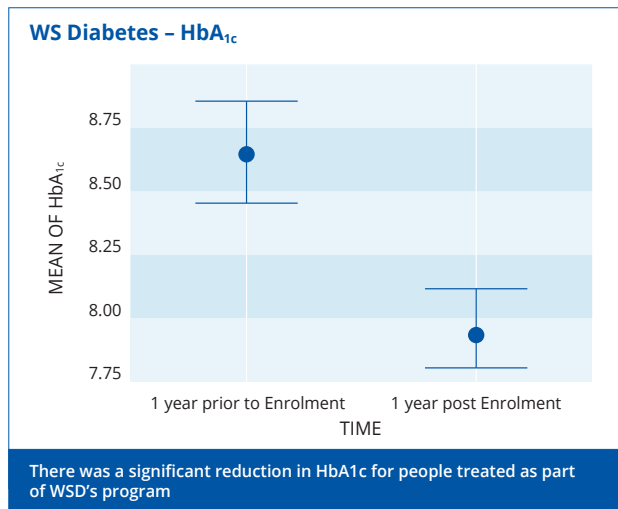
Risk of having type 2 diabetes based on country of birth



People from culturally diverse backgrounds are much more likely to have diabetes.

Specialist Outreach to Primary Care

NSW is focusing on specialist outreach to primary care as a foundational activity to meet the increasing demand for diabetes services. A 2020 review of the WSD case conferencing program demonstrated its effectiveness, with a significant drop in HbA1c levels in patients after attending a conference.



Conclusion: Addressing the Diabetes Epidemic in western Sydney

The diabetes epidemic in western Sydney is a looming crisis that demands immediate and sustained attention. With a prevalence rate surpassing national averages, the region faces an urgent challenge. Diabetes, often overshadowed by more immediate health issues, is silently driving up healthcare costs and resource use. Our findings reveal that without proactive measures, this epidemic will place an even greater strain on our healthcare system, both financially and in terms of service capacity.

The current investment in diabetes prevention, detection, and management is insufficient. Despite governmental efforts since declaring diabetes a National Health Priority in 1997, the prevalence continues to rise. This situation is particularly dire in western Sydney, a region with diverse and often disadvantaged communities disproportionately affected by diabetes.

To combat this, we call for a strategic, long-term approach that prioritises diabetes as a critical health issue. This includes ramping up efforts in early detection and comprehensive treatment, especially in high-risk populations like Indigenous Australians, who are significantly more affected by the complications of diabetes. An increased focus on lifestyle interventions is essential to prevent type 2 diabetes.

The time for action is now. We urge government and health authorities to adopt a multi-sectoral approach that aligns with Australian and the United Nations resolutions, ensuring a robust and effective diabetes strategy. As we navigate the post-pandemic landscape, the diabetes epidemic in

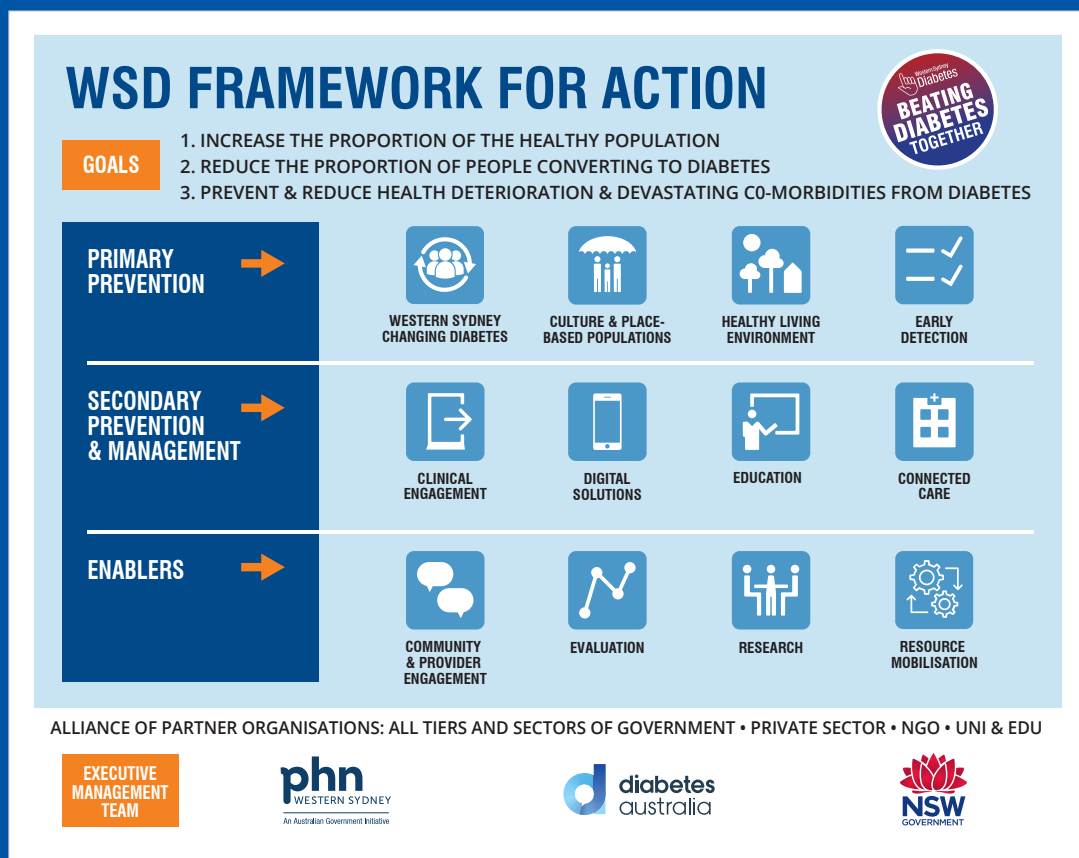
western Sydney stands as a stark reminder of the need for enduring health solutions. Only through collective effort, encompassing societal support and governmental leadership, can we hope to curb this escalating crisis and secure a healthier future for the region and beyond.

References

1. Australian Diabetes Map, Diabetes Australia, <https://www.diabetesaustralia.com.au/health-professionals/> (Updated: 06/10/2015).
2. Astell-Burt T, Feng X, Kolt GS, McLean M, Maberly G, *Understanding Geographical Inequities in Diabetes*, Diabetes Research and Clinical Practice, 2014;106(3):e68-e73.
3. Meyerowitz-Katz G, Seelan S, Gaur P, et al., *Detecting the Hidden Burden of Pre-Diabetes and Diabetes in Western Sydney*, Diabetes Research and Clinical Practice, 2019.
4. *Diabetes Management in NSW – Case for Change*, NSW Government, Health NMO, Sydney: 2020.
5. *Diabetes In Australia*, Australian Institute of Health and Welfare, <https://www.aihw.gov.au/reports-data/health-conditions-disability-deaths/diabetes/overview>, 2022.
6. *Diabetes: The Silent Pandemic and Its Impact on Australia*, Diabetes Australia, 2015.
7. *National Health Survey - Diabetes*, Australian Bureau of Statistics, <https://www.abs.gov.au/statistics/health/health-conditions-and-risks/diabetes/2022>, Canberra, ACT: 2023.
8. *Admitted Patient Care 2017-18: Australian Hospital Statistics*, Australian Institute of Health and Welfare, Canberra: AIHW, 2019.
9. *Overweight and Obesity*, Australian Institute for Health and Welfare, <https://www.aihw.gov.au/reports-data/behaviours-risk-factors/overweight-obesity/overview>, 2022.
10. *Burden of Lower Limb Amputations Due to Diabetes in Australia: Australian Burden of Disease Study 2011*, Canberra: Australian Institute of Health and Welfare, 2017.
11. Lean MEJ, Leslie WS, Barnes AC, et al., *Primary Care-led Weight Management for Remission of Type 2 Diabetes (DiRECT): An Open-label, Cluster-randomised Trial*, The Lancet, 2018;391(10120):541-51.
12. Laws RA, Vita P, Venugopal K, et al., *Factors Influencing Participant Enrolment in a Diabetes Prevention Program in General Practice: Lessons from the Sydney Diabetes Prevention Program*, BMC Public Health, 2012;12(1):822.
13. Vita P, Cardona-Morrell M, Bauman A, et al., *Type 2 Diabetes Prevention in the Community: 12-Month Outcomes from the Sydney Diabetes Prevention Program*, Diabetes Res Clin Pract, 2016;112:13-9.
14. *Future Health: Guiding the Next Decade of Care in NSW 2022-2032*, NSW Government, Health N, <https://www.health.nsw.gov.au/about/nswhealth/Pages/future-health.aspx>, Sydney: 2022.



FRAMEWORK FOR ACTION



WSD Framework for Action Overview

Established in 2014 within WSLHD, WSD stands out due to its leadership and partnership with five key organisations: WSLHD, Western Sydney Primary Health Network (WSPHN), NSW Department of Planning and Environment (DPE), Diabetes Australia, and previously PwC.

Strategic Alliance and Core Team

WSD's success is bolstered by an active Alliance of over 140 partner organisations across various sectors, including government, private sector, education, and NGOs, collaboratively working towards common goals. The core team, dedicated and skilled, plays a vital role in implementing the program alongside these partners.

Comprehensive Action Domains

The WSD Framework for Action, the foundation of our initiatives, is segmented into three primary sections:

1. **Primary Prevention:** Key initiatives include Western Sydney Changing Diabetes, focusing on culture and place-based populations, promoting a healthy living environment, and early detection strategies.

2. **Secondary Prevention and Management:**

This encompasses clinical engagement, leveraging digital solutions, educational outreach, and fostering connected care.

3. **Enablers:** These are essential support elements like community and provider engagement, evaluation, research, and resource mobilization.

Adaptive and Dynamic Approach

Annually, WSD revises its Framework to align with the evolving nature of its programs. This year, refinements reflect four domains of work within the three categories, ensuring a more targeted and effective approach.

Annual Implementation and Reporting

To maintain a systematic approach, WSD develops an annual implementation plan, allocating resources to fulfill the Framework's objectives. Progress and achievements are meticulously monitored and reported in the annual Year in Review publication, providing a transparent and detailed view of our efforts. These reports and supplementary materials are available on our website for a comprehensive understanding of our initiatives.

About our Team

Leadership Team

At the helm, WSD has a senior leadership team guided by four key organisations. Our leadership structure includes the General Manager (GM) of Integrated and Community Health at WSLHD and the Chief Executive Officer (CEO) of WSPHN, who co-chair the Executive Management Team (EMT).

The EMT benefits from the dedicated support of a secretariat, including the Director and the Program Manager of WSD, alongside the Director of Primary Care Transformation and Integration at WSPHN.

We would like to take a moment to express our deep gratitude to Ray Messom, CEO, WSPHN for his exceptional leadership in WSD. Ray will be returning to Canada in February 2024. His contribution has been invaluable, and we wish him all the best. We eagerly anticipate the arrival of his successor to continue driving our mission forward.

Core Teams

WSD Leadership:

- Director: Prof Glen Maberly
- Program Manager: Sumathy Ravi

Prevention Team:

- Manager: Janine Dawson (will be leaving us in February 2024)

Clinical Teams:

- Manager: Blacktown and Mount Druitt: Dr Rajini Jayaballa
- Manager: Westmead: Dr Cecilia Chi

Enabling Team:

- Epidemiologist: Gideon Meyerowitz-Katz
- eEngagement and Education Manager: Heloise Tolar

Our core team includes a Nurse Practitioner, Diabetes Educators, Dietitians, a Research Nurse, General Practitioner, Visiting Medical Officers (GP VMOs), and

our indispensable Administration team, forming the backbone of our organisation.

WSPHN Team:

- Director of Primary Care Transformation and Integration
- Senior Program Manager of Primary Care Development and Delivery
- Primary Care Development Manager/Coach

Each member plays a pivotal role in our collective effort to combat diabetes.

For more information about our team members, including detailed profiles, please visit the WSD website.

Tributes

Ray Messom



Ray Messom.

As Ray Messom prepares for his departure in February 2024, we reflect on his extraordinary tenure as the CEO of WentWest, the Western Sydney Primary Health Network. Ray has been a pivotal figure in western Sydney, providing visionary and gracious leadership. His influence extends beyond local boundaries, earning recognition across Australia.

His dedication and leadership as co-chair of WSD have been instrumental in driving forward our shared goals.

His decision to return to Canada to be closer to family marks the end of a significant chapter with WentWest and WSD.

We deeply appreciate Ray's commitment and generosity throughout his tenure. His departure will leave big shoes to fill, but we are excited to welcome his successor to continue the legacy he has helped build.

We extend our heartfelt gratitude to Ray for his invaluable contributions and wish him and his family all the best in their future endeavours.



WSD and the team from the WSPHN at their new offices.

Janine Dawson



Janine Dawson.

As Janine Dawson prepares to embark on her new journey with the WLG, we take a moment to honour her remarkable seven-year journey as the Manager of Prevention at WSD. Janine has been a cornerstone in our strategy development and a driving force behind the WSD Leadership Alliance, focusing heavily on prevention partners. Under her leadership, the Alliance has flourished, actively engaging in initiatives centred around food, physical activity, schools, and the healthy built environment.

Janine's contributions have been pivotal in the growth of the WSCD initiative, garnering substantial support from the WLG and Novo Nordisk. Her presence at the Workers Blacktown Club, leading numerous programs highlighted in this Year-in-Review, has been a testament to her dedication and leadership.

As we bid farewell to Janine, we acknowledge the immense challenge ahead in filling her role. Her departure leaves a significant gap in our prevention efforts, but we are grateful for the lasting impact she has made. We will deeply miss her work, leadership, and friendship. We extend our best wishes to Janine in her new role and look forward to her continued engagement as we accelerate our work, especially with the 2kg Challenge campaign.

Sadhna Singh



Sadhna Singh.

Sadhna took the opportunity to join our team in a secondment role as the administration officer from January to November 2023. Whilst advancing her administrative skills, Sadhna provided great support to the WSD team, especially with collation of data collected from participants and communication to their GPs for diabetes detection work.

As Sadhna returns to her substantial position with WSLHD's Imaging Department, we wish her all the best for her current and future advancements in achieving her goals.

Misty Kucherik



Misty Kucherik.

Misty joined the team in May 2020 as the part-time clinical dietitian, 0.2 FTE based in Mount Druitt Community Health Centre. Misty provided individualised care to improve patient's diabetic outcomes. Misty finished her time with the WSD team in January 2024, to take on a new role closer to home. We wish Misty all the best in her new role and

know she will enjoy the reduced commute and extra hours with her family.



Prof Glen Maberly receiving his award from HLT.



Mount Druitt Nurse Practitioner Ana Murugesan with her Kindness Award.

Awards

Prestigious Recognition: ClubsNSW Award

On May 18, the Western Sydney Changing Diabetes (WSCD) initiative was recognised in the prestigious ClubsNSW Clubs and Community Awards.

WLG was awarded the Health Care category award for the impactful campaign launched in December.

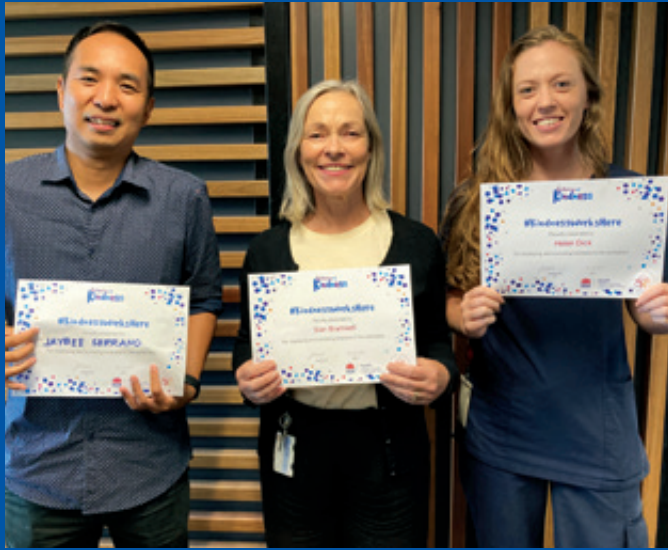
Recognition of WSD Diabetes Educators and Nurse Practitioner

In December the WSD Nursing team of Nurse Practitioner Anandhi Murugesan, Credentialed Diabetes Educators Jaybee Serrano and Sian Bramwell, and Research and Virtual Care nurses Helen Dick, were presented with a 'Kindness Works Here Award' for displaying and nurturing kindness in the workplace.

Recognition of Prof Glen Maberly as Director

On behalf of the team Professor Glen Maberly received awards from:

- Healthy Living Toongabbie for his leadership and ongoing support as a founding member; and
- The Tamil Arts and Cultural Association (TACA) for WSD's support of the Chitrai Festival.



CDE Jaybee Serrano, CDE Sian Bramwell and Research and Virtual Care Support Nurse Helen Dick received Kindness Awards.



Prof Glen Maberly is presented with a certificate by TACA.



WSD's Glen Maberly and Janine Dawson joined the WLG board members to receive the ClubsNSW Award.

PRIMARY PREVENTION



Western Sydney Changing Diabetes: a Collaborative Force

Launch and Mission of WSCD

In December 2022, the Western Sydney Changing Diabetes (WSCD) initiative was launched as a five-year public-private-civic partnership. This collaboration unites WSD, Workers Lifestyle Group (WLG), and Novo Nordisk, with a shared mission to combat diabetes in western Sydney. This partnership elevates our community engagement and prevention efforts to new heights.

Financial Commitment and Community Reach

Through this partnership, WSD taps into WLG's extensive membership of approximately 53,000 individuals, many of whom are at risk of or are already managing diabetes. This access is pivotal for directing targeted interventions and support within the community.

Extended Collaborations

Our collaboration doesn't stop there. Together with WLG and Novo Nordisk, WSD has expanded its engagement to include various stakeholders, including WSD Alliance partners. These relationships are key to keeping diabetes and overall well-being as focal points for both local and state entities, promoting a holistic approach to this health challenge.

Global Network and Knowledge Exchange

Joining Novo Nordisk's 'Cities Changing Diabetes' network links us to over 160 partners globally. This international alliance has already fostered more than 50 research studies and over 40 initiatives in health promotion and diabetes prevention. Being part of this network offers invaluable opportunities for exchanging knowledge, learning from global best practices, and co-developing innovative solutions in diabetes care.

GP Evening: Celebrating Partnerships in Healthcare



Prof Glen Maberly chats with GPs.



GPs and dietitians at the GP Evening.



ICH General Manager Jasmin Ellis (second from right) presents a certificate to Dr Kean-Seng Lim from Mount Druitt Medical Centre.



