



# diabetes

information resource

for the Central Highlands Region



→ A services information guide for people with diabetes in the Central Highlands Region (City of Ballarat, Golden Plains Shire, Hepburn Shire and Moorabool Shire)



## acknowledgements

We would like to acknowledge the following people and agencies who have contributed to this information resource:

CHPCP Diabetes Steering Group members

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St John of God Health Care Ballarat

Consumers

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Australian Diabetes Educators Association

Diabetes Australia & The Royal Australian College of General Practice

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## 1. Introduction

This resource has been developed by the Diabetes Steering Group of Central Highlands Primary Care Partnership as a guide to services that are available in the Central Highlands region to assist and support you and/or your carer with your diabetes management. It is not intended to replace health professional support and education.



We encourage you to seek further information from your general practitioner, diabetes educator and other health professionals.

The following is designed to assist you to access the range of services and supports available to you. Service provider contact details are listed at the end of the resource on page 19-20.

If you would like to provide feedback about this guide to the Diabetes Steering committee please contact:

**Central Highlands Primary Care Partnership**

P: 03 5338 4774

E: [admin@chpcp.org](mailto:admin@chpcp.org)

Services were current at the time of development of the resource however some changes or new services over time are inevitable. It is recommended to check with the service or your health professional to see if there are any changes or new services.

Electronic copies of this resource can be downloaded from the CHPCP website at [www.chpcp.org](http://www.chpcp.org) or the Ballarat & District Division of General Practice website at [www.bddgp.com.au](http://www.bddgp.com.au)

We wish you well with your diabetes self care and hope you find this resource useful.

## 2. Diabetes Care Recommendation

### What is Diabetes?

Diabetes Australia Victoria (2009) define Diabetes Mellitus (Diabetes) as the name given to a group of conditions that occurs when the level of glucose (a type of sugar) in the blood becomes higher than normal.

Insulin is a hormone that moves glucose from your blood stream, into the cells of your body where it is used for energy. When you have diabetes, the body either can't make enough insulin or the insulin that is being made does not work properly. This causes your blood glucose level to become too high. High blood glucose levels can affect both your short and long term health. There are two main types of diabetes - type 1 and type 2. At this stage there is no known cure for either type of diabetes, although diabetes can be well managed.

In September 2008, the Australian Diabetes Educators Association launched the 'Diabetes Self Care: 7 steps to Success'. Incorporating these 7 steps into everyday practice will assist people with diabetes to live healthy, active lives into the future.

### Diabetes Self Care - 7 Steps to Success

1. Healthy Eating
2. Being Active
3. Monitoring
4. Taking Medication
5. Problem Solving
6. Healthy Coping
7. Reducing Risks

It is recommended that you seek support and education on how to incorporate the "Diabetes Self Care - 7 Steps to Success" into your lifestyle from your doctor, diabetes educator, and other health professionals.

Following the guidelines listed below with the support of your health professionals will reduce the risk of both short and long term complications.

- See your doctor and diabetes educator regularly.
- Check feet daily for any changes. See a podiatrist annually for an assessment.
- Have eyes examined when first diagnosed (Type 2) and then at least every 2 years or more often if recommended by your doctor, optometrist or ophthalmologist.
- Have weight and waist circumference checked regularly
- Have blood pressure checked every GP visit.
- Have cholesterol & triglycerides checked every 12 months.
- Have kidney function checked when first diagnosed (Type 2) and then at least every 12 months.
- Have dental checks at least every 6 months.
- Have HbA1c checked every 3 - 6 months.
- Avoid smoking. If you wish to stop it may help to attend a smoking cessation clinic.
- Keep up to date with your doctor's appointments and health checks.
- Keep a record of results from all tests.

### Recommended levels:

Note: These may vary with some individuals and should be discussed with your treating doctor.

(Note: < means Less than; > means more than).

