

**ndss**  
national diabetes services scheme



**The NDSS - Delivering products and services to people with diabetes**



The National Diabetes Services Scheme (NDSS) is an initiative of the Australian Government administered by Diabetes Australia.

## What is the NDSS?

The National Diabetes Services Scheme (NDSS) delivers subsidised products, information and support services to people with diabetes across Australia. The Scheme started in 1987 and is funded by the Australian Government.

Diabetes Australia administers the Scheme on behalf of the Government.

People who are registered with the NDSS can access a range of products to assist in their diabetes management including:

- Subsidised testing strips for checking blood glucose levels
- free insulin syringes and pen-needles
- subsidised insulin pump consumables for eligible registrants
- a range of information services and support.

## Diabetes in Australia

- There are over 900,000 Registrants on the NDSS. These comprise the following types of diabetes:

type 1	130,324
type 2	694,783
gestational	71,180
- In 2007– 08, 71,644 newly diagnosed people with diabetes were registered on the NDSS.
- Over 200 million blood testing strips, 65 million syringes and needles and 8 million urine testing strips were supplied to NDSS Registrants in 2006/07.

## Who is eligible to register for the NDSS?

The Scheme is available to all Australian residents who hold an Australian Medicare card and who have been diagnosed with diabetes by a health professional. Visitors to Australia may also be eligible to access the NDSS through a reciprocal agreement with their home country.

A doctor or Credentialed Diabetes Educator will need to certify the type of diabetes on the NDSS registration form. This ensures that people with diabetes have access to the most appropriate range of products and services to manage their diabetes. Women diagnosed with gestational diabetes are eligible to register with the NDSS for the duration of their pregnancy.

It is free to register with the NDSS and only needs to be done once.

## What next?

After registering, an NDSS Registrant card will be issued. This card enables access to the wide range of NDSS products, services, information and support. The holder of the card can obtain most NDSS products in person, or by mail, by phone, fax or via the internet (selected states only). Home delivery of supplies is also available. NDSS supplies can also be purchased from an NDSS Agent or an NDSS Sub-Agent.

Registrants should contact their local NDSS Agent on 1300 136 588 to find out what information and services can be accessed as an NDSS Registrant.

## Where to purchase NDSS supplies

Diabetes Australia has a network of state-based Agents to assist in the delivery of the NDSS. NDSS supplies can be purchased from these offices, or from one of the 1,700 Sub-Agents across Australia.

Sub-Agents provide a reliable supply of products, information and professional advice on diabetes and effective self-management. Sub-Agents can be:

- community pharmacies or chemists
- health centres
- diabetes centres
- hospitals
- divisions of general practice
- appropriate allied health practices
- aboriginal health service centres.

When identifying a Sub-Agent, look out for the NDSS and Diabetes Australia logos.

When placing an order, an NDSS registration number or Medicare card number (or if eligible the DVA card number) will need to be supplied.

To find a Sub-Agent, call 1300 136 588 or visit [ndss.com.au](http://ndss.com.au).

## What products are available through the NDSS?

The main products available through the NDSS are:

- blood glucose testing strips
- pen-needles and syringes
- urine testing strips/tablets.

Other products, such as insulin pump consumables are available to Registrants who meet additional criteria.

## To become an NDSS Sub-Agent

All approved pharmacies throughout Australia are eligible to become a Sub-Agent. However, the pharmacy must first demonstrate the following:

- a current pharmacy licence, location approval and approved PBS supplier status, and
- a high level of interest and commitment to providing speciality services to people with diabetes.

Information on becoming a Sub-Agent can be obtained from NDSS Agents on 1300 136 588.

## Did you know?

The NDSS has Agents in every state and territory around Australia:

Diabetes – ACT  
Diabetes Australia – NSW  
Healthy Living – NT  
Diabetes Australia Queensland  
Diabetes SA  
Diabetes Tasmania  
Diabetes Australia – Vic  
Diabetes WA

For more information on the NDSS call 1300 136 588 during business hours for the cost of a local phone call.

## Rediscover diabetes online

From 13 July 2008, we encourage you to notice the difference at [ndss.com.au](http://ndss.com.au) and turn to [diabetesaustralia.com.au](http://diabetesaustralia.com.au).



**Your local Diabetes Australia organisations are NDSS agents.**

**For more information phone 1300 136 588**

**Diabetes ACT**

PO BOX 3727  
WESTON CREEK ACT 2611  
diab@diabetes-act.com.au  
diabetes-act.com.au

**Diabetes SA**

GPO BOX 1930  
ADELAIDE SA 5001  
diabetessa@diabetessa.com.au  
diabetessa.com.au

**Diabetes Australia - NSW**

GPO BOX 9824  
SYDNEY NSW 2001  
info@diabetesnsw.com.au  
diabetesnsw.com.au

**Diabetes Australia - Vic**

570 Elizabeth St  
Melbourne VIC 3000  
mail@dav.org.au  
diabetesvic.org.au

**Healthy Living NT**

PO BOX 40113  
CASUARINA NT 0811  
info@healthylivingnt.org.au  
healthylivingnt.org.au

**Diabetes Tasmania**

GPO BOX 827  
HOBART TAS 7001  
mail@diabetestas.com.au  
diabetestas.com.au

**Diabetes Australia QLD**

GPO BOX 9824  
BRISBANE QLD 4001  
info@daq.org.au  
diabetesqld.org.au

**Diabetes WA**

PO BOX 1699  
SUBIACO WA 6904  
info@diabeteswa.com.au  
diabeteswa.com.au

Diabetes Australia is committed to turning diabetes around through awareness, prevention, detection, management and a cure.

[diabetesaustralia.com.au](http://diabetesaustralia.com.au)

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