WSD CDE Sian Bramwell leads a table discussion with GPs.



Panelists at the 2kg Challenge planning event.



Health Minister Ryan Park MP presents to the audience.



WSLHD Acting CE Dr Rebecca Nogajski and WSLHD Board president Loretta Di Mento.



Blacktown MP Stephen Bali with community leaders and Alliance members.

Acknowledging Health Professionals

On May 10, a dinner was held to honour the invaluable support of over 80 health professionals, including GPs, dietitians, and practice staff, who have been instrumental in WSD's initiatives. This event was a gesture of gratitude for their dedicated collaboration.

Jasmin Ellis, the General Manager of Integrated and Community Health, presented plaques to 20 practices, to commend them for their involvement in various initiatives such as case conferencing, participation in forums, referral provision, and engagement in community programs.

Vision Presentation for WSCD

The evening featured a presentation on the vision of WSCD. Key figures from the three principal partners of WSCD – WSD Director Prof Glen Maberly, WLG CEO Morgan Stewart, and Dr Ana Svensson from Novo Nordisk – shared insights on their organisations' involvement and commitment to combating the diabetes epidemic in western Sydney.

Sharing Detection Program Results

Attendees were briefed on the alarming findings from the detection program, which highlighted the significant number of residents at risk or living with diabetes, many of whom were previously unaware of their condition.

Discussing the 2kg Challenge campaign

The event also served as a platform to introduce the '2kg Challenge' campaign. This initiative was enthusiastically adopted by GP practices, offering a tangible approach for GPs to tackle the diabetes epidemic within their patient communities.

Interactive Discussions

The evening was not just about presentations but also fostered interactive discussions. Topics covered included the benefits of case conferencing, the role of CGMs in patient education, and an introduction to the upcoming 2023 Masterclass series.

2kg Challenge Concept Campaign: Strategic Planning and Multifaceted Approach

Campaign Planning and High-Level Support

The planning meeting for the '2kg Challenge Campaign' on June 19 was a significant step towards addressing diabetes in western Sydney.

Key attendees, including Health Minister Ryan Park MP and local state politicians, gathered at Workers Blacktown, demonstrating high-level support for this initiative. The meeting focused on mobilising partners and strategising the campaign. A highlight video of this event is available on the WSD website, showcasing the energy and commitment behind this campaign.

Campaign Strategies and Collaborative Efforts

The 2kg Challenge campaign adopts a multifaceted approach, involving:

- **Mobilising Partners:** Collaboration across health, community, food, and activity sectors.
- **Unified Engagement:** Interconnecting sectors to foster a health-forward environment.
- **Embracing Health:** Encouraging individuals to adopt healthier lifestyles.
- **Celebrity Champions and Advocates:** Utilising influential figures to inspire and motivate.
- **Comprehensive Communication:** Blending professional PR with grassroots engagement.
- **Multi-Tiered Intervention:** Incorporating various programs and collaborations.
- **Data-Driven Evaluation:** Employing a robust data gathering strategy.
- **Effective Program Management:** Led by a dedicated Leadership Group.

Recognition and Future Opportunities

The motion moved by Mr Bali in NSW Parliament on June 28, 2023, highlights western Sydney's status as a diabetes hotspot. This motion underscores the importance of community-initiated solutions supported by government, business, and community organisations. The collaboration of WSD, WSLHD, Novo Nordisk, Workers Blacktown, and WentWest (WSPHN) was notably commended.

This recognition opens doors for state and federal governments to align efforts in combating diabetes. Such a unified approach amplifies the impact of the initiatives and sets a precedent for other regions to follow.

Line Dancing: A Rhythmic Approach to Health under WSCD

Initiation and Community Feedback

In response to club members' input during National Diabetes Week 2022 at Workers Blacktown, line dancing emerged as a favoured activity for promoting health.

Capitalising on this enthusiasm, free weekly beginner line dancing classes were launched in National Diabetes Week 2023.



Line dancing classes.

Class Structure and Participation

Led by Josh Talbot, these sessions attracted considerable interest, with an attendance of 30-40 dancers each week. Over six months, participants mastered eight different dances. To further engage and encourage participants, a video link was provided for practicing steps between classes, motivating many previously inactive individuals to embrace regular physical activity.

Extension and Impact

These line dancing classes have proven to be more than just a fun activity; they have fostered friendships, enhanced physical and mental fitness, and created a vibrant community space for participants to enjoy themselves while staying active.

Engaging the Community about Western Sydney Changing Diabetes

Thanks to this partnership, WSD enjoyed a huge boost in activity in 2023. A weekly Communications Strategy Group was formed to encourage constant collaboration with Novo Nordisk, WLG and WentWest's PR and marketing teams.

Communication proved crucial in helping successfully deliver the WSCD programs and promote to residents the fun and healthy activities in which they could participate, such as cooking demonstrations, line dancing classes as well as the detection program.

A full-time dietitian joining the team saw an increased number of talks and presentations alongside the primary prevention team on nutrition and healthy eating on a budget.

The club used their social media platforms and club newsletters to promote the detection activities which proved to be an extremely good learning experience in terms of understanding what people want to learn from us (diet/nutrition/medications) and led to regular monthly information displays.

Advice to help slash your risk of diabetes

WITH 13 per cent of adults suffering from Type 2 Diabetes in Cumberland, with the disease twice as prevalent here as elsewhere in Sydney, Western Sydney Diabetes (WSD) will give a 'Diabetes Healthy Eating and Detection Program' talk at Merrylands Library next week.

NSW Health has said that diabetes disproportionately impacts lower socio-economic and culturally diverse communities and is up to four times more common in those from Arabic, Asian and Pacific Islands backgrounds and the Aboriginal community.

WSD was established by Western Sydney Local Health District in response to the growing threat diabetes poses to our community's health.

WSD Prevention Manager Janine Dawson said getting outdoors, keeping active and eating well all contributed to preventing the disease.

"Early detection is key," she said. "WSD is encouraging adults to go to their GP and get a blood test if they have a family history of diabetes, an inactive lifestyle, are overweight, had diabetes during pregnancy, or are from a high-risk cultural group."

During the talk, Senior Clinical Dietitian Victoria Silvestro will discuss healthy eating on a budget with tips to stretch your food dollar further.

"You can also have a fun ginseng test on the day to check if you are in danger - it doesn't require fasting and is a quick indicator of diabetes," Victoria said.

Victoria said we all need to have a diet rich in the five food groups - vegetables, fruit, grains, dairy and proteins including eggs, nuts, seeds, fish and tofu.

"If left untreated, diabetes can result in heart, kidney, eye and foot damage," she said.

Free, the talk is on Wednesday, September 20, 2-3.30pm.

More info: cumberland.nsw.gov.au.

An article on the nutritional talks in the Auburn Review.

We are pleased to announce that the Workers Lifestyle Group has been selected as a finalist with seven nominations in six categories at the upcoming 2023 Clubs & Community Awards.

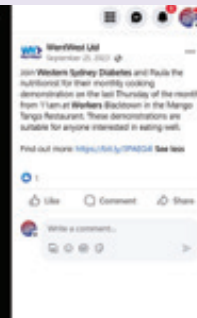
These prestigious awards recognise the fantastic work done by clubs across NSW in collaboration with local communities. Our contributions in various categories, including Arts & Culture, Education, Health Care, and Mental & Social Wellbeing have been recognised by the judges.

We are proud of our involvement in initiatives such as RYSA, Recognising Blacktown - Reconciliation Action Plan, Talent Development Program, Western Sydney Changing Diabetes, and Prevent the Cycle of Domestic & Family Violence. Additionally, we are delighted to see the outstanding work of our President, Kay Kelly, being acknowledged.

#workerslifestylegroup #workers #clubsandcommunityawards #cca



Social media posts used by Workers Blacktown, WentWest and WSD to promote WSCD activities and the 2kg Challenge Launch.



National Diabetes Week 2023: A Focus on Prevention under WSCD



The WSD team during NDW 2023 at the Workers Blacktown with WLG Board director Murray Searle (far right).



The SiSU Health station at the Club.



Victoria Silvestro carries out a detection test at Parramatta Library.



Nutritionist Paula Escudero ran an extra cooking class.

Event Overview and Activities

National Diabetes Week (NDW) 2023 was marked with a vibrant return to Workers Blacktown, focusing on the theme of prevention. Throughout the week, club members and guests were invited to participate in various health-promoting activities.

HbA1c Testing and Awareness

A key feature was the HbA1c testing conducted in the club's foyer. Many seized this opportunity to ascertain their diabetes status and gain insights into lifestyle modifications for diabetes prevention.

Collaboration with TAFE NSW Students

Students from TAFE NSW played an integral role in supporting the detection initiative. Their involvement included assisting with the testing process, managing consent forms, and encouraging club members to participate in the health checks.

SiSU Health Stations

People also took advantage of the free community health checks on the SiSU Health stations, which provide comprehensive health assessments. These stations offer insights into vital health metrics such as blood pressure and heart risk, contributing to a holistic understanding of their overall health. Almost 5000 health checks were carried out in a year.

Educational Sugar Display

A daily sugar display was a highlight, visually demonstrating the sugar content in popular foods. This interactive exhibit was effective in engaging members, spurring conversations about diet, and imparting simple strategies for nutritional improvement.

Engaging Health Activities

The week featured the launch of free weekly beginner line dancing classes, adding a fun and active element to the event. Additionally, a cooking demonstration was held, further encouraging members to engage in enjoyable activities while embracing healthier lifestyle choices.

Mobilising Public Awareness

Promotion for NDW was carried out via:

- Local media – Greater Blacktown News
- WSLHD's *The Pulse*
- Social media: WentWest; Workers Blacktown; WSLHD's and WSD's Facebook and LinkedIn pages;
- SiSU promoted NDW on its LinkedIn and internal newsletters; and
- WSLHD's Population Health on social media platform Nextdoor (top right).



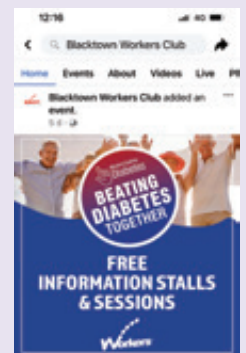
Examples of promotional support for National Diabetes Week.



NDW coverage in the Blacktown Independent.



NDW promoted in The Pulse by WSLHD.



Workers Club promoting NDW on Facebook.



LinkedIn post promoting NDW.



SiSU promoting NDW on LinkedIn.

Media Spotlight

This accolade garnered considerable media attention, highlighting the collaborative efforts and achievements of the campaign. Three representatives from Workers Blacktown and WSD were interviewed for a five-minute segment on Channel Nine news at **6pm on July 6, 2023** with a news story from journalist Annalise Bolt and the *Daily Telegraph* and *Blacktown Advocate* journalist Joanne Vella. Both celebrated the extensive work being undertaken as part of the WSCD partnership, showcasing the breadth and impact of the initiative.



Online article in the Daily Telegraph and Blacktown Advocate.



Club member Brenda Simms chats with CDE Sian Bramwell about getting a HbA1c test.



Janine Dawson filming the Ch Nine segment for Western Sydney Changing Diabetes.

Active Participation of Alliance Members

Members of the WSD Alliance have played a pivotal role in various aspects of our work, showcasing remarkable collaboration and commitment. We extend our heartfelt thanks to the following partners for their invaluable contributions:

- **University of Newcastle:** For supporting our detection efforts with the innovative 'No Money, No Time' program.
- **CSIRO:** For providing essential resources for the Healthy Recipe Book.
- **Heart Foundation:** For its involvement in multiple projects, including GP Walking Groups and the detection project.
- **parkrun:** For developing tailored information and initiatives specific to Western Sydney.
- **Blacktown City Council:** For leading initiatives in urban greening and environmental health.
- **TAFE NSW and Australian Catholic University (ACU):** For supplying student volunteers to assist with our detection program.
- **WS Moving:** For integrating WSD into its network, promoting exercise and physical activity in the community.
- **PwC:** For their generous pro bono support in conducting WSD's Cost Benefit Analysis.
- **SydWest:** For supporting the 2kg Challenge campaign concept.
- **Reclink:** For providing staff to trial activity programs at Workers Blacktown.

Event Participation and Engagement

Our interactive displays have successfully engaged communities at various events, including:

- Mount Druitt Hospital during Hospital Week.
- Workers Blacktown throughout Dementia Week.
- The Older Women's Network in Rooty Hill for Senior's Week.
- Blacktown City Council's Senior's Lunch, where more than 400 individuals interacted with our displays.



Mark Scott from Novo Nordisk, Janine Dawson, and Graham 'Buzz' Bidstrup at the Blacktown City Council's Seniors Week Event.

Education Booklets

Healthy Living Options: A Guide to Wellness Resources

Introduction to the Booklet Series

Western Sydney residents have access to a range of health and exercise programs, detailed in a series of booklets. These programs, which are either free or offered at a minimal cost, are designed to promote well-being and healthy living in the community.

Popularity and Utility

These booklets have garnered popularity among both health professionals and consumers, serving as a valuable resource for exploring various health and fitness options.

Latest Edition and Updates



Healthy Living Options 2023 cover.

The latest edition, released in late 2023, includes updates on the diverse array of programs available. It reflects the significant changes that have occurred in both face-to-face and online offerings over the past two years, ensuring that the information is current and relevant.

Healthy Living Options Recipe Booklet: A Culinary Guide for Healthy Living

(Adapted from the CSIRO low-carb diet plan)

WSD has established a fruitful collaboration with the CSIRO team responsible for the Wellbeing Diet and, more recently, the Low Carb Diet. The impact of these diets on individuals with diabetes has been well-documented and is highly regarded in the field.

Creation of the Low Carb Recipe Book



Cover of the HLO Recipe Book.

In our endeavour to disseminate this valuable dietary information to those with or at risk of diabetes, WSD has developed a Low Carb Recipe Book. This booklet is a part of our *Healthy Living Options* series and aims to make dietary management more accessible and practical.

Content and Collaboration

Working closely with the diet's author, Professor Grant Brinkworth, we have compiled a comprehensive guide. The booklet includes a summary of the research behind the diet and detailed descriptions of the dietary approach. Additionally, it features 15 delectable low carb recipes, collectively titled the *Healthy Recipe Book*.

Popularity and Practical Application

This booklet has gained immense popularity among health professionals and consumers alike. It serves as an informative and practical tool for understanding and trying low carb diets at home.

Impact on Local Eateries

Leveraging our relationship with CSIRO, Workers Blacktown was able to incorporate healthy meal options based on the low carb diet into their restaurant and café menus. This initiative has broadened the reach of healthy eating habits in the community.

Access to Booklets

The *Healthy Living Options* series is readily accessible online. Interested individuals can visit the WSD website at to explore these informative guides.

Cost Benefit Analysis by PwC: Evaluating the Impact of Prevention Interventions

Overview and Purpose

PwC prepared a detailed Cost Benefit Analysis to evaluate the cost-effectiveness of various prevention interventions aimed at combating diabetes in western Sydney. This analysis plays a pivotal role in understanding the economic implications of these health initiatives.

Intervention Strategies and Potential



The cover of the PwC Cost Benefit Analysis report.

The analysis encompassed a range of interventions, some of which, like walking groups and community gardens, are already making a difference in western Sydney. Scaling up these existing programs could yield significant benefits. Additionally, the analysis explored the potential of new interventions, such as community dancing programs, which have the capacity to substantially reduce the incidence of diabetes in a relatively short timeframe.

Economic Benefits and Investment Justification

The CBA findings are striking: with an initial setup cost of \$19.5 million, a net benefit of \$518.6 million could be realised. Given the annual cost of diabetes in western Sydney, which amounts to \$1.8 billion, this investment in prevention interventions emerges as a critical priority.

Promotion and Accessibility of CBA

This comprehensive CBA has been presented to the State Government and was also submitted to the Parliamentary Inquiry into diabetes. For detailed insights, the full report is available at Western Sydney Diabetes CBA.

World Diabetes Day: Raising Awareness through Interactive Activities

Celebration and Educational Activities

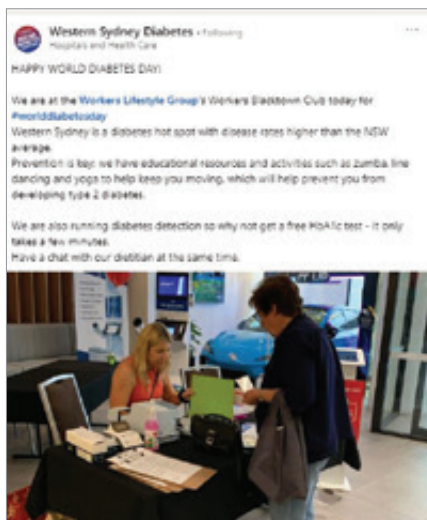
World Diabetes Day was marked by WSD on November 14 with a range of activities at Workers Blacktown aimed at increasing awareness and education about diabetes (see main photo next page).

Interactive Food Display

One of the key attractions was an interactive food display, inviting members and guests to create their version of a healthy plate using various food models. This hands-on activity was designed to educate participants about balanced nutrition and portion control.

Practical Takeaways and Dietary Advice

Participants were given portion plates to take home, enabling them to apply their newfound knowledge in daily life. WSD dietitian Victoria Silvestro was on hand to offer expert advice on healthy eating. Additionally, free recipe books based on the CSIRO low-carb diet and the HLO Affordable Food booklets were distributed. These resources provided valuable tips on maintaining a healthy yet cost-effective diet.



WDD was heavily promoted on partner's social media channels.

Engagement in Health and Fitness Classes

Members were also encouraged to sign up for the club's monthly healthy cooking classes and weekly line dancing sessions. The day included free Zumba and yoga classes, giving a preview of the regular classes potentially on offer in 2024.



Culture and Place-Based Populations

Targeted Community Focus

WSD prioritises interventions in specific at-risk populations in western Sydney, including Aboriginal and Torres Strait Islander, Indian, Chinese, and Filipino communities. Our approach involves developing localised strategies to effectively address diabetes. Key focus areas include Toongabbie and Blacktown, where we've seen notable progress and learning opportunities.

Healthy Living Toongabbie (HLT)

Established four years ago, HLT consists of local health practitioners, business people, cultural leaders, and residents dedicated to diabetes education and promoting healthier food choices. Their activities include:

Australian Tamil Chamber of Commerce (ATCC) Walk-A-Thon (January 29): Over 50 people participated in this event at Mana Shelter, Parramatta Park, raising \$2000 for HLT initiatives.

HLT Community Events:

Healthy Barbecue Event (February 19): More than 80 people attended this event at Pendle Hill and enjoyed healthy food, expert talks on diabetes, and yoga and Zumba sessions. It was also attended by Federal Parramatta MP Andrew Charlton and State Prospect MP Hugh McDermott.