BGL (Fasting)	4.0-6.0 mmol/L
HbA1C	< 7%
Cholesterol	<4.0mmol/L
Triglycerides	<1.5 mmol/L
LDL Cholesterol	<2.5mmol/L
HDL Cholesterol	>1.0mmol/L
Blood Pressure	<130/80 mm Hg
BMI	<25 kg/m where practicable
Cigarettes	0 consumption
Alcohol	Limit consumption. Review with your doctor
Exercise	At least 30 minutes walking or equivalent 5 or more days per week (subject to your doctor's recommendations)

### Source for recommended levels:

*Diabetes Management in General Practice-14th Edn 2008/09;  
Diabetes Australia & The Royal Australian College of General Practice.*





### 3. Going into Hospital

If going into hospital we encourage you or your family/carer to inform medical staff of your diabetes and current treatment. Please ensure that your diabetes is monitored during your stay in hospital. Discuss with staff regarding your diabetes self management and develop an agreed plan for your stay in hospital.



### 4. Diabetes and Pregnancy

Pregnancy and pregnancy planning for a woman with diabetes requires a specialist multidisciplinary team approach to protect both your health and the health of your baby.

It is recommended that you read "Can I have a healthy baby?" booklet available free from your Diabetes Educator or Diabetes Australia Victoria.



### 5. Diabetes and Licences

If you hold a current licence of any sort and have diabetes, you are required by law to notify either VicRoads or the licensing body. It is recommended that you notify VicRoads in writing and keep a copy of the notification. If you take medication for your diabetes you will need a medical report completed by your doctor to send to VicRoads. It is also necessary to inform VicRoads if you have a commercial licence.

Some insurance companies also require that you notify them and it is advisable to check with your insurer.

Further information on driving and diabetes can be obtained by contacting Diabetes Australia-Vic's Advocacy Coordinator, Ph: 03 9667 1769 or go to the website at [www.vicroads.vic.gov.au](http://www.vicroads.vic.gov.au)



### 6. Diabetes Care Plans

We recommend discussing with your GP about your eligibility to access multidisciplinary chronic disease care plans. These plans allow you to access 5 subsidised allied health visits annually.

A photograph of a middle-aged couple smiling and embracing each other outdoors. The man is on the left, wearing a light blue shirt, and the woman is on the right, wearing a white top with a blue floral pattern. They are both looking towards the camera with bright smiles. The background is a blurred outdoor setting, possibly a beach or a park, with a body of water and a sandy area visible.

## 7. Obtaining Supplies

- It is advisable to register with the National Diabetes Service Scheme (NDSS) (See details p.9) to enable you to obtain diabetes consumables at a discounted government subsidised price from authorized NDSS outlets.

### a) Blood Glucose Meters

It is recommended to discuss blood glucose meters with your diabetes educator prior to purchasing. Diabetes educators can advise you on the best meter/s to suit your needs and teach all aspects of blood glucose monitoring. They will also be aware of discount options, company promotions and the availability of free meters. Alternatively meters can be purchased from NDSS outlets or local pharmacies.

If you have private health insurance with ancillary cover you may be able to claim a rebate. A letter from your doctor stating that you require a blood glucose meter for monitoring your diabetes is required when making a claim.

The Department of Veterans' Affairs will supply a meter free of charge to gold card holders and to white card holders where diabetes is accepted as caused by their service.

Please note that meters have a lifetime warranty and your meter company will provide you with a free replacement meter should yours be faulty or out of date. Batteries and record books are usually provided by the meter company free of charge. To obtain these phone the company on their toll free number. All meter companies provide a 24 hour toll free number to assist with meter problems or enquiries (The number may be listed on the back of your meter or record book).

### b) Blood glucose & urine testing strips.

These can be purchased at the NDSS outlets at a discount price, with the appropriate cards.

Blood testing strips can also be obtained with a prescription from your doctor or over the counter from a pharmacy (note: check prices before purchasing).

### c) Lancet devices and lancets (needles to obtain blood droplet from fingers for testing glucose level)

Lancets are available from NDSS outlets and most pharmacies but are not subsidised by the NDSS. Lancet devices are usually provided with your blood glucose meter, but can also be purchased separately at NDSS outlets and pharmacies. Do not share your lancet devices with other people, even if you change the lancet.

### d) Record book & diaries

These are available from either your NDSS outlet, your diabetes educator or the supplier of your blood glucose meter. Please note: record books for insulin pumps need to be ordered from the pump supplier. Some insulin pump companies have a small charge for their books.

### e) Sharps containers for disposal of your used lancets and needles

By law it is essential for needles and lancets to be placed in an approved sharps container. These are available free of charge from your local council or community health centre, and when full, should be returned for safe disposal.

