

Diabetes management supports

Quick summary: Diabetes is a health condition which people usually manage with help from their doctor and the health system. If you have diabetes, your doctor or diabetes nurse will create a Diabetes Care Plan with you.

The Australian health system provides health services to everyone for illnesses or chronic health conditions. We can only fund diabetes supports if they're related to your disability. If you have trouble managing your diabetes on your own because of your disability, we may fund other supports to help you. We call these 'Diabetes management supports'.

Diabetes management supports could be a nurse to identify any disability-related supports you need to follow your Diabetes Care Plan. It could also be support workers to help you manage your diabetes. For example, to help check your blood sugar levels regularly if you have trouble doing this because of your disability. We may fund a nurse to train your support workers in your diabetes management needs. We may also fund a nurse to help you manage unstable diabetes if you have complex disability support needs.

Note: When we say 'your plan' we mean your NDIS plan. If you're looking for information about community connections, go to [Our Guideline – Community connections](#).

If you're looking for information about your child's early connections, go to [Our Guideline – Early connections](#).

What's on this page?

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You might also be interested in:

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- [Mainstream and community supports](#)

What do we mean by diabetes management supports?

Diabetes is a health condition that means your body can't maintain healthy levels of glucose in your blood. You might be able to manage your diabetes through diet and exercise or you might need insulin injections or oral medications. Managing your diabetes is very important to prevent long term health problems.

If you have diabetes you should talk to your doctor first. They can link you to health services that are paid for through Medicare. You can continue to access health services from Medicare, even when you are an NDIS participant. Learn more about the [help you can get to manage your diabetes through the health system or other services](#).

Diabetes management supports are what we call disability-related health supports. We can only fund these supports if they directly relate to your disability and help you undertake activities involved in day-to-day life.¹ Learn more about [what we mean by disability-related health supports](#).

Diabetes management supports might include:

- training for your support workers in your specific disability support needs so they can support you to follow your Diabetes Care Plan
- a support worker to help you manage your diabetes for example, testing blood sugar levels or eating regular balanced meals
- a nurse if you have evidence you need a nurse to help you manage your diabetes.

What help can you get to manage your diabetes through the health system or other services?

There are diabetes support services that are available to everyone, whether they have a disability or not. The NDIS can't fund a support if it's most appropriately funded or provided by one of these other services. If you can get the support you need to manage your diabetes through the health care system or another service, we can't fund it.



Government and community services must make sure all Australians, including people with disability, have access to their supports. We call these supports mainstream and community supports. The NDIS was set up to work alongside government and community services, not replace them. Learn more about [Mainstream and community supports](#).

What services does the National Diabetes Services Scheme (NDSS) provide?

Anyone with diabetes can get help to manage their diabetes through the [National Diabetes Services Scheme](#). The National Diabetes Services Scheme provides services and support to people with diabetes, such as:

- education and general training for workers who care for or support people with diabetes
- health services to help prevent diabetes
- diabetes equipment and products to help monitor your blood glucose levels.

If you need help accessing the National Diabetes Services Scheme, talk to your support coordinator or my NDIS contact.

What services does the Juvenile Diabetes Research Foundation provide?

The Juvenile Diabetes Research Foundation provides insulin pumps for low-income families who have children under 18 years of age with Type 1 Diabetes. If you're eligible, you can access supports through the [Insulin Pump Program](#). Learn more about the [Juvenile Diabetes Research Foundation](#).

What help can you get through Medicare?

Medicare helps all Australians with the costs of their health care. You can access Medicare to help pay for services to manage chronic health conditions, such as diabetes. This includes funding for services to test for and diagnose diabetes. Medicare provides funding for your doctor or diabetes nurse to create a Diabetes Care Plan which will describe how to manage your diabetes. You might be eligible for a Medicare funded [Chronic Disease Management Plan](#).

Learn more about [Medicare](#).

What can you get through the Pharmaceuticals Benefits Scheme (PBS)?

The Pharmaceutical Benefits Scheme (PBS) funds medicine for diabetes. Any medicine or insulin you need for your diabetes is funded by the PBS. If you need insulin or medicine for your diabetes, your doctor will prescribe this.

Learn more about the [Pharmaceutical Benefits Scheme \(PBS\)](#).

How do we decide what diabetes management supports we fund?

All NDIS funded supports must meet the [NDIS funding criteria](#).

Generally, we can fund diabetes management supports for you if you need them ongoing and they're related to your disability. We'll need evidence to support this, such as reports or assessments from a qualified health professional.

Diabetes management supports are one of the disability-related health supports we fund.

Learn more about [how we decide what disability-related health supports we fund](#).

What types of diabetes management supports do we fund?

If you can't manage your diabetes because of your disability, we may fund:

- a nurse to create a disability-related diabetes management plan which explains the support you need to follow your Diabetes Care Plan
- training for support workers in your diabetes management needs
- a support worker to monitor your glucose levels and give you insulin or other diabetes medication
- [a nurse](#) to monitor your glucose levels and give you insulin if you have unstable diabetes and complex disability needs
- [assistive technology](#) to help manage your diabetes which you can't get through the health care system.

Do you need a disability-related diabetes management plan?

If you can't manage your diabetes on your own because of your disability, and it meets the [NDIS funding criteria](#), we may fund a nurse to make a disability-related diabetes management plan for you.

This may include funding for:

- an initial consultation
- a nurse to write the plan
- a nurse to review the plan and make any changes you need.

Your disability-related diabetes management plan will describe the extra support you need to manage your diabetes. Your nurse will review the plan once a year, or when your diabetes needs change.

What if you need someone to carry out your Diabetes Care Plan?