Federal MP for Parramatta Andrew Charlton (third from left) with the HLT committee.

WSD & HLT Stall at TACA Annual Festival (May 7):

The team interacted with festival-goers at Stanhope Leisure Centre, Blacktown, testing almost 60 people for diabetes and discussing healthy living options.



Dietitian Victoria Silvestro and WSD Primary Prevention Manager Janine Dawson at the World Diabetes Day stall at Workers Blacktown.

Don't Wait to Lose Weight Community Forum (October 26): Hosted at Toongabbie Sports Club, this event educated over 70 people about the impact of weight on diabetes. Presentations were made by health experts, including Dr Ramy Bishay and David Inglis, along with WSD's Janine Dawson and dietitian Victoria Silvestro.

Annual General Meeting (November 3, 2023): HLT held its AGM, re-electing committee members and welcoming new ones, reinforcing its commitment to community health.

Raising awareness and engagement of Priority and Place-Based Populations

On behalf of HLT, WSD promoted both the Healthy Living Barbecue and its healthy eating community forum on October 26 respectively through both social media and print media channels.



HLT article in the Western News on the HLT Barbecue.

Aboriginal and Torres Strait Islander Communities: Comprehensive Engagement and Collaboration

Strategic Collaborations and Presentations Diabetes and Aboriginal Health Steering Committee

Co-chaired by Belinda Cashman and Professor Glen Maberly, this committee has influenced diabetes care strategies for four years.

Presentations at WSLHD and ACI Meetings: Gideon Meyerowitz-Katz and Aruni Ratnayake presented at the WSLHD Aboriginal and Torres Strait Islander staff conference. Belinda and Aruni presented at ACI's Diabetes in Community for Aboriginal People (DiCAP) project meeting, highlighting the prevalence of diabetes and discussing the steering committee's work.

Engagement with Health Teams

Meetings with Western Sydney Integrated Team Care (WSITC): Discussions with WSITC focused on support strategies for clients, including a separate diabetes community clinic and cultural assistance at the Monday clinic at Mount Druitt Community Health Centre.

Diabetes in Pregnancy Outreach Clinic: Coordination of meetings at the Aboriginal Health Hub and Department of Diabetes & Endocrinology BMDH for better stakeholder engagement.

Conferences and Community Events

- **NSW Aboriginal Chronic Conditions Conference:** Presentation by Belinda and Aruni on engaging key stakeholders for solutions for diabetes reduction in western Sydney's Aboriginal communities.
- **Close the Gap Day 2023:** A Koori cooking challenge at the Aboriginal health hub, with Aruni as a judge.
- **NAIDOC Week Participation:** Involvement in events at Kimberwalli in Whalan and Riverstone, including diabetes detection activities.
- **Elders Olympics and Men's Health Expo:** Feedback on the Monday Aboriginal clinic flyer and discussions about diabetes prevention using the Feltman tool.

Future Planning and Partnerships

Close the Gap Day 2024: Preparations for the event at Whalan Reserve, emphasising holistic health from a cultural viewpoint. This event will be in partnership with the Aboriginal Executive Unit, Aboriginal Health Unit, the Indigenous Marathon Foundation – Running and Walking Australia (IMF – RAW) Mount Druitt group, and Blacktown City Council.

Focus on Comprehensive Well-being

These initiatives underscore WSD's commitment to addressing diabetes in Aboriginal and Torres Strait Islander communities through strategic collaborations, community engagement, and cultural sensitivity. The focus is on enhancing physical, social, emotional, cultural, and spiritual well-being for individuals, families, and the broader community.



Aruni Ratnayake (left) and Prof Glen Maberly with staff from WSITC. I-r Kim Mafi, Stephanie Yates and Sonya Cameron.



I-r Natalie Richards (ACI), Carol Muthunesan, Aruni Ratnayake (WSD, WSLHD) Lynette Mieni, Andrew Fraser, Belinda Cashman (all WSLHD) and Kiel Hennessey (ACI).



Aruni Ratnayake was a guest speaker and panelist at the ADHIKA Inc health forum.

Filipino Community Engagement: Raising Awareness and Collaboration

Health Forum Participation and Presentation

International Women's Day Celebration: On March 18, Aruni Ratnayake was a guest speaker and panelist at a health forum organised by ADHIKA Inc. at Dooleys Catholic Club, Regents Park, celebrating International Women's Day. This forum, hosted by Josie Musa, President of ADHIKA Inc., was an essential platform for discussing the rising rates of diabetes within the Filipino community (see photo above).

High-Level Attendance and Support Distinguished

Guests: The event saw the participation of Hellen De La Vega, Ambassador for the Philippines, and Frances Cleofas, Vice Consul at the Philippine Consulate General in Sydney. Their presence underscored the significance of the health issues being addressed.

Filipino Australian Diabetes Support Network (FADSND)

This is a sustainable culture-based initiative with a group of health professionals and community leaders who understand their community needs and able to provide solutions. In their third year working together with their community held successful events to improve healthy lifestyles. They worked in partnership with Diabetes Australia to deliver two 'Looking After Your Health' programs in Tagalog.

Community-Based Health Initiatives

Healthier Filipino Food Strategies and Skills Expo:

Held on August 27 at the Mount Druitt community hub, the expo with 60 attendees in workshops and discussions about making informed food choices. Participants explored healthier versions of traditional Filipino recipes with the opportunity to taste-test and engaged in dialogues about optimal food choices.



President of FADSND Dr Rona Francisco talks to residents about modifying the diet and discuss which rice is the best rice.

Walking group

Following multiple community feedback requests, the group formed the 'Filipino Walkers' in May, partnering with Heart Foundation Walking. They continue every Saturday morning at 7am at Nurragingy Reserve, Doonside.

Management Committee and Extended Network:

Management committee meets monthly joined by extended network members quarterly. Following the special general meeting on December 3, a new Public Officer was elected.

Chinese Community Engagement: Educational Outreach

Promotion of Educational Videos

The promotion of 22 Chinese educational videos, broadcasted weekly on the social media platform 'WeChat,' continued. These videos, produced in partnership with the NSW Multicultural Health Communication Service, aim to

enhance access to diabetes-related information for the broader Chinese community.

The videos are also available on the NSW Multicultural Health Communication Service's YouTube channel, broadening their reach.

Congress Presentation

The impact of the WeChat videos was highlighted at the Australasian Diabetes Congress 2023 in Adelaide through a poster presentation, showcasing the success and reach of this digital initiative.

Engagement with Middle Eastern Communities

Understanding COVID-19 and Diabetes Correlation

- In 2021, data indicated higher rates of COVID-19 and diabetes among people from the Middle East, with a significant number of hospital admissions in WSLHD for COVID-19. This pointed to a higher risk of both conditions in this demographic.

Initial and Ongoing Consultations

- Early consultations with the Arab Council Australia were initiated, but no actions were taken due to time constraints.
- Ongoing consultations with stakeholders and community leaders focused on engaging Arabic-speaking communities to understand their diabetes care needs.

Place-Based Approach and Community Engagement

Considering the diverse perspectives across nations, a place-based approach in Auburn was deemed more effective.

Engagement with TAFE Granville at the Multicultural Health Service's Hello Doctor event highlighted the need for increased diabetes and healthy lifestyle awareness in this diverse region.

Heart Foundation Walking: Revitalising GP Walking Groups

Collaborative Discussions for Revival

In response to organisational changes at the Heart Foundation, key discussions were initiated to rejuvenate the GP walking groups. Maria Picicella from WentWest and Aruni Ratnayake from WSD held a strategic meeting to explore new opportunities for invigorating these groups, essential for community health and engagement.

Engagement with Health Professionals

As part of this renewed focus, Pamela Scarborough, the Heart Foundation's Senior Health Professional Engagement Officer, presented to the PHN's Practice Development team. This session was instrumental in aligning goals and strategies between the organisations.

Community Events and Networking

Furthering these efforts, WSD participated in a 'Meet and Greet' event on November, providing a networking and collaborative opportunity between walking groups from across NSW. Rooty Hill Multicultural walking group organised a walk at Nurragingy Reserve on March 11 as part of Parks Week (4–12 March).

Participating in ICH inaugural conference

WSD was a stallholder as a multidisciplinary ICH service. Prof Maberly was a panel member at the Q&A session with other ICH Directors. After the conference, the WSD patient education videos and HLO resources were shared through GoShare link.



Healthy Living Environment

Greening Focus: Enhancing Health and Equity in Western Sydney

Background and Research Insights

WSD has been at the forefront of the greening initiative in western Sydney. This focus was inspired by the research of Alliance members, Professors Thomas Astell-Burt and Xiaoqi Feng. Their studies revealed that areas with a canopy cover of 30% or more witnessed a significant reduction in diabetes incidence, regardless of socioeconomic status. With western Sydney's canopy cover falling short compared to other Sydney areas, this initiative has become both a health and equity concern.

Overcoming Obstacles to Greening

One challenge in enhancing canopy cover is the current Austroads guidelines, which limit the planting of large trees along roads with speeds exceeding 50km/hour. To address this, a working group, including Blacktown City Council and other stakeholders, was formed to evaluate the risks and benefits of tree planting along these roads.

Risk/Benefit Analysis and Grant Support

Supported by a grant from the Department of Planning and Environment, a comprehensive risk/benefit analysis was conducted. This study successfully identified and quantified the health and environmental risks associated with both planting and not planting trees.

Impactful Outcomes

The findings have empowered the council to proceed with tree planting, aiming to achieve a canopy cover of 40%, aligning with NSW Government objectives. This initiative has broader implications, providing a model for other councils to increase canopy cover, thereby achieving environmental, health, and heat reduction goals.



A detection program was run at the Club during NDW. WSD nurse CDE Sian Bramwell carries out a HbA1c finger a prick test on Blacktown MP Stephen Bali.

Collaborative Research with University of Wollongong and NSW

In addition to the greening efforts, WSD is collaborating with the University of NSW and University of Wollongong on the PANDA Trial (Physical Activity in Nature for Cardiometabolic Diseases in People Aged 45+). This research aims to evaluate the effects of engaging in nature-based physical and mental health activities. It focuses on assessing the impact of and barriers to exercising in natural environments, along with exploring potential solutions.



Early Detection

Detection Project: A Vital Initiative under WSCD

The early detection and prevention of type 2 diabetes and its complications is a cornerstone of effective healthcare management. Optimal outcomes hinge on individual awareness and proactive health risk management. WSD actively champions the importance of early detection. In this section, we explore the impact of a new pilot point-of-care HbA1c detection program in the community, alongside the routine procedures being implemented in hospitals. This approach is essential for timely intervention and better management of diabetes risks in our communities.

Detection in the Community

Project Overview and Objectives

In 2023, WSD launched a detection program targeting 500 residents of western Sydney. This pilot project aimed to test feasibility, refine processes, assess resource needs, and identify improvement areas to inform future detection strategies. The program was supported by financial and equipment contributions from WLG, Novo Nordisk, Abbott, ACU and TAFE NSW (see main photo opposite).

Program Execution and Approach

Most of the detection efforts were concentrated at WLG's Workers Blacktown and several community events. Participants, after providing consent and personal data, underwent a quick finger prick test using an Afinion Analyser. This device promptly reported their HbA1c levels, indicating blood glucose control over the past three months. Results were explained by a nurse or Diabetes Educator and participants with abnormal results were referred to their GP. Additionally, all participants were offered various healthy lifestyle activities.

Results and Insights

The detection program yielded results mirroring the high diabetes rates observed in local EDs and GP practices. Among participants:

- 19% had diabetes-level HbA1c readings;
- 38% fell within the pre-diabetes range;

- 67% of those with pre-diabetes were previously unaware of their condition; and
- 28.6% were either already diagnosed with diabetes or identified during the program.

These findings highlight the urgent diabetes issue in our community. The study's diverse demographics particularly underscored diabetes prevalence in culturally and linguistically diverse (CALD) communities.

Participants with results indicating Diabetes

- 56% had HbA1c levels within the <7% target range, though nearly half showed poor diabetes control
- 20% recorded levels between 7-7.9%
- 18% fell in the 8-8.9% bracket
- 5% registered levels >9%

Participant Feedback and Impact

Feedback was overwhelmingly positive, with the initiative being seen as both useful and educational. Encouragingly, 62.5% of participants acted post-testing, and 36.3% followed up with their GP.

Limitations and Future Directions

While impactful, the hands-on nature of the program poses scalability challenges with current resources. Nonetheless, its implementation in community venues like Workers Blacktown has successfully heightened diabetes awareness and motivated at-risk individuals.

Engaging 510 participants, the program's influence extends to their friends, families, and networks, potentially amplifying its impact. This ripple effect could help offset program costs by reducing hospitalisations and enhancing community health.

The project concluded with a stakeholder workshop, reviewing processes and formulating recommendations for continued efforts in 2024.



(l-r) Janine Dawson, Sadhna Singh, Aruni Ratnayake and WSD nurse Helen Dick with Simon Graham (WLG) at the detection program at Workers Blacktown.



Enhancing Hospital-Based Diabetes Detection

HbA1c Testing at BMDH ED

The diabetes detection program in the Emergency Departments (ED) of Blacktown and Mount Druitt (BMDH) hospitals, established in 2016, is a model of efficient diabetes management. This program integrates HbA1c testing for every blood sample taken in the ED, enabling early detection and management of diabetes.

Led by A/Prof Tien Ming Hng and David Price, this initiative has resulted in the development of a sophisticated diabetes dashboard, significantly enhancing patient care. The dashboard's effectiveness has been validated and published.

In 2023, the program conducted 24,319 HbA1c tests, identifying 16% of patients with diabetes and 27% with pre-diabetes. Following the positive response from the community detection program, efforts are underway to improve patient education and communication regarding test results.

HbA1c Testing Initiative at Westmead Hospital

Initiated in November 2017, Westmead Hospital's routine HbA1c Testing Initiative targets patients presenting to the ED with blood glucose levels above 10 mmol/L.

This approach aims to identify undiagnosed diabetes cases and enhance treatment for those with poor glycemic control.

The aim of the initiative is to opportunistically diagnose patients who are unaware that they have diabetes, as well as to improve care and treatment for those whose glycaemic control is above the desired target.

Data from January 2023 to December 2023

- 2564 HbA1c tests performed
- 688 (27%) had a HbA1c of 9.0% and above
- 191 (7%) patients had a new diagnosis of diabetes

All inpatients with HbA1c over 9.0% were reviewed by the CNC within 1-2 days from the time of admission. Those newly diagnosed were also routinely reviewed and treatment was initiated by MO if clinically indicated. About **282** patients were consulted and reviewed by the CNC during their admission.

SECONDARY PREVENTION AND MANAGEMENT



Clinical engagement: WSD's Strategic Approach to Diabetes Care

Clinical Services at Blacktown and Mount Druitt: Overview

Western Sydney Diabetes has done more activity every year. As the graph below shows, the total number of occasions of service – any time that a clinician provided a patient care of some kind – has increased substantially since 2019. In 2019, WSD clinicians performed 4,263 occasions of service, while in 2023 this had risen by 320% to 13,560 occasions of service.

In 2023, various clinical services at Blacktown and Mount Druitt have seen significant patient engagement. Below is a summary of the services and the number of appointments they garnered throughout the year.

	Occasions of Service for WSD Clinical Services	Total Appointments	New Appointments
1	Predclinical Multi-Disciplinary Team Workup	3761	2508
2	Complex T2D Clinics	2519	1025
3	Mount Druitt Diabetes Clinic with GP VMOs	1790	630
4	Diabetes Clinic High-Risk Foot Patients	458	150
5	Diabetes T2 Post-Discharge Clinic	1151	623
6	CDE CGM & Work-up Clinic	2302	710
7	Dietician Clinics	505	294
8	Nurse Practitioner at MDCHC Clinic	811	159
9	Aboriginal People with Diabetes at MDCHC Clinic	287	143
	Total	13,584	6242

Detailed Service Descriptions

1. **Pre-clinical Multi-Disciplinary Team Workup:** This service involves a thorough pre-clinical review by a

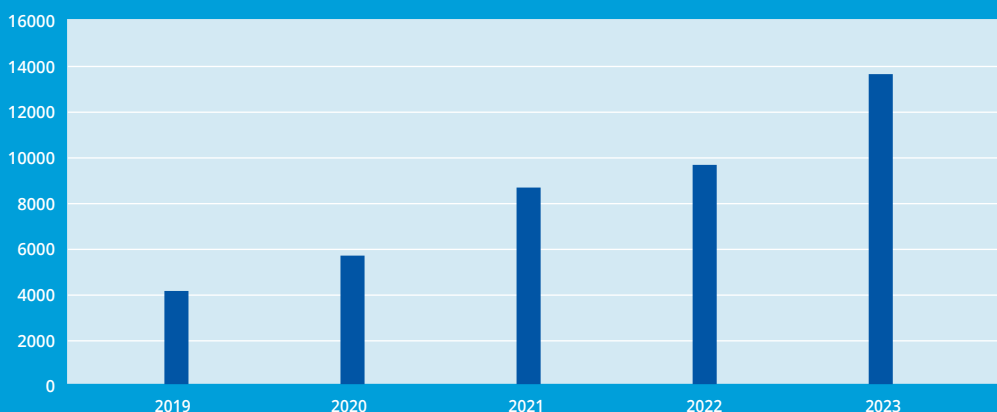
multi-disciplinary team to prepare a plan of action for each patient, which is then discussed in the subsequent Diabetes Case Conference (DCC).

2. **Complex T2D Clinics:** Led by Prof Glen Maberly and Dr Rajini Jayaballa, these clinics involve a team of endocrinologists, GP VMOs, nurse practitioners, diabetes educators, dietitians, and others, operating almost daily.
3. **Mount Druitt Diabetes Clinic with GP VMOs:** Conducted at the Mount Druitt Community Health Centre, this clinic sees patients with the support of a comprehensive team every Thursday morning.
4. **Diabetes Clinic for High-Risk Foot Patients:** Led by Dr Jayaballa, this clinic focuses on patients with high-risk foot conditions, integrating services from the podiatry and surgical teams.
5. **Post-Discharge Diabetes Clinic:** This clinic, transitioning leadership in January 2024, focuses on post-discharge care for diabetes patients.
6. **CDE CGM & Work-up Clinic:** These group clinics are primarily for education about CGM services, including the insertion of CGM patches and other pre-DCC preparations.
7. **Dietitian Clinics:** Running concurrently with other clinics, these are led by a team of dedicated dietitians, focusing on nutritional guidance and support.
8. **Nurse Practitioner at MDCHC Clinic:** Reflecting the work of Anandhi Murugesan, this service operates throughout the week, as detailed later in the report.
9. **Aboriginal People with Diabetes at MDCHC Clinic:** A newly established clinic, it provides specialised care for Aboriginal patients with diabetes, led by an AT and supported alternatively by Prof Maberly and Dr Jayaballa.

