

1 September 2025

**An Open Letter from Chief Medical Officer, Professor David Simmons
to general practitioners**

Diabetes Australia has recently launched 1800PREVENT (type 2 diabetes), which is a free information and referral service that will support individuals at risk of type 2 diabetes to navigate health resources.

With one Australian being diagnosed with type 2 diabetes every 8 minutes, it is critically important that health professionals and advocacy organisations like Diabetes Australia raise awareness about prevention, and ensure people know where they can find local support.

Callers to 1800PREVENT (type 2 diabetes) will speak with a Diabetes Australia staff member who will support them in navigating health information services. Our staff will be encouraging callers to speak to their GP for further advice, and where appropriate, callers will also be given information about existing government-funded programs delivered by respected health organisations.

While 1800PREVENT (type 2 diabetes) is not a clinical service and does not provide clinical advice, it is firmly grounded in peer-reviewed, best-practice. Our call centre staff are well trained and experienced in supporting callers in navigating health information services.

All related web-based content and lifestyle modification resources have been developed and peer-reviewed by experienced allied health professionals, including Credentialed Diabetes Educators, ensuring clinical accuracy and soundness. Importantly, our call centre operates with tried and tested protocols that have been refined over years of delivering national and state-based health services. These protocols are built on established best practice for caller navigation, referral, and support, ensuring consistent, safe, and appropriate responses to all enquiries. Staff are trained to identify when a caller requires connection to a more appropriate service (including emergency services).

Taken together, these measures ensure that 1800PREVENT (type 2 diabetes) provides callers with robust, safe, and evidence-based pathways into established preventive health services.

I am confident in its integrity and safety and endorse it as a service that complements and strengthens existing efforts in diabetes prevention.

For more information about the service, visit
<https://www.diabetesaustralia.com.au/prevention/1800prevent/>



**Professor David Simmons
Chief Medical Officer
Diabetes Australia**