Your Diabetes Care Plan created by your doctor or diabetes nurse will describe how to manage your diabetes. This could be things like measuring your blood glucose levels or having insulin injections.

If you can't carry out the plan yourself because of your disability, we may fund someone to help you with this.

Learn more about [having someone else deliver the support you need](#).

What is delegated care?

For some diabetes management supports, a registered nurse may be able to train and delegate key tasks to a support worker or enrolled nurse. This support worker would directly provide you with the support they are trained for. This is called 'delegation and supervision of care'. It allows a registered nurse to delegate nursing tasks to an appropriately trained person.

Some disability-related health support tasks can be delegated by a registered nurse to another worker. This means that a trained person, such as a support worker or enrolled nurse will complete the task for you, instead of a registered nurse.

If your family or carers can't complete the tasks, we will fund a support worker or enrolled nurse to support you to follow your disability-related diabetes management plan. For example, to give you insulin injections. If you already have funding for a support worker, we

can also fund a nurse to train your support workers in carrying out your disability-related diabetes management plan. Each visit by a nurse or support worker to test your blood glucose level and give you insulin should take around 15 minutes. We'll include enough funding for each visit depending on the number of insulin injections you need each day.

When would we fund training for a support worker?

If a support worker can help you with your disability-related diabetes management plan, we'll fund their training so they can help you. We may also fund yearly refresher training if they need it.

The training for the support worker should:

- be given by the health treatment team or registered nurse who wrote your care plan
- explain how to carry out your specific Diabetes Care Plan
- teach the support worker how to provide day-to-day maintenance and care.

What if you need a nurse for your disability-related diabetes support needs?

If your diabetes is unstable and you have complex disability support needs, we may fund a nurse to provide supports. We may fund a nurse instead of a support worker if:

- your diabetes is unstable and needs monitoring and changes to your medications
- you need a nurse to work out the right amount of insulin you need, and the amount can often change
- you're waiting for your support worker to be trained in your diabetes support needs.

If you need a nurse to provide supports, you'll need to give us evidence from a doctor or endocrinologist. An endocrinologist is a medical specialist who treats people with diabetes and other hormone conditions. The evidence should explain:

- how the functional impact of your disability means you can't self-manage your diabetes
- why you need a nurse to provide the support
- why it can't be delegated to a support worker.

We'll make sure there is funding included in your plan to cover your nursing support needs.

What if you need assistive technology to manage your diabetes?

Most people will be able to get the diabetes management supports they need through the National Diabetes Services Scheme or the healthcare system.

Learn more about [what diabetes management support can you get through the healthcare system or another provider.](#)

We might be able to include funding in your plan for assistive technology. For example, for a continuous glucose monitoring device and insulin pump. We only fund these things if you can give us evidence that:

- the assistive technology will reduce your need for other supports, such as a support worker or nurse
- you'll be more independent
- other mainstream health care services don't fund the device or pump and you need this device to manage your diabetes because of your disability.

You'll need to give us evidence and it must meet the [NDIS funding criteria](#).

Learn more about [Assistive technology](#).

What supports can you get for children?

Children with diabetes need support from parents or carers, doctors, schools and communities. The [Juvenile Diabetes Research Foundation](#) has information about supports for children with diabetes. This includes supports such as dietary management, support for families, education and schooling.

We expect parents or carers to look after their child's daily support needs, including management of health. If your child's diabetes support needs are more than what you can provide as a parent or carer, we may fund them. The support needs must relate specifically to your child's disability. As with adults, all supports for children must meet the [NDIS funding criteria](#).

Learn more about [supports you can get through the Juvenile Diabetes Research Foundation](#).

How do you get diabetes management support in your plan?

Do you need to provide us with evidence?

Yes. To get diabetes management supports in your plan, you need to give us evidence that helps us understand the disability-related support you need. Talk to your my NDIS contact or support coordinator to work out what evidence we need. Learn more about the [evidence we need before we create your plan](#).

You can give us new information or evidence about your support needs when you get it or anytime we talk with you.

We may ask you or someone else to give us evidence to show the support meets the [NDIS funding criteria](#). This could include information from your doctor like your Diabetes Care Plan. You will need to show that you need the support because of your disability. You will also have to show the support is or is likely to be effective and beneficial for you.

We'll want to know how it affects your ability to manage your diabetes by yourself. We'll also ask whether your diabetes is stable. And we'll look at what diabetes management supports you currently get. We'll want to know who you get the supports from, and how often you get them.

We'll use this information to decide the reasonable and necessary funding to include in your plan. This is to make sure we fund the disability-related diabetes management supports you need.

What if you don't agree with our decision?

If we decide diabetes management supports don't meet our [NDIS funding criteria](#), we can't include them in your plan.

We'll give you written reasons why we made the decision.² You can [contact us](#) if you'd like more detail about the reasons for our decision.

If you don't agree with a decision we make about your request for diabetes management supports, you can ask for an internal review of our decision.³ You'll need to ask for an internal review within 3 months of getting your plan.⁴ Learn more about [reviewing our decisions](#).

What happens once you have diabetes management supports in your plan?

Once we approve the funding in your plan, you can use it to get the diabetes supports you need. Your plan will describe how you can use your funding to get diabetes management supports. We will also talk to you at your plan meeting.

If you need help to use the funding, talk to your my NDIS contact or support coordinator.

You might also like to look at the [Our Guideline – Your plan](#). Read more about [what happens once you have disability-related health support funding in your plan](#).

Reference List

¹ NDIS (Supports for Participants) Rules r 7.4.

² NDIS Act s100(1).

³ NDIS Act s100.

⁴ NDIS Act s100(2)