WSD GP engagement

In 2023, a total of 713 DCCs were conducted across all clinics at Blacktown and Mount Druitt hospitals, involving 249 individual GPs. This cumulative effort contributed to a noteworthy total GP engagement of 816.

Total occasions of service for Western Sydney Diabetes per year

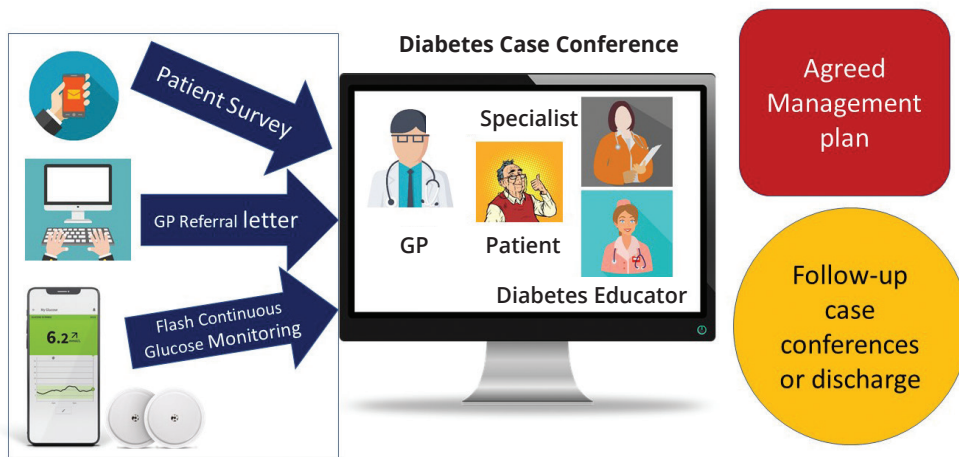


This graph shows the increasing number of services conducted by WSD each year

Model of Care for Complex Type 2 Clinics

Holistic Strategy and Integration of Virtual Care

In response to the high prevalence of diabetes in western Sydney, affecting 13% of adults, WSD has crafted an all-encompassing model of care. Central to this model is the Virtual DCC, a key feature of our pandemic-era care models, now integrated into routine practices.



DCC model of care.

This DCC system facilitates effective collaboration between GPs and specialists. Complementing this is our expansive range of digital resources, which significantly bolster support for both patients and healthcare providers in managing diabetes.

Primary Focus on Rapid Response and Efficient Patient Discharge

The WSD Model of Care is fundamentally centred on augmenting the capacity of primary care through a multidisciplinary team approach. This system ensures a swift and efficient flow of patients through the clinic, coupled with a rapid discharge process once the required care is delivered. Urgent cases are typically seen within four weeks, and non-urgent cases are addressed in under 12 weeks.

The model also focuses on returning patients to the full management of GPs once they have maximised the benefits of access to the specialist diabetes team, thus freeing up clinic space for new patients. This approach effectively keeps the new-to-follow-up ratio in the clinic high and minimizes the need for a lengthy waiting list.

Detailed Referral and Triage Process

At WSD, every new referral is meticulously triaged by the Advanced Trainee (AT). In cases where the patients are less complex and do not require the full model of care, we advise GPs on how to manage these patients themselves. WSD maintains a comprehensive GP referral database, which allow the team to efficiently check if a GP has previously referred patients and gauge the success of the care provided under our model.

For GPs new to the DCC, WSD's AT or Resident Medical Officer (RMO) reaches out to explain our model of care and to request more comprehensive referral letters, along with their agreement to join the DCC. This strategy has been instrumental in maintaining the DCC as a preferred model of care.

Comprehensive Pre-Clinic Work-Up

Prior to patients attending a DCC with the Specialist and GP, we arrange for a thorough work-up. This involves obtaining detailed information from the GP referral, including reasons for referral, history of diabetes and co-morbidities, and key items like recent pathology results, weight, height, and blood pressure.

WSD's RMO is responsible for preparing this documentation, which may involve contacting the GP, their practice, or pathology companies. We stress the importance of comprehensive referrals to GPs as a time-saving measure for all parties involved.

Continuous Glucose Monitoring in Complex Type 2 Diabetes Care

CGM Implementation and Abbott Collaboration: In the complex Type 2 Diabetes clinic at WSD, CGM is mandatory for all patients. The collaboration with Abbott Pty Ltd plays a pivotal role, particularly their incentive program offering free sensors to new insulin-dependent diabetes patients. This program is adopted by about 10 practices, though coordinating such efforts demands significant effort.

Community Pharmacy Involvement During COVID: To assist with CGM sensor insertion and smartphone setup for CGM recording during the pandemic's peak, WSD collaborated with four community pharmacies specialising in diabetes care. Currently, this service continues through two pharmacies, with WSD supplying the CGM sensors.

Innovative Diabetes Educator Led Clinic: WSD has established a group Diabetes Educator Led Clinic at Blacktown OPD, operational every Monday. This clinic serves as the first comprehensive assessment point for patients, including CGM fitting, weight measurement, and pathology requests. By making this the initial visit, it lays the groundwork for subsequent patient care.

Resource Challenges and Educators' Role: The preparation, especially CGM insertion, is intensive for Diabetes Educators. Recognising this, WSD has considered adding an enrolled nurse to alleviate workload, subject to financial constraints. Currently, the Nurse Practitioner largely manages this labour-intensive task.

Handling CGM Numbers and Logistics:

- The number of CGMs used has risen significantly over the past three years: 342 in 2021, 727 in 2022, and 1025 in 2023.
- Diabetes Educators have adapted to the increasing CGM use through various approaches, including bi-weekly group sessions, sensor insertion in clinics, upskilling GP practices with training delivered by Abbott Diabetes, and maintaining engagement with community pharmacies.
- The workload of Diabetes Educators has increased in 2023, showing a trend towards more face-to-face consultations.

Virtual DCC Approach and Efficient Administration

The DCCs, conducted on the NSW Health My Virtual Care platform, demand a high level of coordination and cooperation between GP staff and our specialist clinic staff. WSD's administrative team spends considerable time and effort to ensure these virtual conferences occur seamlessly, tackling any IT or other issues that might arise. These sessions, which last about 30 minutes, are focused on patient-centred management plans.

Post-DCC Support and Educational Initiatives at WSD

Following the first DCC, WSD provides patients with tailored support, including individual or group follow-up sessions. These sessions involve comprehensive consultations with dietitians and diabetes educators, addressing specific dietary and educational needs of each patient. In addition to these consultations, WSD offers an extensive array of digital diabetes education resources. Our collection features over 130 videos designed for patients and an additional 30 videos tailored for healthcare providers.

As part of our ongoing care, CGM is further utilised to assist in glycemic stabilisation and to offer patients insights into improving their dietary intake and physical activity. Many patients have shown remarkable improvements through bio-feedback from CGM.

Following the initial DCC, patients often return for follow-up sessions. Although GPs are usually involved in these sessions, it's not always the case. Typically, after three to four follow-up sessions, patients are returned to the full care of their GPs.

For more complex cases, particularly those involving severe renal disease or other complications, patients remain under the care of our specialty service. This is most common in cases nearing end-stage renal disease or those on renal replacement therapy and insulin injections. In such scenarios, CGM assessments are conducted every six to twelve months to guide medication adjustments, particularly for insulin dosing, to avoid hypoglycaemia that can trigger cardiac events. Efforts are ongoing to enhance coordination and shared responsibility with renal physicians for these complex cases.

Diabetes and Dietetics Clinics at WSD

WSD agrees with Diabetes Australia's aspiration that every person with diabetes should receive individualised dietary education and advice from a dietitian. Clearly in our area this is not possible, but we continue to strive to provide education to as many patients as possible. Our dietetics clinical model of care, embodying integration, self-management, and optimal management, has expanded significantly with the addition of four new clinics at Blacktown and Mount Druitt, following the enlistment of a full-time senior dietitian.

Our dietitians offer both individual consultations and group education sessions, using CGM data to tailor education and enhance patient health outcomes. The group education encompasses diabetes and nutrition overviews, along with weight management strategies. The synergy between dietitians and the WSD team, including endocrinologists, diabetes educators, and a nurse practitioner, ensures optimal patient care and improved diabetic outcomes.

Other Clinical Services at Blacktown and Mount Druitt

Peri-operative Diabetes Care Collaboration at WSD

WSD has established a critical collaboration for peri-operative diabetes care, particularly for patients with Type 2 Diabetes (T2D). These patients are initially assessed by surgical teams and in surgical Pre-Admission Clinics (PAC). When a patient's diabetes control is deemed suboptimal, potentially impacting the success of the surgery, the surgery is postponed, and the patient is referred to our clinic for stabilisation. The referral criteria typically revolve around recent HbA1c values, although the specific parameters for referral can vary among different surgical units.

Recognising the need to streamline this process, WSD recently initiated dialogues with Surgical and Anaesthetic Consultants, RMOs, and Nursing Teams. The aim is to expedite the management of these patients. In 2023, WSD has managed 27 cases where CGMs are inserted at the time of referral by the PAC team. The use of CGM provides us with comprehensive data, enabling more effective and timely adjustments in diabetes management. This approach significantly reduces the waiting time for surgery, as opposed to relying solely on periodic HbA1c tests.

Efforts are underway to further educate the Peri-operative team about CGM and its benefits, ensuring quicker turnaround times for surgery readiness. Currently, this initiative is operational at Blacktown Hospital and is planned to be extended to Mount Druitt Hospital in the coming year. Our ongoing meetings with the Peri-operative team are focused on enhancing their understanding of CGM and incorporating our recommendations to minimise surgical delays.

WSD Nurse Practitioner-Led Clinics at Mount Druitt Community Health Centre

A few years ago, WSD established a specialised Diabetes Clinic, operational on Thursday mornings at the Mount Druitt Community Health Centre (MDCHC). This clinic, efficiently managed by a WSD Nurse Practitioner who is stationed at the centre throughout the week, has become an integral part of WSD's diabetes care approach. Additionally, the Nurse Practitioner plays a pivotal role in the new Aboriginal and Torres Strait Islander Diabetes Clinic on Monday mornings.

The range of comprehensive services offered by the Nurse Practitioner extends beyond the preparation for these weekly clinics. Patients benefit from a variety of critical healthcare services, including:

- Conducting preclinical assessments to gather clinical history and evaluate self-management skills, such as insulin administration and hypoglycaemia management;
- Performing foot screenings and providing thorough medication knowledge reviews;
- Initiating insulin therapy when deemed necessary for effective diabetes management.
- Utilising Continuous Glucose Monitoring (CGM) to gather detailed data on patients' daily glycaemic control, which aids in more precise management;
- Educating patients on essential self-management skills, empowering them to take an active role in their health;
- Adjusting insulin and oral medications on a weekly basis between clinic visits, ensuring optimal diabetes control; and
- Providing referrals to allied health services and other necessary healthcare services as required by individual patient needs.

Dr Ann Walz

"Prior to working at the diabetes clinic, I found diabetes was a bit of a minefield; a constantly changing landscape of new medications and different PBS requirements, let alone applying this to complex patients! Working at the diabetes clinic has given me the knowledge to treat patients with confidence. Importantly, this knowledge was applied every session with the support and backup from a truly multi-disciplinary team. It has been a delight to work with the Mount Druitt diabetes clinic and I take that knowledge back to care for all my patients in general practice."



This Nurse Practitioner-led clinic at the MDCHC exemplifies WSD's commitment to providing comprehensive, patient-centred diabetes care, tailored to the unique needs of individuals.

WSD Multi-Disciplinary Complex T2D Clinic at MDCHC: A Model of Comprehensive Diabetes Care

Since June 2020, the unique multi-disciplinary clinic has been providing exceptional diabetes care. Staffed by four General Practitioner Visiting Medical Officers (GP VMOs) for periods of 6 to 12 months, this clinic has continuously delivered high-value diabetes care.

The effectiveness of this model was recognised following an evaluation by Roof Top Social and subsequent endorsement by the Agency for Clinical Innovation (ACI) in 2022.

It is now being championed as a replicable model of care by the Statewide Diabetes Initiative from NSW Health, with a recent paper published evaluating the service.

Key features of the clinic include:

- Offering both face-to-face and telehealth diabetes appointments, catering to a range of patient needs and preferences;
- Convenient location accessible via public transport and ample parking facilities;
- A multi-disciplinary approach that enhances patient management and contributes to capacity building for referring GPs and community health staff;
- Opportunities for upskilling GP VMOs and referring GPs, thereby enhancing overall diabetes care quality;
- Collaboration with the Integrated Care InTouch team, providing care navigation and health coaching between appointments; and
- Engagement with the local Aboriginal health service and integration with referring GPs via telehealth, fostering broader community involvement.

In 2023, the clinic saw significant patient engagement, with 401 patients attended to, including 150 new patients. There were 974 occasions of service, of which 12% (114) were conducted via telehealth, allowing 35 GPs to join for case conferences. Since its inception in June 2020, 19 GP VMOs have completed the program. Based on the positive feedback, the GP VMO contract has been extended by the WSLHD from 6 months to up to 12 months.

WSD Diabetes Clinic for Aboriginal People at MDCHC

In May 2023, WSD established a dedicated clinic for the management of diabetes in Aboriginal people. This clinic is designed to cater to all types of diabetes patients, except for those in pregnancy.

Adhering to the same model of care as WSD's other clinics, this specialised facility uniquely incorporates the support of an Aboriginal staff support officer and an Aboriginal healthcare provider. These additions ensure culturally sensitive and effective diabetes management tailored to the needs of Aboriginal patients.

The clinic receives a significant number of its referrals from the Greater Western Aboriginal Health Service, alongside local GPs. This collaboration highlights our commitment to providing accessible, culturally appropriate diabetes care to the Aboriginal and Torres Strait Islander community in western Sydney.

Blacktown Hospital High Risk Foot Service (HRFS): Continuous Growth and Recognition

The Blacktown HRFS has witnessed significant development, effectively integrating virtual and in-person clinics. This approach includes the involvement of GPs wherever possible and leverages WSD's digital solutions to enhance patient care. The service is characterised by its patient-centred, multi-disciplinary consultations, involving endocrinology, vascular, infectious disease, general ulcer clinic, and podiatry, thereby strengthening the overall care process. Regular multidisciplinary team meetings are a key feature, fostering collaboration among different specialties.

Key Achievements and Developments:

- In 2022, the podiatry service was formally recognised as the Department of Podiatry, headed by Clare McGloin;
- The Department of Podiatry was honoured with the 2023 General Manager's award for 'Achieving Goals and Outcomes' in December 2023;
- Blacktown HRFS has been an early adopter of PREMs and PROMs within WSLHD since 2021, with consistently high scores reflecting positive patient experiences;
- Podiatry data from January to December 2023 shows 3,239 occasions of service, including 1,255 new patients and 1,984 follow-up reviews, with a did-not-attend rate of 9%;

- Diabetes clinic data for the same period reveals 442 occasions of service, comprising 149 new appointments and 293 follow-up reviews, with a 14.5% did-not-attend rate;
- Senior podiatrist Nada Bechara's ongoing PhD research, which received the 2022 WSLHD Allied Health Researcher of the Year Award, focuses on a trial examining the efficacy of vitamin C and zinc in foot ulcer treatment; and
- Aboriginal podiatrist Kayla Sale, who joined in 2022, has been providing dedicated support for Aboriginal patients, and Jessica Shehata was recruited to fill in for reduced staff hours.

Post-Discharge Diabetes Clinic (PDC): Bridging Primary and Tertiary Care

The PDC clinic continues as a weekly service, reviewing patients recently discharged from hospital care. This clinic plays a crucial role in enabling earlier patient discharge, with ongoing outpatient glycemic management adjustments. The clinic operates as a hybrid of virtual and face-to-face consultations and actively involves GPs to enhance the continuum of care between primary and tertiary health services.

Clinic Performance and Trials:

- In 2023, the clinic recorded 405 occasions of service, including 311 new appointments and 94 follow-up reviews, albeit with a high did-not-attend rate of 30.5%.
- The PDC randomised control trial (RCT) for CGM use post-discharge faced challenges with recruitment, ceasing in 2023. However, nearly 30 patients were recruited, supported by research nurse Helen Dick. This trial aims to underscore the benefits of CGM in T2D management post-discharge, particularly in an area with high diabetes prevalence and hospitalisation rates.

The clinic was closed in December 2023 due to a redesign in the management of discharged patients, marking a shift in approach to post-discharge care.

Partnership with Integrated and Chronic Health

WSD continues to collaborate closely with ICH inTouch, particularly Care Facilitators and Health Coaches. The service offers case management, care navigation, care coordination and health coaching. The care facilitators assist clients with complex health care and social needs to access appropriate services. They empower consumers, reinforcing self-management strategies, increasing client health literacy and improving health overall.

The inTouch team partners with WSD at clinic multi-disciplinary team meetings at the Mount Druitt Community Clinic to identify clients who could benefit from our services. Since June 2023, the inTouch team has reviewed over 200 clients, with 120 clients enrolling in inTouch services.

and receiving support from the team. Among the enrolled clients, over 60 clients received care coordination and navigation services, while many benefited from health coaching services.

inTouch clinicians engaged in this have also benefited in increasing their capacity to manage high risk clients with diabetes. Patient experience surveys have indicated overwhelmingly positive outcomes, with clients expressing they have felt well-supported in managing their health conditions and in navigating to services to support them in the community.

WSD and inTouch will continue working closely to provide client-centred care and improve health outcomes.

Dietetics in Prevention

Recognising the pivotal role of a healthy diet in managing pre-diabetes and diabetes, WSD provided lifestyle education and support through various events and initiatives. These include the Masterclass 2023 series with topics like healthy eating on a budget, CGM, and meal replacements, and presenting in WSLHD's healthy libraries month and the Healthy Living Toongabbie forum. WSD also hosted dietetic educational stalls for healthcare professionals and consumers, emphasising the importance of diet in diabetes management.

Resource Development and Challenges

WSD Dietetics has developed resources to assist with dietetic assessments, available in digital and print formats on our website. The 'Healthy Eating on a Budget' resource addresses the challenges faced by many in western Sydney, such as low health literacy and limited financial resources. Alongside this, the Freestyle Libre App Food Diary – Quick Start Guide and a paper-based food diary has been developed to complement CGM use.

