

Diabetes management supports

Quick summary: Diabetes is a health condition which people 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 NDIS supports to help you. We call these 'Diabetes management supports'.

Diabetes management supports may include a nurse to identify any disability-related supports you need to follow your Diabetes Care Plan, or a support worker 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.
- As part of the recent changes to the NDIS laws we are moving towards a new framework for planning. Rules need to be developed for this new framework. We're working on how and when we'll introduce these changes.

Until then, the information in this Our Guideline is about our 'old framework' for planning, which include the legislative changes that became operational when the law commenced. All current plans will be known as 'old framework' plans, and we'll continue to develop these until all participants have transitioned to the new framework.

What's on this page?

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- [What help can you get to manage your diabetes through the health system or other services?](#)
- [How do we decide what diabetes management supports we fund?](#)
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You might also be interested in:

- [Disability-related health supports](#)
- [Mainstream and community supports](#)
- [What does NDIS fund?](#)

What do we mean by diabetes management supports?

Diabetes is a health condition where 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 injections or other medications. Managing your diabetes is very important to prevent long term health problems.

Diabetes management supports might include:

- training for your support workers in your specific disability-related needs so they can help 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 to help you manage your diabetes, if you have evidence you need one.

Diabetes management supports are what we call disability-related health supports. We can only fund these NDIS supports if they 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](#).

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're an NDIS participant.

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

The [Australian health system](#) provides diabetes support services that are available to everyone, whether or not they have a disability.

The 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, recovery coach or my NDIS contact.

What services does Breakthrough T1D provide?

Breakthrough T1D 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 at [Breakthrough T1D](#).

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 Pharmaceutical 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?

The laws for the NDIS determine what we can and can't fund. Things we can fund are called NDIS supports. You can use the funding in your plan to buy NDIS supports if they're related to your disability and are in-line with your plan.²

Like other NDIS supports, we can only include diabetes management supports in your plan if they meet all the [NDIS funding criteria](#).³

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, and it meets the [NDIS funding criteria](#), we can fund:

- a nurse to create a disability-related diabetes management plan which explains the support you need to follow your Diabetes Care Plan. This could be things like measuring your blood glucose levels or having insulin injections
- training for support workers in your diabetes management needs
- a support worker to monitor your glucose levels and give you injections or other medications
- [a nurse](#) to monitor your glucose levels and give you injections, if you have unstable diabetes and complex disability needs
- [assistive technology](#) to help manage your diabetes, which you can't get through the healthcare system.

Learn more about [How do we decide what diabetes management supports we fund](#).

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 can fund a nurse to make a disability-related diabetes management plan for you.

This can 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 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 many diabetes management supports, a registered nurse can train and delegate key tasks. This training could be given to a support worker or enrolled nurse if a family member, friend, or carer can't do it. This trained worker would directly give you the diabetes management support when they are competent in the task. This is called 'delegation and supervision of care'. It means that a trained person, such as a support worker or enrolled nurse will complete the task for you, instead of a registered nurse. For example, to give you injections. If you already have funding for a support worker, we can fund a nurse to train your support workers to carry out your disability-related diabetes management plan. Each visit by a nurse or support worker to test your blood glucose level and give you an injection should take around 15 minutes. We'll include enough funding for each visit, depending on the number of injections you need each day.

When would we fund training for a support worker?

We'll fund training for a support worker if:

- your NDIS plan includes diabetes management supports
- a family member or friend can't complete the tasks, and
- this support can be delegated to a support worker.

We may also fund yearly refresher training if the support worker needs it.

The training for the support worker should:

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

Learn more about [what if you need someone with training to provide the support you need](#).

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

We may fund a nurse to provide support instead of a support worker if you have complex disability support needs and:

- 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.

Learn more in [Do you need to provide us with evidence?](#)

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 health system.

Learn more about [what help you can get to manage your diabetes through the health system or other services](#).

We might be able to include funding in your plan for assistive technology. This means equipment or technology to support you with your diabetes management. For example, a continuous glucose monitoring device and insulin pump. We can only include these supports in your plan 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
- it's an NDIS support for you.⁴

Like all NDIS supports, assistive technology supports must meet the [NDIS funding criteria](#) to be included in your plan.

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. [Breakthrough T1D](#) 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 their health support needs. 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 Breakthrough T1D](#).

How do you get diabetes management supports in your plan?

When we look at what diabetes management supports to include in your plan, we'll also look at what other supports you get through the health system and other [mainstream and community supports](#). Your my NDIS contact, support coordinator or recovery coach will work with you and other services to help you get the support you need.

Once we've identified the supports and decided they meet the [NDIS funding criteria](#), we'll include the description and funding for the NDIS support in your plan.

Learn more about [how we include the reasonable and necessary supports in your plan](#).

If your situation has changed, or, you think your current plan doesn't have enough funding for the diabetes management supports you need, you can ask for a change to your plan.⁵

Learn more about [changing 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 diabetes management supports you need. Talk to your my NDIS contact, support coordinator or recovery coach to work out what evidence we need.

Learn more in our [Factsheet - What evidence do you need to give us before we create or change your plan](#).

You can give us new information or evidence about your diabetes management support needs anytime we talk with you.

We may ask you or someone else to give us evidence. This could include information from your doctor, like your Diabetes Care Plan.

We'll want to know how your disability affects your ability to manage your diabetes by yourself. We'll ask whether your diabetes is stable. We'll also 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.

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:

- that because of your disability 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, family member or friend.

We'll use this information to decide if diabetes management supports meet the [NDIS funding criteria](#) for you. This is to make sure we fund the disability-related diabetes management supports you need.

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

Once you have the disability-related health support funding in your plan, you can use it to get the diabetes management supports you need. Your plan will describe how you can use your funding to get diabetes management supports. Remember, you can only use your funds on NDIS supports, in-line with your plan.⁶ We'll also talk to you at your plan meeting.

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

You might also like to look at [Our Guideline – Your plan](#).

For more information, you can also look at [What happens once you have disability-related health support funding in your plan?](#)

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.⁷ 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.⁸ You'll need to ask for an internal review within 3 months of getting your plan.⁹

Learn more about [reviewing our decisions](#).

Reference List

¹ NDIS (Supports for Participants) Rules r 7.4.

² NDIS Act s 34(1)(f).

³ NDIS Act s 34(1).

⁴ NDIS Act s 34(1)(f).

⁵ NDIS Act ss 47A; 48.

⁶ NDIS Act s 46.

⁷ NDIS Act s 100(1).

⁸ NDIS Act s 100.

⁹ NDIS Act s100(2).