Networking and Education Initiatives

To meet the high demand for dietary services, WSD aims to build a network of local private community dietitians. A key initiative was the dietetics forum *Continuous Glucose Monitors: A Game Changer for Dietitians*, which provided

over 50 dietitians, GPs, and other health professionals with insights into the nutritional implementation of CGMs (see photo next page). This event fostered networking opportunities and development of a contact list for GP practices.

Participation in ICH Clinical Safety Committee

As an active participant in the ICH Clinical Safety Committee's monthly meetings, WSD has been instrumental in reviewing procedure documents, including those focusing on the management of hypoglycemia in adults with diabetes in WSLHD. Through these meetings and scheduled clinical safety audits, WSD developed key internal documents that enhance its clinical practices by clearly defining roles and responsibilities, particularly regarding referral processes and managing follow-up appointments for patients who fail to attend.

WSD Clinical services – Westmead

The DCC model of care to help build primary care capacity to better manage patients with T2D was established in 2014 at WSD, and at Westmead Hospital in July 2016. From July 2019, the service has expanded to include an administrative officer and endocrinologist dedicated to case conferencing.

From March 2020, the service transitioned to virtual case conferences using either video conferencing or teleconferencing, allowing GPs more flexibility in accessing DCCs.

The team continues to provide support to GPs already known to DCC, as well as expanding its service to new GPs:

- From July 2016 to July 2019 (3 years), 28 GPs were involved in DCC;
- From July 2019 to March 2020, 22 new GPs and 9 existing GPs were involved in face-to-face DCC;
- From March 2020 to September 2020, 28 new GPs and 9 existing GPs have participated in DCC in virtual case conferencing sessions;
- From September 2020 to September 2021, 42 GPs have participated in DCC in virtual case conferencing sessions; and
- From September 2021 to September 2022, 47 GPs have participated in DCC in 196 virtual case conferencing sessions.

In 2023, Dr Divya Namboodiri stepped in for Dr Cecilia Chi and continued the DCC service seamlessly during this time. About 38 GPs (including 19 new GPs) have participated in DCC in 143 virtual case conferencing sessions.

WSD is also continuing to incorporate latest technologies during DCC and strive to build that capacity within the community. In 2023, the team engaged with GP practices to promote use of Freestyle Libre for glucose monitoring by

"Looking around at the audience, both your presentations were well acknowledged (by the number of nodding heads) and useful for them as Dietitians. The meeting also showcased the work that the Western Sydney Diabetes team put in to improving the condition of diabetes for so many people. Again, well done on gathering so many interested Health Care professionals."

David Cheng, Sales Manager Abbott



GP Dr Catherine Lok gets a CGM from Dr Ummul Mahfuza at the CGM forum.

GPs prior to case conferences. This was in collaboration with Abbott who helped with the initial set up for use of Freestyle Libre in GP practices. This was particularly useful to upskill GPs with use of continuous glucose monitoring in patients with diabetes, especially those requiring insulin therapy.

For interested GPs, the team has assisted with their independent utilisation of CGM technology.

This commenced in 2022 and has since expanded:

- In 2022, 4 GP practices were started on the use of CGM technology; and
- 2023, 11 GP practices are now set up with utilisation of CGM technology. These GP practices remain supported by ongoing DCC.

Rapid access diabetes clinic and Integrated care diabetes clinic Westmead

WSD's Westmead endocrinologist is also involved in the running of the rapid access and integrated care diabetes clinics at Westmead.

The clinic provides urgent review of patients with diabetes within a week and helps to reduce the burden on hospital admissions and facilitates earlier and safer discharge from hospital.



Education

Masterclass Series 2023

This year WSD held its fifth – and most successful – Diabetes Masterclass Series. Running a hybrid virtual and in person event, this year's series attracted a record total of 1356 health professionals registered for the series: 1221 for the virtual sessions and 322 for the face to-face day on October 21.

	2019/20	2022	2023
Face-to-face	100%	82%	123%
Online	100%	109%	138%
Total	100%	101%	134%

Partnering again with a prestigious faculty of 55 health professionals from across NSW to help tackle the diabetes epidemic in NSW, the series covered most topical themes in all aspects of diabetes care relevant to GPs and Allied Health care professionals.

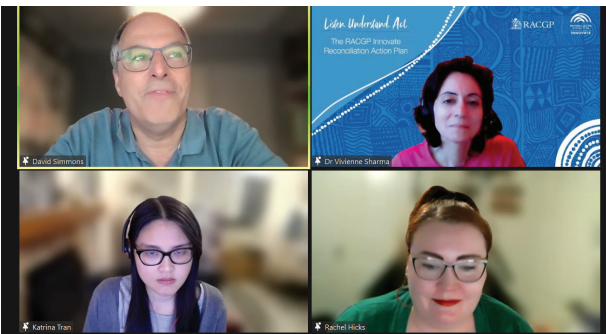
The series was facilitated by WSD, ACI – Agency for Clinical Innovation, the Diabetes, Obesity Metabolism Translational Research Unit (DOMTRU) and the Western Sydney, Hunter New England, Nepean Blue Mountains and South Western Sydney LHDs and PHNs.

WSD returned to the successful hybrid model, combining virtual and face-to-face events and delivering seven nights of comprehensive one-hour virtual sessions over two months featuring prestigious presentations, live Q&A and expert panel discussions.

The recordings and slides feature in both the virtual and face-to-face events and are added to WSD's resource library on myINTERACT: <https://rego.interact.technology/wsd>

Virtual Sessions

WSD enjoyed a record total of 1356 health professionals registered for the series this year: with a growth of 138% since 2022 for the virtual sessions (see diagram below).



A screenshot of the team from DOMTRU, who ran the night titled *The Changing World of Gestational Diabetes*.

The nights, which ran on Tuesdays from September 5 to November 7 at 7pm-8.30pm, were hosted by a GP and themes covered included:

Dates	Topics for virtual nights
Sep 5th	Keeping up to date with Diabetes Medications
Sep 12th	How to help Your Patients Prevent Diabetes
Sep 19th	Diabetes: It's Complicated
Oct 10th	The Changing World of Gestational Diabetes
Oct 17th	Diabetes Alliance Plus (DAP+): Tackling Diabetes Town by Town
Oct 31st	New Aspects of Diabetes
Nov 7th	It's a Weight-y Subject

Figure 1 reveals the international attention the series is getting, with attendees joining online from all over the world and every Australian state and territory for the virtual sessions while **Figure 2** reveals the breakdown of attendees from each Australian state and territory.



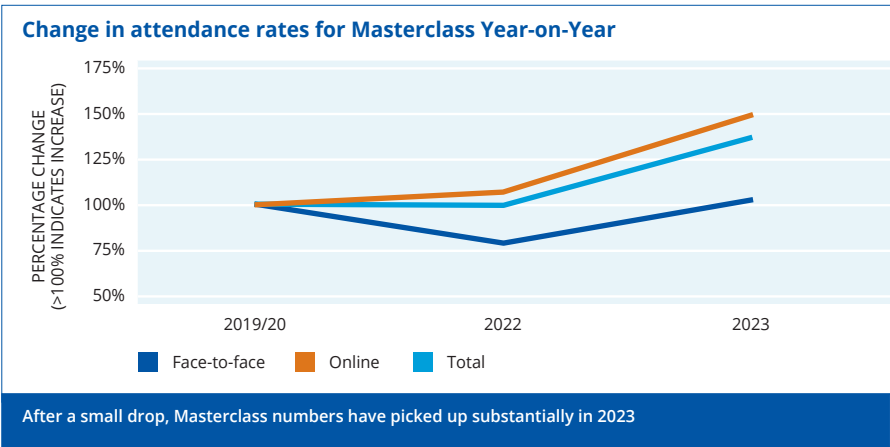
Figure 1.

State	Number
NSW	833 (68%)
ACT	8 (1%)
VIC	120 (10%)
SA	32 (3%)
WA	41 (3%)
TAS	16 (1%)
NT	8 (1%)
QLD	98 (8%)
External/Not Specified	59 (5%)

Figure 2.

The series targeted health care professionals including GPs, endocrinologists, diabetes educators, nurses, dietitians, pharmacists, podiatrists and exercise physiologists.

Figure 3 reveals a breakdown of the professions that attended the virtual sessions (see next page).



Online Attendees by Profession

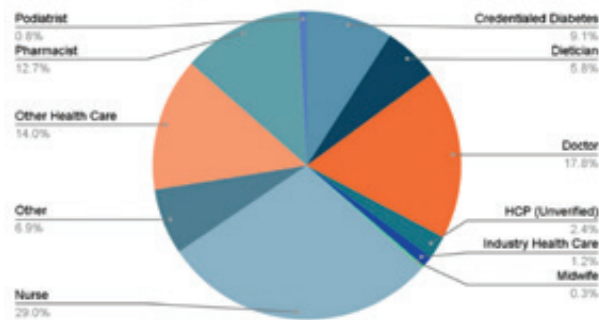


Figure 3.

- Online attendees spent a total of 28,468 minutes on myINTERACT;
- Each online attendee opened an average of 5 assets, the most popular being the program and on-demand videos from previous Masterclasses;
- The average online attendance of each night was 150.

Survey Responses

Participant's Feedback – Virtual Sessions

"Excellent presentations, up to the minute info. Thank you! As a provider in a rural/remote setting without much collegial support, this is invaluable!"

"I really enjoyed the engaging and succinct information – and the fact that slides were available as well."

"Very well presented by all the Doctors much appreciated for giving the knowledge about Diabetes."

"Thanks for the great learning opportunities!"

Masterclass Face-to-Face Day

Held at the PARKROYAL Parramatta on October 21, this component of the series included eight interactive presentations and hands-on workshops over a full day, offering four concurrent sessions in the morning and afternoon.

Participants were invited to attend up to four of eight live sessions learning about practical issues of managing diabetes in the primary care setting.

The face-to-face event featured a full day starting with a key-note talk by renowned cardiologist Prof Clara Chow called *Unleashing the Power of AI: Chronic Disease Management*.

The day was attended by various health professionals such as GPs, nurses and allied health from general practice and residential aged care. (See Figure 4).

F2F Attendees by Profession

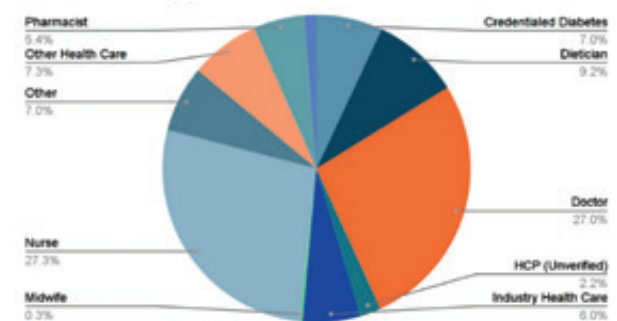
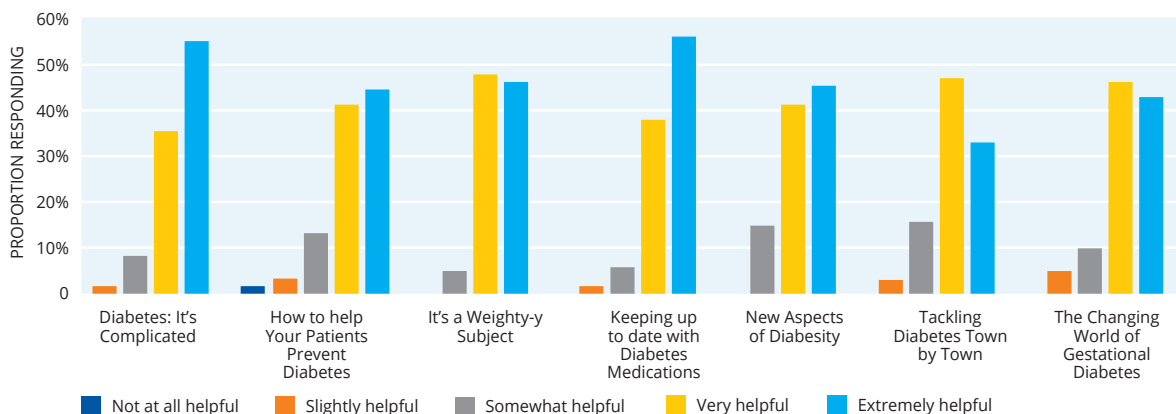


Figure 4.

Responses to Masterclass survey by week



Almost all clinicians attending Masterclass sessions found them very or extremely helpful

Masterclass 2023

Masterclass Themes

Morning Sessions:

Key-note: Unleashing the Power of AI: Chronic Disease Management

What is the Hype About Continuous Glucose Monitors (CGM)?

How Do We Manage Type 1 Diabetes at a GP Practice?

Why is Weight Loss Important for Diabetes?

Is Diabetes Management Changing with Medicare Reform?

Afternoon sessions:

Why is the Team Approach Important for Meal Replacement Therapy?

Why is Health Literacy Important to Diabetes?

Sole Therapy: How Do We Manage High Risk Foot Care in Diabetes?

Let's Talk About Injections

- Face to Face attendees spent a total of 8,705 minutes on myINTERACT
- Each F2F attendee opened an average of 5 assets, the most popular being the program and the evaluation form



Dr Rajini Jayaballa and the WSD team led the session on CGM with Abbott.



Prof Clara Chow delivered the first key-note talk at the event.



The team from WentWest I-r Joshua Green, Education and Engagement and Primary Care Facilitator, Jasmine Glennan, Senior Program Manager, Primary Care Development and Delivery and Maha Sedhom, Patient-Centred Collaborative Commissioning Group Implementation Lead.



GPs trying the CGMs.



The team from Novo Nordisk.



The Crowd listens to the keynote talk.



GPs at the CGM session.



GPs visiting the Masterclass sponsor stalls.

"I would highly recommend it, you meet other people who actually care about managing diabetes. It's so important because it is our bread and butter and there are more people with diabetes in western Sydney now than ever before."

GP, Dr Kim Loo

"Today I found all the new methods that are out there in managing diabetes and it's actually really interesting as we could meet our peers...and found in bridging that gap, we found it so interesting and useful. This was one of those times we can come together as it's a wonderful time to exchange our ideas."

GP, Dr Shanthini Seelan

Participant's Feedback – Face to Face Day.

Educational Video Bundles and Their Integration at WSD

Enhancing Patient Education through Video Bundles

WSD has significantly enhanced patient education by integrating educational video bundles via the GoShare platform within the DCC framework. These video bundles, tailored to individual consultations, are delivered via SMS or email, reinforcing the topics and instructions discussed during the consultation. This approach is particularly effective in virtual consultations, serving as a crucial tool for remote education.

Comprehensive and Diverse Content

The video library covers a broad range of topics, including insulin injection techniques, blood sugar level monitoring, and the use of the Libre Flash Continuous Glucose Monitoring (fCGM) system, amounting to 105 patient educational videos. These videos can be grouped together based on specific patient needs, providing a versatile resource for patient education. Currently, efforts are underway to make this valuable resource accessible to all healthcare professionals.

Expanding the Video Resource Library

Following the successful creation of the initial 105 patient education videos and 28 videos tailored for healthcare providers, plans are in place to expand the educational library. Facing a challenging financial situation within the LHD, the production of these videos for this year was at risk. Fortunately, valued pharmaceutical partners stepped in at the last minute, providing crucial sponsorship that ensured the project's continuation.

The scripts for the upcoming 21 videos are written, and the footage has been captured, entering the final stages of editing with the dedicated GoShare production team. These forthcoming videos will delve into a diverse range of topics, including the WSD model of care, in-depth nutrition advice, updates on CGM, insights into various types of insulin, guidance on utilising non-disposable pens, and effective diabetes management strategies around planned surgeries.

The organisation is grateful for the support of its pharmaceutical partners, whose timely sponsorship has not only safeguarded the production of this year's videos

but has also paved the way for an enriched library of educational content aimed at empowering patients and healthcare providers alike.

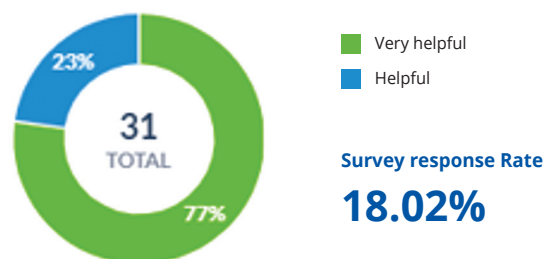
Widespread Usage and Engagement Statistics

This platform has gained widespread adoption within the WSLHD and nationally, with other LHDs accessing it via the National Association of Diabetes Centers (NADC) PERL platform. Between January 1 and December 19, 2023, the WSD GoShare Branch dispatched 358 bundles containing 715 content items.

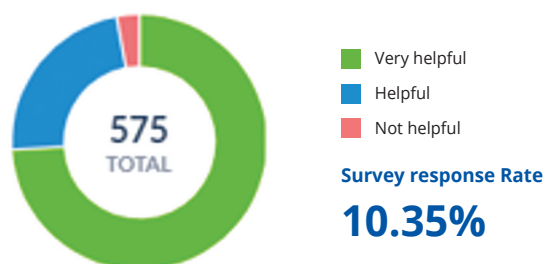
Engagement and Survey Responses

The open rate for the WSD branch stands at 48.05%, surpassing the WSLHD average of 45.56%. While the survey response rate for these bundles is relatively low at 10.35% WSLHD-wide, WSD has achieved a better response rate of 18.02%. Notably, 77% of the bundles opened by WSD recipients were rated as 'Very helpful', indicating a high level of utility and satisfaction among users.

Western Sydney Diabetes Branch GoShare Activity - Recipient Ratings of Bundles



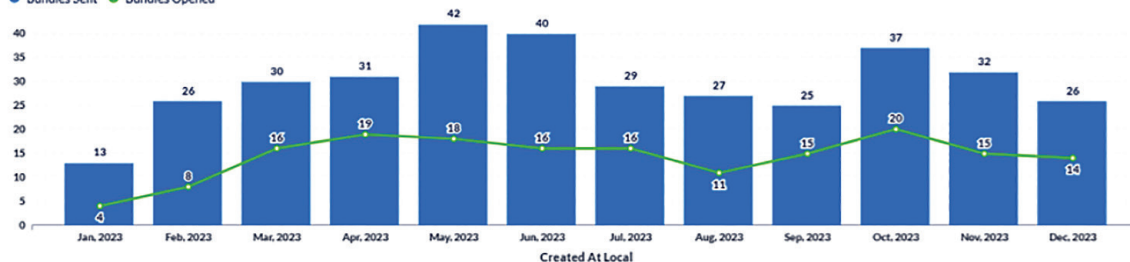
WSLHD GoShare Activity - Recipient Ratings of Bundles



Bundles Sent and Opened Per Month

1.1 by Month - Bundles Sent and Bundles Opened

● Bundles Sent ● Bundles Opened



Western Sydney HealthPathways – Diabetes Referrals Pages	Page views 1st January - 30 June 2023	Page Views 1st July - 19 Dec 2023	Total 2023 Annual Page Views
Urgent Diabetes Assessment	45	45	90
Non-urgent Diabetes Assessment	351	106	457
Diabetes Advice	20	27	47
Diabetes Education and Support	64	56	120
High Risk Foot Clinic Referrals	79	103	182
Prenatal and Antenatal Referral in Diabetes	87	51	138

Enhancing Primary Care: Western Sydney HealthPathways – Diabetes Pathway Activity

Introduction to Western Sydney HealthPathways

Western Sydney HealthPathways serves as an essential web-based portal for primary care, offering comprehensive, locally agreed clinical information on management and treatment options across various clinical presentations. This dynamic resource is lead and maintained mainly by WSPHN, this portal provides details about local services and their referral processes, serving as a key tool for healthcare professionals in the region so that patients in western Sydney can receive the right care, at the right time by the right health professional.

2023 Updates to Diabetes Content

In 2023, the diabetes content on HealthPathways underwent a significant update. This task was collaboratively undertaken by the WSD team, endocrinologists from BMDH, and their counterparts at Westmead, in conjunction with the HealthPathways team. This effort reflects a commitment to providing the most current and relevant clinical guidelines and service information.

Top Viewed Diabetes Pathways

Within the Diabetes Pathway, certain topics garnered particular attention, reflecting the needs and focus areas of healthcare providers in western Sydney. The most viewed pathways in 2023 were:

1. **Newly Diagnosed Type 2 Diabetes (296 views):** This pathway provides crucial guidance for managing patients who have recently been diagnosed with Type 2 diabetes, emphasizing initial steps and long-term management strategies;
2. **Ongoing Management of Type 2 Diabetes (293 views):** Focused on the sustained care of patients with Type 2 diabetes, this pathway covers various aspects of ongoing management, from medication adjustments to lifestyle interventions;
3. **Screening and Diagnosis of Diabetes (274 views):** This pathway is vital for early detection and accurate diagnosis of diabetes, encompassing screening protocols and diagnostic criteria;

4. **Gestational Diabetes Mellitus (223 views):**

Addressing the management of diabetes during pregnancy, this pathway is critical for ensuring the health and safety of both the mother and the unborn child; and

5. **Chronic Kidney Disease Screening and Management (221 views):** Given the close relationship between diabetes and kidney health, this pathway provides guidance on screening for kidney disease in patients with diabetes and subsequent management strategies.

The utilisation of these pathways highlights the primary concerns and educational needs of healthcare providers dealing with diabetes in western Sydney, demonstrating the HealthPathways portal's integral role in enhancing patient care. A total of 2626 Diabetes Clinical Pathways were viewed during 2023 with the pathways viewed most frequently listed above.

Strengthening Diabetes Education and Training in WSLHD

NADC E-Training Course Collaboration

WSD continues its fruitful collaboration with the NADC, offering a substantially discounted E-Training Course for staff within the WSLHD and its jurisdictions. This initiative has seen remarkable participation, with 321 healthcare professionals enrolling in the course. Notably, it has garnered significant interest from Pre-Admission Clinic (PAC) and community nurses within WSLHD, reflecting the course's relevance and the growing need for specialised diabetes education in diverse healthcare settings.

Community Nursing Education Day

In a move to further enhance chronic illness management skills among nurses, Integrated and Community Health recently launched a new 2-day workshop. This workshop is designed to provide comprehensive training on managing key chronic illnesses, including diabetes, Chronic Obstructive Airways Disease (COPD), and heart failure.

A highlight of the workshop was the 2-hour diabetes management session, led by Nurse Practitioner Ana Murugesan. This session delved into various critical aspects of diabetes care, such as pathophysiology, medication management, and the handling of hypoglycemia and hyperglycemia in community settings.

The workshop was well-received, with 22 nurses participating in this inaugural event. Due to its success and the positive feedback received, with 75% of participants acknowledging the relevance of the program and their intention to apply the skills learned, plans are in place to continue this program annually. This initiative represents a significant step in equipping community nurses across the LHD with the knowledge and skills necessary to manage chronic conditions effectively.



Nurse Practitioner Ana Murugesan presented a 2-hour diabetes management workshop.

WSPHN's Role in Enhancing Diabetes Education and Training in 2023

Collaborative Educational Initiatives

WSPHN plays a pivotal role in providing access to crucial information, education, and training for a wide range of clinicians. This includes General Practice nurses, allied health professionals, and other members of general practice and Residential Aged Care Facilities (RACF) teams. In 2023, WSPHN collaborated with the WSD team to present various educational opportunities. These initiatives were designed to enhance knowledge and skills in diabetes prevention and management.

Focus on Diabetes Masterclass and Community Practice Sessions

One of the key collaborative efforts between WSPHN and WSD included the organisation of the Diabetes Masterclass and Primary Care Nurse community of practice sessions. These sessions were specifically tailored to address the complexities of diabetes care and were instrumental in updating healthcare professionals on the latest practices and guidelines in diabetes management.

The team was proud to participate in the Masterclass Series, as well as co-chair WSD's Leaders Alliance and WSCD meetings.

Networking and Learning Opportunities for Nurses

A significant event in 2023 was an evening dedicated to networking and learning for nurses from General Practice and Aged Care. This event was a joint effort by WSPHN and the WSD team. It provided an invaluable platform for nurses to engage with each other, share ideas, and learn more about the role of WSD in enhancing diabetes care. The event highlighted the importance of collaboration between healthcare professionals in improving health outcomes for people living with diabetes in western Sydney (see photo below).

Positive Feedback and Acknowledgment

The feedback from participants was overwhelmingly positive. One participant expressed gratitude for the ongoing support provided to primary care nurses in Sydney, highlighting the significant impact of the webinars and seminars organised by WSPHN. This appreciation underscores the value and effectiveness of these educational initiatives in bolstering the skills and knowledge of healthcare professionals in the region, ultimately leading to better health outcomes for patients.



WSPHN team at the nurse's education evening



Digital Solutions

Embracing Digital Innovations in Diabetes Care

WSD has been at the forefront of leveraging digital technology in diabetes management. This includes providing a rich array of educational content and videos for patients and healthcare professionals. Continuous data analysis and strategic alliances are instrumental in refining our care approach.

Future Focus

Looking ahead, WSD is dedicated to expanding its digital communication networks and exploring AI's potential in anticipatory healthcare. Our aim is to optimise data processes and secure investments to set a national benchmark in diabetes care. Feedback and innovative suggestions are always encouraged to enhance our strategies.

Digital Referrals and Triageing

WSD has refined the process for managing new referrals. All referrals are processed digitally, ensuring efficiency and avoiding paper trail losses. A weekly clinic is dedicated to discussing these new referrals, ensuring streamlined patient management.

Patient Survey Initiative

In 2023, WSD collaborated with GoShare for a patient survey, focusing on patients' motivations, lifestyle habits, and expectations from diabetes case conferences. This survey utilizes an algorithm to send targeted educational content, like videos on hypoglycemia, to address specific patient concerns. The implementation of this survey is scheduled for January 2024.

Commitment to Digital Efficiency

WSD remains committed to utilising digital solutions to enhance clinical management. By integrating digital tools, we aim to improve the effectiveness and efficiency of care for both patients and healthcare providers.



Connected Care

Hospital Endocrinology Support and General Practitioner Collaboration

Integral Role of WSD Endocrinologists

WSD endocrinologists continue to play a crucial role in the hospital's endocrinology on-call roster. Their involvement is key in imparting valuable knowledge and skills to junior medical staff and medical students. This contribution underscores the importance of hospital-based services in enhancing clinical education and fostering the next generation of healthcare professionals.

GP Support Line: A Vital Link

The GP Support Line, established in 2015, remains a cornerstone in bridging the gap between hospital services and community care. This line provides GPs with immediate access to hospital-appointed endocrinologists and advanced trainees, including specialists from WSD. The support line is a testament to the collaborative efforts between hospital diabetes services and WSD, ensuring seamless and effective diabetes management in the community. This resource is not only a tool for direct consultation but also plays a significant role in reducing unnecessary hospital admissions.

Collaborative Approach to Diabetes Management

The joint efforts of WSD endocrinologists and the GP Support Line exemplify a collaborative approach to diabetes care, integrating hospital expertise with primary care. This synergy is pivotal in providing comprehensive diabetes management, facilitating timely interventions, and enhancing overall patient care. The active promotion and utilisation of the GP Support Line are instrumental in ensuring that patients receive the right level of care in the community, thereby optimising health outcomes and mitigating the burden on hospital resources.

Western Sydney Diabetes and Primary Health Network Collaboration

In 2023, the WSD team and the WSPHN worked closely with two GP practices to implement a Diabetes Quality Improvement activity. This initiative focused on diabetes detection and management, enhancing the quality of care provided in these practices. The data from these practices was meticulously reviewed, leading to recommendations for further improvements in their quality assessments.

WSPHN Perspective: Broadening the Scope

WSPHN, a key partner in this endeavor, has focused on creating an equitable health system for all residents of western Sydney. Their efforts encompass supporting over 6000 medical professionals across various private and not-for-profit organisations.

Primary Care Transformation

This year, WSPHN aided 350 general practices in the region. Their annual survey showed high satisfaction among Practice Managers with the support provided for improving practice systems. The team continuously adapts its support to meet the diverse needs of practices.

Patient-Centered Care and Quality Improvement

The Patient Centred Medical Home (PCMH) program is a flagship initiative of WSPHN, emphasising accessible, comprehensive, and coordinated care. Their Quality Improvement program includes team-based approaches and data analysis to improve primary care capabilities, with the Continuous Quality Improvement Diabetes Cycles and Toolkit being a highlight of the year.

Notable Statistics:

- 1,577,478 active patients
- 340 general practices
- 24 PCMHs
- 242 pharmacies
- 64 Residential Aged Care Facilities (RACFs)

Educational and Prevention Initiatives

WSD's Masterclass Series and Leaders Alliance meeting are key platforms where WSPHN has made significant contributions. Prevention programs like 'Too Deadly for Diabetes' have shown remarkable success, with notable achievements in participant health outcomes.

Innovative Programs and Tools

WSPHN's investment in tools like HealthPathways, PenCS, and GoShare has enhanced the capacity of health professionals to provide optimal diabetes care. CareMonitor, as an innovative shared care software platform, has improved the continuity of care for patients with chronic conditions.

Pharmacist in General Practice Program

This innovative program integrates non-dispensing pharmacists into general practice settings, enhancing medication management and patient outcomes. In 2023, the program expanded to cover over 30 practices, with plans for further enhancement in 2024.

Live Life Get Active Program

WSPHN commissioned the Live Life Get Active (LLGA) program, offering free exercise classes across western Sydney. The LLGA, through outdoor activities and online workout programs, targets multiple aspects of health, including physical, mental, cognitive, social, and nutritional well-being. This initiative is a testament to WSPHN's commitment to promoting healthy living and active lifestyles in the community.

Diabetes and Palliative Care Integration

The integration of diabetes management into palliative care is another area where WSPHN has made strides. By coordinating and facilitating webinars for primary care providers and working closely with palliative care services, WSPHN aims to build streamlined care pathways, offering communities more choices for at-home palliative care services.

Too Deadly for Diabetes

The 'Too Deadly for Diabetes' program, aimed at Aboriginal and Torres Strait Islander residents, successfully ran three ten-week programs focused on diabetes risk reduction through weight loss. The initiative included educational elements, healthy lifestyle strategies, and regular weigh-ins. It saw 108 participants registering, with notable achievements in health knowledge, weight loss, and blood pressure management. Additionally, WSPHN launched the 'Live Younger Longer' program for seniors, focusing on holistic health improvement through various sessions covering physical, mental, cognitive, social, and nutritional aspects.

Cardiology in the Community

The Western Sydney Care Collective focuses on cardiovascular disease risk assessment, crucial for people living with diabetes. This program integrates cardiology care in the community, identifying at-risk individuals and linking them with appropriate services.

Conclusion

The collaboration between WSD and WSPHN represents a model of integrated care that effectively addresses the challenges of diabetes management in western Sydney. By combining innovative tools, educational initiatives, and a strong focus on quality improvement, this partnership is significantly improving the health outcomes of the community.

ENABLERS



Community and Provider Engagement

Effective communication in Public Awareness of Diabetes

WSD's initiative places a strong emphasis on effective communication and public engagement to address the diabetes challenge.

As the eEngagement and Education Manager, Heloise Tolar plays a pivotal role in this endeavour, working in close collaboration with the WSD team. Her contributions are essential in educating the community about diabetes, its risks, and management strategies, and in supporting healthcare providers to better interact with patients.

Key Activities and Campaigns:

- Promotion of WSCD and National Diabetes Week:** Heloise has been instrumental in campaigns like WSCD and National Diabetes Week, focusing on diabetes detection, physical activity promotion, and telehealth benefits.
- Targeted Communication Efforts:** These campaigns specifically address priority populations including Aboriginal and Torres Strait Islanders, South Indian, Chinese, and Filipino groups, as well as promoting Healthy Living Toongabbie activities.
- Media and Social Media Management:** Her responsibilities include managing WSD's digital, online, and print communication channels, updating resource materials, and running educational forums like the Masterclass Series 2023. Social media platforms, particularly Facebook and LinkedIn, are optimised to extend reach into the community and among healthcare professionals.



Article in the *Greater Blacktown News*. A collaboration to educate the community on how diabetes impacts different parts of the body.

- Collaboration with Partners:** The work involves constant collaboration with partners like WentWest, Novo Nordisk, and WLG's PR and marketing teams for the effective delivery of WSCD programs and promoting diabetes detection programs.
- Educational Resource Development:** Heloise supports the creation of educational videos and materials, contributing to WSD's resource library on platforms like myINTERACT. This includes producing marketing material that supports the planning and initiatives of the WSD core team and Alliance partners.
- Supporting Public Events and Forums:** Her role extends to promoting public events and forums, writing promotional articles for various media outlets, and leveraging relationships with media partners to enhance diabetes awareness.



Dietetics forum flyer.

- Engaging with the Community:** Through various initiatives and programs, Heloise ensures that the community is aware of diabetes management strategies, encouraging participation in health-promoting activities.

Conclusion:

Heloise's contribution to WSD is vital in enhancing public awareness and provider engagement in diabetes management. Her multifaceted role in communication, education enablement, and media engagement significantly impacts how diabetes is perceived and managed in western Sydney. Her efforts in promoting educational resources, managing social media, and collaborating with various partners play a critical role in WSD's mission to improve health outcomes and enhance public understanding of diabetes.



Evaluation

Enhancing Diabetes Care with Data-Driven Strategies

The Evolution of WSD's Research and Data Agenda

Over the past five years, WSD has evolved significantly in its approach to research and data. The organisation has transitioned from a team engaging in disconnected research projects to a unified, collaborative research hub. This transformation has positioned WSD as a key contributor to nationally significant data work, enhancing its role in the diabetes care landscape.

Combining Data with Strategy

WSD's strategic integration of data, even during pandemic disruptions, has led to numerous achievements, including improved estimates of diabetes burden in WSLHD, successful evaluations of clinics, ongoing rural research collaborations, effective assessments of virtual diabetes care, and significant grant success.

Academic Contributions and Engagement

WSD's research depth is showcased through its active participation in key academic forums, including the Australasian Diabetes Congress and the Asia-Pacific conference on Integrated Care. These platforms have allowed WSD staff to present their research findings, furthering the organisation's academic contributions.

Grant Success and Innovative Projects

A major highlight of 2023 was WSD's successful grant application to the HCF Foundation, enabling a trial of the DDM diabetes self-management platform across WSLHD. Led by Gideon Meyerowitz-Katz and Prof Grant Brinkworth, this project demonstrates WSD's commitment to pioneering diabetes management solutions.

In addition, WSD collaborated with Profs Astell-Burt and Feng with UoW and UNSW to put in the PANDA grant. This grant was successfully awarded by the NHMRC, with funding to run a randomised trial looking at nature prescription for people at risk of metabolic disease. WSLHD will form one of two sites for recruitment for this grant.

PhD Research

A Core Element of WSD's dedication to advancing diabetes research is exemplified by the contributions of its PhD students. Gideon's completion of his PhD and Sumathy Ravi's ongoing studies and publications signify the depth of WSD's research capabilities.

Clinical Evaluation: Digital Innovation and Integrated Care in Diabetes Management

Background and Research Approach

In 2022, WSD embarked on evaluating the effectiveness of a new care model, integrating fCGM and virtual DCC between GPs and specialists. This evaluation targeted 100 patients out of 1000 new referrals to WSD's hospital-based specialty diabetes clinics.

Research Design and Methods

Patients were assessed before and after their participation in the DCC. The evaluation involved pre- and post-DCC health metrics, utilisation of fCGM, and access to digital diabetes education resources and healthcare consultations.

Key Results

The evaluation demonstrated significant improvements in diabetes management:

- Reduction in mean HbA1c levels from 9.6% to 8.2%, indicating better glycemic control;
- Increase in Time in Range (TIR) from 46% to 73%, reflecting improved daily glucose management;
- Decrease in the Average Glucose Management Indicator (AGMI) from 7.9% to 7%, suggesting overall better diabetes control; and
- A notable increase in insulin use post-consultation, without a significant change in the total daily insulin dose.

Conclusions

The integrated care model at WSD's complex diabetes clinics has proven highly effective. The use of CGM has provided valuable insights for treatment decisions, enhancing the quality of diabetes management. This approach has not only improved patient outcomes but also equipped GPs with essential skills for better diabetes care. The model addresses geographical barriers, offering an effective solution through digital healthcare, and underlines the potential of innovative approaches in chronic disease management.

Evaluation of Mount Druitt Community Clinic

In a significant academic accomplishment, our evaluation of the Mount Druitt Community Clinic was accepted for publication in the *International Journal of Integrated Care*. This comprehensive evaluation highlights the clinic's effectiveness in managing diabetes, as evidenced by similar improvements in HbA1c levels among attendees. Additionally, the qualitative analysis provided robust

evidence of both patient and clinician satisfaction with the clinic's innovative clinical processes. The findings underscore the clinic's success in delivering high-quality, integrated diabetes care, reflecting positively on our efforts to provide effective diabetes management in the community (see diagram below).

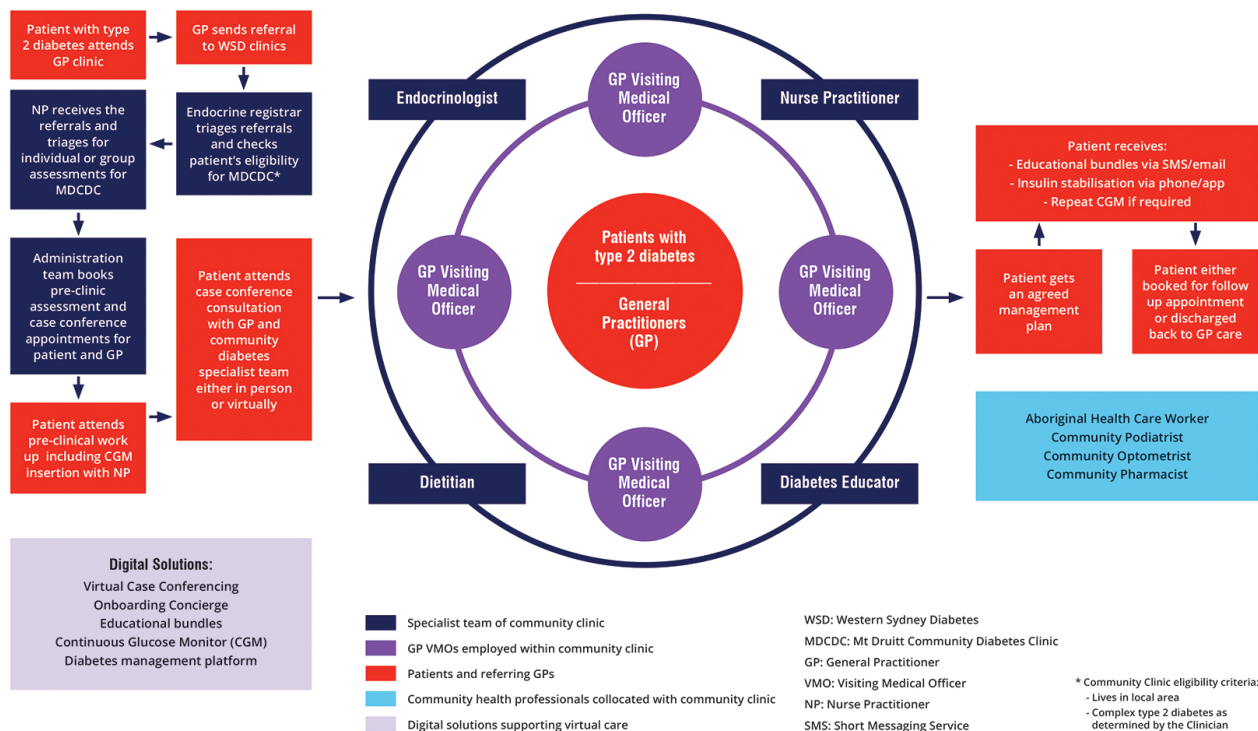
eCARE: Case Conferencing; Activating General Practices; Rural NSW; Enhancing Diabetes Services

eCARE is an innovative initiative aimed at addressing the high prevalence of diabetes in rural NSW, where rates exceed the state average of 11%. With a significant number of rural residents living with undiagnosed diabetes, eCARE represents a collaborative effort by WSD and Western NSW LHD, Far West NSW LHD, Southern NSW LHD, and COORDINARE South Eastern NSW PHN.

This program aims to focus on empowering rural GPs and community healthcare providers through advanced training and resources. The goal is to enhance their ability to effectively manage diabetes, thereby improving patient care and the overall healthcare experience in these communities.

We are seeking grants or other resources for eCARE to be rigorously evaluated through a gold-standard randomised trial, employing a stepped-wedge design. The program plans to invite participation from healthcare providers in rural areas, offering them an opportunity to be part of this groundbreaking approach to diabetes management in rural settings.

MT DRUITT COMMUNITY DIABETES CLINIC MODEL





Research and Publications

Academic Publications 2023

1. Diabetes during the COVID-19 Pandemic: Access to Care Levels

Meyerowitz-Katz G, Ferdousi S, Maberly G, Astell-Burt T. BMC Health Services Research, 2023; 23(1):167.

Exploring the access to appropriate diabetes care during the COVID-19 pandemic.

2. Diabetic Retinopathy Screening at the Point of Care (DR SPOC)

Weerasinghe LS, Dunn HP, Fung AT, Maberly G, Cheung NW, et al.

BMJ Open Diabetes Research & Care, 2023; 11(4):e003376. Innovative methods for detecting undiagnosed and vision-threatening retinopathy.

3. Development of INSPECT-SR: Identifying Problematic Trials in Health Interventions

Wilkinson J, Heal C, Antoniou GA, Flemyng E, Alfrevic Z, et al. medRxiv, 2023.

Protocol for creating a tool to identify problematic randomized controlled trials in systematic health reviews.

4. Dynamics of SARS-CoV-2 Seroassay Sensitivity: A Systematic Review and Modelling Study

Owusu-Boaitey N, Russell TW, Meyerowitz-Katz G, Levin AT, Herrera-Espinoza D.

Eurosurveillance, 2023; 28(21):2200809.

A comprehensive review and analysis of the sensitivity of SARS-CoV-2 serological assays.

5. Qualitative and quantitative evaluation of an innovative primary and secondary diabetes clinic in western Sydney

Ravi S, Meyerowitz-Katz G, Murugesan A, Ayre J, Jayaballa R, Rintoul D, Sarkis M, McCaffery K, Maberly G, Bonner C. International Journal of Integrated Care (accepted 2023)

Academic Presentations 2023

1. Flash CGM - Is better use a predictor of better glycaemic control?

Meyerowitz-Katz G, Dick H, Jayaballa R, Maberly G. Australasian Diabetes Congress 2023. 2023.

2. Evaluation of Western Sydney Diabetes Virtual Care - Flash Glucose Monitoring: A game changer with specialist teams joining GPs to skill them to better manage diabetes.

Mahfuza U, Jayaballa R, Dick H, Meyerowitz-Katz G, Rasheed R, Maberly G.

Australasian Diabetes Congress 2023.



WSD and WSLHD staff members who presented at ADC.

3. Health screening in a high-risk population at the Blacktown Worker's Club using the SiSU Health Station.

Meyerowitz-Katz G, Duncan N, Hannebery P, Tassie R, Scott M, Dawson J, et al.

Australasian Diabetes Congress 2023.

4. CGM and food diaries: Does it match up?

Silvestro V, Meyerowitz-Katz G, Jayaballa R, Maberly G.

Australasian Diabetes Congress 2023.

5. "I cannot find GLP1 anywhere!" - A review of the effect of GLP1 RA shortage on the management of patients attending Western Sydney Diabetes clinics in Blacktown.

Bramwell S, Serrano J, Jayaballa R, Meyerowitz-Katz G, Maberly G.

Australasian Diabetes Congress 2023.

6. Diabetes Education in Western Sydney's Chinese Population.

Chi W, Huang YS, Lin SS, Ratnayake A, Shen S, Meyerowitz-Katz G, et al.

Australasian Diabetes Congress 2023.

7. Diabetes Detection Pilot - Workers Club Blacktown.

Serrano J, Scott M, Dawson J, Meyerowitz-Katz G, Dick H, Bramwell S, et al.

Australasian Diabetes Congress 2023.

8. Effect of Virtual Care on Diabetes management: A Systematic review and meta-analysis.

Ravi S, Meyerowitz-Katz G, Yung C, Ayre J, McCaffery K, Maberly G, et al.

Australasian Diabetes Congress 2023.

9. Community Diabetes Clinic, an innovative model - mixed methods evaluation.

Ravi S, Meyerowitz-Katz G, Ayre J, Murugesan A, Jayaballa R, Rintoul D, et al.

Diabetes Research and Clinical Practice. 2023;197.

10. Effect of Virtual Care in Diabetes Management - A Systematic review of reviews and Meta-Analysis.

Ravi S, Meyerowitz-Katz G, Ayre J, Bonner C.

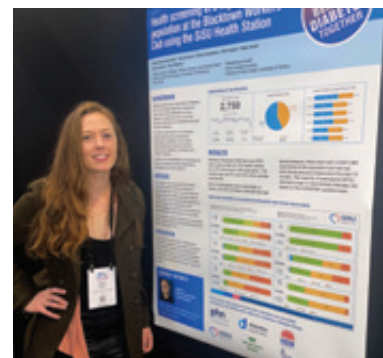
3rd Asia Pacific Conference on Integrated Care. 2023



Aruni Ratnayake and Gideon Meyerowitz-Katz presenting at the WSLHD Aboriginal staff conference.



CDE Jaybee Serrano presenting at ADC.



Helen Dick presented a poster at ADC.

Presentations in 2023 by WSD Team

February 2023

- **Diabetes: Burden for Aboriginal and Torres Strait Islander Peoples and Engaging Key Stakeholders for Solutions** - Gideon Meyerowitz-Katz & Aruni Ratnayake at WSLHD Aboriginal Staff Conference.

March 2023

- **Let's Talk About Preventing Diabetes** - Aruni Ratnayake at Blacktown Rotary Club.
- **Diabetes Care in Western Sydney: Culture-based Initiative** - Aruni Ratnayake at Ahika Inc. International Women's Day.
- **Diabetes: Engaging Key Stakeholders for Solutions for Aboriginal and Torres Strait Islander Communities in WSLHD** - Belinda Cashman & Aruni Ratnayake at ACI Diabetes in the Community for Aboriginal Peoples Project.
- **WSD Programs & Experience** - Janine Dawson at UTS Diabetes Educator Course.
- **Sharing Experience of the WSD Model of Care with ACI Menopause Group** - Sian Bramwell at ACI Menopause Group.

April 2023

- **Let's Talk About Preventing Diabetes** - Aruni Ratnayake at Max Solutions Mount Druitt.
- **Healthy Living Toongabbie - What Do We Do?** - Sumathy Ravi at Diabetes Australia NDSS Diabetes Education Event.

May 2023

- **Preadmission Clinic (PAC) Staff Training for CGM Insertions** - Jaybee Serrano at Blacktown Hospital.
- **Preliminary Data from Diabetes Detection in the Community** - Jaybee Serrano at WSD GP Evening at Workers Club Blacktown.
- **Diabetes Detection, Education Opportunities for Nurses & Healthy Living Options** - Jaybee Serrano at Nurse Connect Evening at Castle Hill.
- **Diabetes Case Conference and Digital Solutions** - Dr Rajini Jayaballa at WSD GP Evening, Workers Club Blacktown.

- **Western Sydney Diabetes: Why We Are on This Journey** - Glen Maberly at GP Night.
- **Diabetes Prevention in Western Sydney** - Janine Dawson at WS Moving Community of Practice.
- **Western Sydney Diabetes: Research, Evaluation, and Collaboration** - Gideon Meyerowitz-Katz at ACI Diabetes and Endocrine Network.
- **Training of PAC Nurses to Use Flash CGM for Patients with Diabetes Awaiting Surgery Who Have Poor Glycaemic Control** - Sian Bramwell. In-house education.

June 2023

- **Beating Diabetes Together – 2kg Challenge – Planning Our Campaign** - Glen Maberly at WSD Leaders Alliance Meeting.
- **Working in Partnership to Reduce Diabetes in Aboriginal Communities in WSLHD** - Belinda Cashman & Aruni Ratnayake at NSW Aboriginal Chronic Conditions Conference.

July 2023

- **Changing the Treatment Paradigm in T2D** - Dr Rajini Jayaballa at GP Seminar, Novo Nordisk.
- **Personalised Diabetes Management** - Leveraging the Power of Data - Chairperson Glen Maberly at Abbott APAC Diabetes Technology Masterclass.
- **Hospital Specialists Join the GP Team: WSD Diabetes Case Conferencing to Manage T2D** - Glen Maberly at Statewide Diabetes Initiative Access to Care: Scale and Spread Workshop.

August 2023

- **Introduction to CGM Technology and Overview of Medications in Those with T2D** - Dr Rajini Jayaballa at Western Sydney Diabetes Continuous Glucose Monitors: A Game Changer for Dietitian's Forum.
- **Insights from American Diabetes Association Meeting in San Diego** - Glen Maberly at Department of Diabetes and Endocrinology Meeting.
- **Western Sydney Culturally Diverse Community Panel** - Glen Maberly at WentWest Two Citizen Juries.
- **Let's Talk About Preventing Diabetes** - Aruni Ratnayake at Max Solutions Blacktown.

September 2023

- **Nutritional Implementation of CGM** - Victoria Silvestro at WSD Continuous Glucose Monitors: A Game Changer for Dietitian's Forum.
- **Healthy Eating on a Budget** - Victoria Silvestro at Masterclass.
- **Very Low Caloric Diet (VLCD)** - Victoria Silvestro at Masterclass.
- **Why is Weight Loss Important for Diabetes?** - Janine Dawson at Masterclass.
- **Keeping up to Date with Medications** - Prescribing Challenges: Guideline and PBS Criteria - Glen Maberly at WSD Masterclass Series.
- **Western Sydney First Nations Community Panel** - Glen Maberly at WentWest Two Citizen Juries.
- **Some Clinical Conundrums in Diabetes 2023** - Dr Rajini Jayaballa at BMDH Endocrinological Clinical Meeting.
- **Linking Primary to Tertiary Care – Models of Success** - Dr Rajini Jayaballa at NADC Best Practice in Diabetes Centres (BPDC).

October 2023

- **CGM for People Living with Type 2 Diabetes** - Developing Diabetes Australia's Policy Position - Sian Bramwell at Diabetes Australia's Health Professional Advisory Council.
- **What is the Hype About Continuous Glucose Monitoring (CGM)?** - Dr Rajini Jayaballa, Ana Murugesan, Bronwyn Blair, Victoria Silvestro & Abbott Diabetes Care Team at Masterclass.
- **Let's Talk About Injections** - Sian Bramwell at Masterclass Series 2023.
- **Diabetes Case Conferencing & Diabetes Detection** - Jaybee Serrano at Mount Druitt Medical Practitioners Association (MDMPA) Conference at Rooty Hill.
- **Why is Early Detection Important?** - Jaybee Serrano at Masterclass Face to Face Session at Park Royal Parramatta.
- **Healthy Eating on a Budget (with Diabetes Detection)** - Victoria Silvestro at WSLHD Healthy Libraries Month at Merrylands Library.
- **Diabetes Management Changing with Medicare Reform?** - Glen Maberly at WSD Masterclass Face to Face Session.

November 2023

- **Effect of Virtual Care on Diabetes Management- Systematic Review and Meta-Analysis** - Sumathy Ravi at Diabetes and Obesity Clinical Academic Group (DO-CAG) Welcome Launch; and Menzies Centre for Health Policy & Economics – Higher Degree Research Presentations.

**Resource Mobilisation**

WSD's success in resource mobilisation in 2023 is a testament to its strong public-private-civic partnerships. The year witnessed substantial support from industry and community partners, both in-kind and funding, as WSD presented a range of sponsorship opportunities.

Industry Support

In 2023 WSD effectively partnered with six pharmaceutical companies to sponsor its Masterclass Series. These collaborations were pivotal in broadening the event's scope and enhancing participant engagement. The sponsors significantly contributed to promotional activities and enriched the event by setting up interactive virtual and physical displays.

Novo Nordisk's contribution of \$110K in 2022 was instrumental in supporting a community detection project. This project involved point-of-care HbA1c testing and educational sessions, reaching over 500 community residents. Abbott played a vital role by providing Afinion analysers for these HbA1c tests.

Additionally, Abbott, Novo Nordisk and Lilly made substantial contributions towards the production of educational videos for patients, with Abbott supplying numerous CGM sensors for healthcare providers at various educational events. This support was critical in enhancing the educational aspect of WSD's initiatives.

Further, Novo Nordisk has committed \$50,000 to the WLG for the development of the 2kg Challenge Challenge in 2023, with additional funding anticipated for 2024.

These investments are a testament to the ongoing support and collaboration between WSD and its industry partners, aiming to make a significant impact in the field of diabetes prevention and management.

**Abbott****AstraZeneca****Boehringer
Ingelheim****Lilly****novo nordisk®****sanofi**



Workers Lifestyle Group (WLG)

The Western Sydney Changing Diabetes initiative, a public-private-civic collaboration between WSD, WLG and Novo Nordisk, commenced in 2022 to combat diabetes in western Sydney. The WLG Board has pledged an investment of \$500,000 over five years to support the program's implementation.

A significant part of this collaboration included a \$20,000 ClubGrant awarded to WSD for hosting nutrition and cooking demonstrations at the Club. These events have been pivotal in enhancing participants' nutritional knowledge and cooking skills. The funding also facilitated popular line dancing classes, stemming from a survey to gauge members' interest in physical activities. These classes are set to continue in 2024, thanks to the ongoing support.

Moreover, WLG's funding enabled the successful organisation of various events, such as the Leaders Alliance and 2kg Challenge campaign launch, attracting hundreds of community, business, and health leaders. These events received comprehensive support from the Club, including complimentary meals, beverages, AV, room hire, and staffing.

Additionally, WLG allocated an extra \$50,000 to the 2kg Challenge Challenge, covering expenses like campaign website production, creative inputs, and management fees. This initiative demonstrates the collective effort and commitment of WLG and WSD in addressing diabetes in the region.

Grant Funding

In 2023, WSD achieved notable success in securing grant funding for ongoing research projects, marking a significant step towards future advancements in diabetes care and research:

1. **HCF Foundation Research Grant (\$518,000):** This substantial grant will fund a cluster-randomised trial focusing on an AI-enhanced platform for managing metabolic diseases across the Western Sydney Local Health District (WSLHD).
2. **NHMRC PANDA Grant (\$1,495,000):** Led by the University of Wollongong (UoW) and the University of NSW (UNSW), WSD will participate in the PANDA randomised trial, investigating nature prescriptions for people with metabolic diseases.
3. **NHMRC Wear-IT Grant (\$1,500,000):** Led by Bond University, this grant supports a randomised trial exploring the impact of wearable devices, such as smartwatches, in treating diabetes and pre-diabetes.
4. **ICH Grant (\$20,000):** Awarded to PhD student Sumathy Ravi, this grant focuses on evaluating the effectiveness of clinical questionnaires from both patient and provider perspectives.

These grants not only underscore WSD's commitment to cutting-edge diabetes research but also bolster its capabilities in delivering innovative health solutions.

CONTRIBUTORS

List of Contributors 2023

EXECUTIVE MANAGEMENT TEAM

Co-Chairs:

Jasmin Ellis, General Manager, ICH WSLHD
Ray Messom, Chief Executive Officer, WSPHN (WentWest)

WSLHD

Dr Shopna Bag, Director, Centre for Population Health
Brad Ceely, General Manager, BMDH
Prof Wah Cheung, Head of Diabetes and Endocrinology Department, WH
Dr Brett Gardiner, Network Director Subacute & Ambulatory Medicine, Executive Medical Directorate
Assoc Prof Tien-Ming Hng, Head of Diabetes and Endocrinology BMDH
Dr Rajini Jayaballa, Endocrinologist Staff Specialist, WSD
Prof Glen Maberly, Director WSD
Jenelle Matic, General Manager, WH
Prof Mark McLean, Executive Director, Research
Sumathy Ravi, WSD Program Manager

WSPHN

Jane Assange, Director Primary Care Transformation & Integration
Jasmine Glennan, Senior manager, Primary Care Development and Delivery

DIABETES AUSTRALIA

Rowan Clifford, Group Executive Health Service Operations
Jenn Madz, Strategic Health Partnerships Manager
Natalie Smith, General Manager

DPE

Monica Desanti, Senior Manager – Greener City, Resilience & Urban Sustainability
Natalie Davidson, Senior Manager – Greener City, Resilience & Urban Sustainability

CORE TEAM ICH WSLHD

WSD Blacktown Office

Sian Bramwell, Community Diabetes Educator
Janine Dawson, Prevention Program Manager
Helen Dick, Research Nurse
Dr Ummul Mahfuza, Endocrine Registrar
Gideon Meyerowitz-Katz, Research Monitoring and Evaluation coordinator
Aruni Ratnayake, Diabetes Prevention Officer
Ofa Rimoni, Telehealth Onboarding Support Officer
Jaybee Serrano, Credentialed Diabetes Educator
Victoria Silvestro, Senior Clinical Dietitian

Sadhna Singh, Administration Officer
Tanaja Shipley, Administration Officer
Heloise Tolar, eEngagement & Education Manager

Resident Medical Officers:

Dr Jacky Lee
Dr Sargun Madan
Dr Riham Abdulla Rasheed
Dr Gurperghas Singh Paramjeet Singh
Dr Feebi Tanious

WSD Westmead Hospital Office

Nazila Aghaie, Administration Officer, Diabetes & Endocrinology
Dr Cecilia Chi
Dr Divya Namboodiri, Endocrinologist
Bernadette Sadsad, Clinical Nurse Consultant HbA1c Testing

WSD Mount Druitt Community Diabetes Clinic

Misty Kucherik, Clinical Dietitian
Chui Long Mak (Aaron) , Dietitian
Anandhi Murugesan, Nurse Practitioner

GP VMOs:

Dr Esther Amarasingham
Dr Donna Jenkins
Dr Eric Le
Dr Abeera Sivapalasingam
Dr Alison Taggart
Dr Ann Walz

CORE TEAM WSPHN

Corrinne Champness, Clinical Nurse Facilitator
Dr Shahana Ferdousi, Senior Manager Western Sydney Health Intelligence Unit
Carolyn Massingham, Marketing and Communications Team Leader
Tim Perry, Pharmacist
Maria Pipicella, Practice Development Team Leader/Coach
Chloe Szann, Marketing and Communications Officer

BOARD MEMBERS

Richard Alcock, former Chair, WSLHD
Loretta Di Mento, Chair, WSLHD
Diane O'Halloran, Chair, WentWest (WSPHN)

KEY PARTNERS

ACI

Emily Gregg, Project Officer - Virtual Care- Integrated Digital Enablement Accelerator (IDEA) team

Kiel Hennessey, Manager Aboriginal Chronic Conditions Network

Stacey Hutchinson, Project Support – Virtual Care - Integrated Digital Enablement Accelerator (IDEA) team

Kate Lloyd, Stream Manager, Chronic and Long Term Care

Linda Mirabilio, Project Support Officer, Virtual Care, Integrated Digital Enablement Accelerator team (IDEA)

Marina Sarkis, Network Manager, Diabetes and Endocrine

DIABETES AUSTRALIA

Katie Allison, Culturally and Linguistically Diverse (CALD) Project Officer

Prof Grant Brinkworth, National Research Director

Caroline Clark, Aboriginal and Torres Strait Islander Project Officer

Liam Ferney, National Manager Corporate Affairs

DIGITAL SOLUTIONS

Deepak Biswal, Founder, CEO CareMonitor

Dr Tina Campbell, CEO, GoShare Health

Ken Haywood, Clik Creative Pty Ltd

Karen Naisoro, Client Success Manager CareMonitor

Erika Rossi, Senior Digital Designer, myINTERACT

Gary Smith, Armchair Medical

Tamie Whitton, Chief Operations Officer, myINTERACT

HEALTHY LIVING TOONGABBIE INC.

Geetha Bhat, consumer representative

Monica Boules, Toongabbie Discount Drug Store (Committee Member)

Anton Fernando, President, Australian Tamil Chamber of Commerce

Raji Jayadev, Dietitian

Padmanabhan Karamil, President, Lions Club of Sydney Indian (Public Officer)

Prasad Mallesh, eSoft Technologies

Dr Mani Manoharan, Endocrinologist, Liverpool Hospital SWSLHD (Vice-President)

Ram Ramamurthy, Hills Business Accountants (Treasurer)

Dr Shanthini Seelan, Bridgeview Medical Practice (President)

Dr Thava Seelan, Bridgeview Medical Practice

Dr Subbaram Sundar, Dr Sundar and Rani's Medical Practice (Committee Member)

INDUSTRY PARTNERS

Novo Nordisk

Mark Scott, Public Affairs Specialist, Patient Access, Public Affairs and Policy

Dr Ana Svensson, Senior Director, Clinical, Medical & Regulatory

Katherine Tocchini, Public Affairs & Communications, Team Lead

Abbott

David Cheng, Sales Manager HCP, Abbott Diabetes Care

Bryan C Ladell, Head of HCP Management, Abbott Diabetes Care

Eli Lilly

Dr Bradley Curtis, Senior Director and Medical Lead (Diabetes)

Michael Ghali, Medical Science Liaison

AstraZeneca

Kainaaz Choksey, Key Account Manager- Renal and Metabolic

Boehringer Ingelheim

Amanda Arnold, Strategic Account Manager

Mark Simpson, Senior Specialist Sales Representative

Sanofi

Alan Blaskett, Diabetes Marketing Lead

Nestle Health Science

Louise Alois, Account Specialist - Inside Sales (National)

PRIMARY PREVENTION

Stephen Bali, MP State Member for Blacktown

Danica Bird, Landscape Architect, Blacktown City Council

Kerryn Brimms, Senior Co-ordinator, Heart Foundation

David Burns, Managing Director, Collective Leisure

Elizabeth Calleja, Senior Advisor, Heart Foundation

Kathie Collins, Councillor, Blacktown City Council

Nicole Constable, NEST Manager, OzHarvest

Peter Dawe, Lead, Youth Community Greening, Royal Botanic Gardens, Greater Sydney

Assoc Professor Carolyn Ee, Senior Research Fellow, Integrative Medicine Program, NICM

Paula Escudero, Nutritionist

Christian Eckardt, Manager Education & Community Programs, Greater Sydney Parklands

Mayor Peter Gangemi, The Hills Shire Council

Kelly-Ann Gee, Policy and Projects Officer, WSROC

Anne Goonitelleke, Head of Skills, Health, Wellbeing and Community Services, TAFE

Dr Peita Hillman, Outreach & Engagement Officer, parkrun
 Hollie Kempton, NSW Education Co-ordinator, OzHarvest
 Dr Amanda Lloyd, Manager, Nature Play, Royal Botanic Gardens
 Michelle Marshall, Project Manager, Heart Foundation
 Susan Martland, Marketing and Strategic Accounts Manager, Abbott
 Lori Modde, CEO, Outdoors NSW&ACT
 Joe Nazarian, Director, Nazarian Optometrists
 Matthew O'Connor, Manager, Recreation, Planning and Design, Blacktown City Council
 Gladys Panoncillo, Rooty Hill Multicultural Walking Group
 Adrian Prakash, General Manager, SHARE
 Lilly Psomadelis, NSW Educator, Sight for All
 Donalee Rose, Community Hearing Advisor, Hearing Australia
 Helen Roth, President Lions Club, Castle Hill
 Pamela Scarborough, Senior Health Professional Engagement Officer, Heart Foundation
 Maryanne Skinner, NDSS Awareness Coordinator, Diabetes NSW&ACT
 Prof Ben Smith, Professor of Public Health, USYD
 Adjunct Professor Jim Taggart, OAM
 Paul Stuart, A/Director, Greater Sydney Parklands
 Jayne Travers-Drapes, Director, Box Divvy
 Anton van den Burgh, Director, Box Divvy
 Michael Walls, Access News Australia
 Clin A/Prof Li Ming Wen, Director of Population Health Research & Evaluation Hub, Sydney LHD
 Elisha West, NEST Program Manager, OzHarvest
 Cathy Wilkinson, CEO, Stephanie Alexander Kitchen Garden Foundation
 Adam Yee, Sports Co-ordinator, Reclink

Culture-Based

Graham "Buzz" Bidstrup, CEO, Uncle Jimmy Thumbs Up Ltd
 Sonya Cameron, WS Integrated Team Care
 Jelis Fatema, Executive Manager – Clinical, Greater Western Aboriginal Health Service
 Stephanie Yates, Care Coordinator, WS Integrated Team Care

Filipino Australian Diabetes Support Network

Rhea Balmaceda, Dietitian/Exercise Physiologist
 Jade Cadelina, Technologist
 Julie Chio-Nunez OAM, Community leader
 John Cruz, Consumer Representative
 Dr Cora Francisco, General Practitioner

Dr Rona Francisco, Endocrinologist and Diabetes Specialist
 Dr Angelica Logarta-Scott, General Practitioner, Kildare Road Medical Centre
 Vanessa Manalo, Registered Nurse
 Fe Maramara, Consumer Representative
 Josefina Musa, ADHIKA radio broadcaster
 Dean Paningbaton, Accredited Practising Dietitian/Sports Dietitian
 Imelda Provideo, Community leader
 Tess Sayas, Community Leader
 Celestina Shori, Credentialed Diabetes Educator
 Nelia Sumcad, Philippine-Australian Community Services Inc

Chinese Diabetes Education Series

Dr Shannon Lin, ADEA CDE Director/Advanced Accredited Practising Dietitian
 Rajan Manickarajah, Systems Manager, NSW Multicultural Health Communication Service
 Sam Shen, Health Language Services Manager, Multicultural Services, SWSLHD

RURAL PARTNERS

Amanda Brownlow, Medical Lead, Collaborative Commissioning, Strategic Reform, Planning and Partnerships Directorate, Western NSW LHD
 Dr Ai-Vee Chua, General Practitioner, Dubbo Family Doctors
 Megan Gossage, Administration Officer, Collaborative Commissioning, Care Partnership – Diabetes, Western NSW LHD
 Rachel Hart, Program Director Collaborative Commissioning | Strategic Reform, Western NSW LHD
 Deborah Hoban, Project Manager, Strategic Partnerships/ Program Director, Care partnership – Diabetes, Western NSW LHD
 Di O'Rourke, Program Support Officer, Care Partnership – Diabetes, Western NSW LHD
 Jennifer Ramien, Program Manager, Care Partnership – Diabetes, Western NSW LHD
 David Peebles, Chronic Care Coordinator, Western NSW LHD
 Phillipa Toohey, Diabetes CNC, Collaborative Commissioning, Care Partnership – Diabetes, Western NSW LHD
 Anne Vail, Nurse Practitioner, Dubbo Family Doctors

UNIVERSITIES

Caroline Allen, Senior Community Engagement Officer, ACU
 Prof Thomas Astell-Burt, Professor of Cities and Planetary Health, School of Architecture, Design, and Planning, USYD
 Dr Julie Ayre, Sydney Health Literacy Lab, School of Public Health, USYD

Dr Carissa Bonner, NHMRC & Heart Foundation Research Fellow, School of Public Health, USYD

Paul Campbell, Deputy COO & Director, ACU

Prof Stephen Colagiuri, Director Boden Institute, USYD

Prof Clare Collins, Lead Nutrition & Dietetics, UNEW

Prof Xiaoqi Feng, Associate Professor of Urban Health and Environment, UNSW

Dr Natasha Franklin, Deputy Head of Nursing, ACU

Prof Kirsten McCaffery, Director, Sydney Health Literacy Lab, School of Public Health, USYD

Dr Dorothy Ndwiga, Lecturer, ACU

WORKERS LIFESTYLE GROUP INC

Simon Graham, Executive Manager Government Relations & Community

Kathy Lindsay, Managing Director, Lindsay Communication

Tina Maamari, Welfare Support Officer

Morgan Stewart, Chief Executive Officer

WSLHD

Asher Alhassid, Senior project Manager, Digital Health Solutions

Sean Bacon, Senior Corporate Communications Specialist-Multimedia, Corporate Communications

Shirley Brown, Aboriginal Chronic Care Nurse, Mount Druitt Community Health Centre

Belinda Cashman, Director Aboriginal Health

Andrew Fraser, Aboriginal Health Services Manager

Jo Fuller, Program Lead Priority Populations

Desiree Leone, Team Leader, Multicultural Health

Jamie Matthews, Care Facilitator, ICCP

Eileen Louise, Administration Officer, Aboriginal Health Hub

Annette Macdonald, Metabolic Health Clinical Nurse Consultant

Sarah Mason, Head of Content and Media, Corporate Communications

Simon Mbugua, Care Facilitator, ICCP

Elissa Miller, Marketing and Communications Coordinator, Centre for Population Health

Oula Nader, Multicultural Health Program Officer – Refugee Communities

Michelle Nolan, Operations Manager Health Promotion, CPH

Jara Pinheiro, Senior Corporate Communications Specialist-Multimedia, Corporate Communications

Salma Premji, Care Facilitator, ICCP

Helen Ryan, Coordinator Partnerships and Healthy Places, CPH

Akashdeep Singh, Clozapine coordinator, BMDH

Dean Spirou, Psychologist, Blacktown Metabolic and Weight Loss Program

Shelley Somi, NUM, ICCP

Sia Takchi, Director, Corporate Communications

Raymond Tong, Innovation and Architecture Group Director DHS

OTHER PARTNERS

Lei Calma, Admin and Marketing Manager, NADC

Bindyah Parratt, Associate, PwC

Emily Prior, Lead Partner for Finance, Risk and Cyber, Scyne Advisory

James Richardson, Senior Manager, PWC

Dr Duncan Rintoul, Director, Rooftop Social

Natalie Wischer, CEO, NADC

Masterclass 2023 Series

See myINTERACT for a full list of faculty including short Bios.

For more information on WSD, visit <https://www.westernsydneydiabetes.com.au/>

GLOSSARY

ACI Agency for Clinical Innovation	ICP Integrated Care Program
ACNC Australian Charities and Not-for-profits Commission	LHD Local Health District
ADC Australasian Diabetes Congress	MBS Medicare Benefits Schedule
ADHA Australian Digital Health Agency	MDCDC Mount Druitt Community Diabetes Clinic
AHP Allied Health Professional	MDCHC Mount Druitt Community Health Centre
AIHW Australian Institute for Health and Welfare	MOH Ministry of Health
ATCC Australian Tamil Chamber of Commerce	MPSCG Mobilising Public Support Communications Group
BAS Business Analytics Service	NADC National Association of Diabetes Centres
BCC Blacktown City Council	NAIDOC National Aborigines and Islanders Day Observance Committee
BCE Bilingual Community Education	NBMLHD Nepean Blue Mountains Local Health District
BMDH Blacktown and Mount Druitt Hospitals	NBMPHN Nepean Blue Mountains Primary Health Network
BMWLC Blacktown Metabolic and Weight Loss Clinic	NDCC National Diabetes Care Course
CALD Culturally and Linguistically Diverse	NDSS National Diabetes Service Scheme
CDE Credentialed Diabetes Educator	NHMRC National Health and Medical Research Council
CGM Continuous Glucose Monitoring	NWAU Nationally Weighted Activity Unit
CNC Clinical Nurse Consultant	OOS Occasions of Service
CPH Centre for Population Health	PATBI PEN Analytics Tool, Business Intelligence
CSIRO Commonwealth Scientific and Industrial Research Organisation	PCMH Patient Centred Medical Homes
CT2DC Complex Type 2 Diabetes Clinic	PDC Post-Discharge Diabetes Clinic
DCC Diabetes Case Conference	PHN Primary Health Network PGA Pharmacy Guild of Australia
DDE Department of Diabetes and Endocrinology	PN Practice Nurse
DDMS Diabetes Detection and Management Strategy	PSA Pharmaceutical Society Australia
DDMT Data for Decision Making Taskforce	PwC PricewaterhouseCoopers
DEC Diabetes Education Centre	RACGP Royal Australian College of General Practitioners
DHS Digital Health Solutions	RCT Randomised Controlled Trial
DOMTRU Diabetes, Obesity and Metabolism Translational Research Unit	SAKGF Stephanie Alexander Kitchen Garden Foundation
DPC Department of Premier and Cabinet	SWSLHD South Western Sydney Local Health District
DPE Department of Planning and Environment	TNP Transition to Nurse Practitioner
ED Emergency Department	UNSW University of NSW
EMR Electronic Medical Records	UNEW University of Newcastle
EMT Executive Management Team	UOW University of Wollongong
EN Enrolled Nurse	USYD University of Sydney
FADSN Filipino Australian Diabetes Support Network	UTS University of Technology Sydney
FTE Full-Time Equivalent	VMO Visiting Medical Officer
GDM Gestational Diabetes Mellitus	WH Westmead Hospital
GP General Practitioner	WS Western Sydney
GPP General Practice Pharmacy	WSD Western Sydney Diabetes
GWAHS Greater Western Aboriginal Health Services	WSLD Western Sydney Leadership Dialogue
HLO Healthy Living Options	WSLHD Western Sydney Local Health District
HLT Healthy Living Toongabbie	WSPHN Western Sydney Primary Health Network
HOPE Health Outcomes and Patient Experience	WSROC Western Sydney Regional Organisation of Councils
HRFS High Risk Foot Service	WSU Western Sydney University
IC Integrated Care	WW WentWest
ICH Integrated and Community Health	





For more information about WSD please visit the website below. To speak with us, or to make an enquiry, please contact WSD program manager, Sumathy Ravi via email at Sumathy.Ravi@health.nsw.gov.au

Western Sydney Diabetes
Integrated and Community Health
Level 3 Administration and Education Building
Blacktown Hospital Campus

www.westernsydneydiabetes.com.au