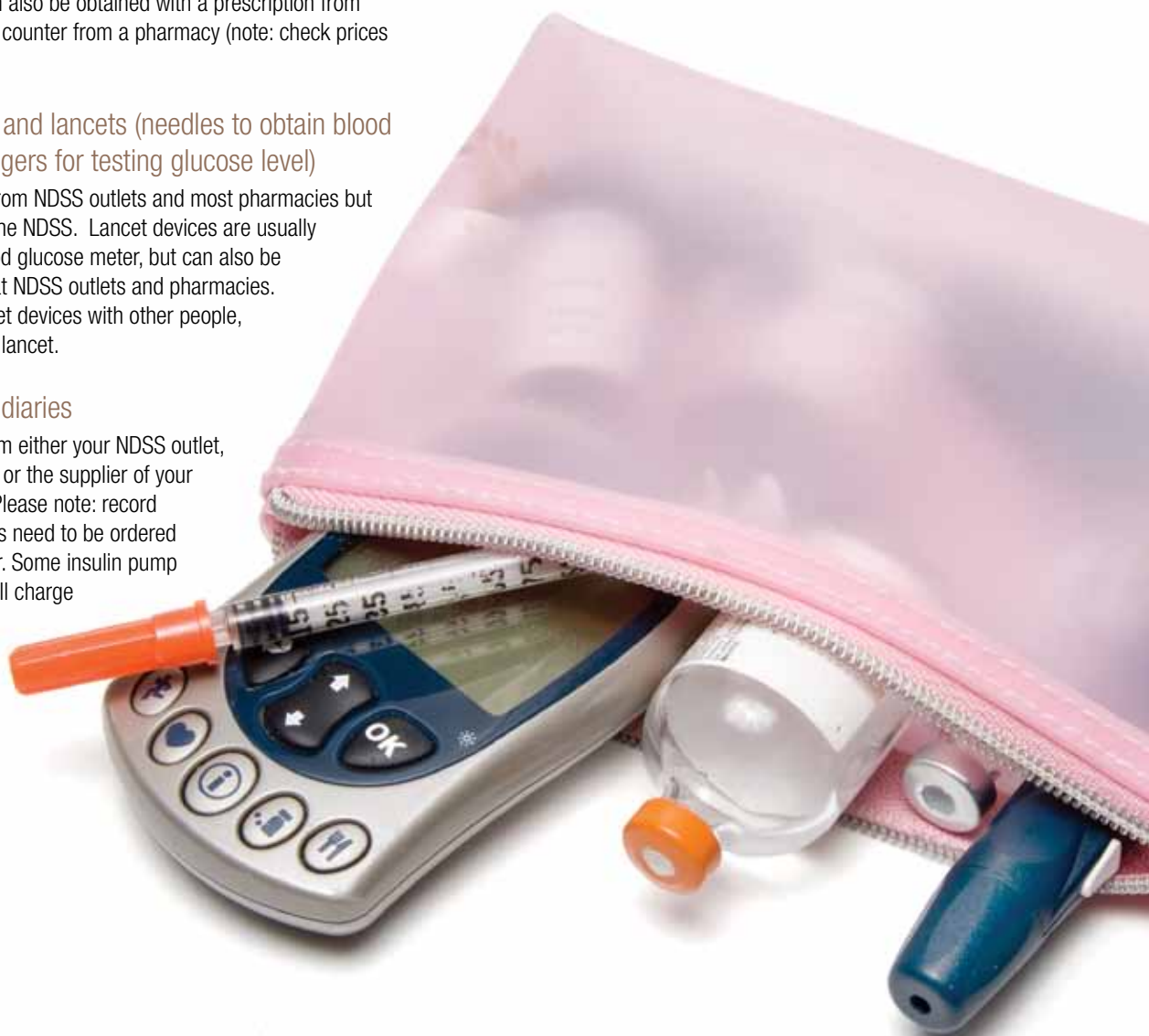
- City of Ballarat, Ph: 03 5320 5500
- Golden Plains Shire Ph: 03 5220 7111
- Hepburn Shire Ph: 03 5348 2306
- Moorabool Shire Ph: 03 5366 7100
- Melton Shire Ph: 03 9747 7200
- City of Greater Geelong Ph: 03 5272 5272

### f) Medication & insulin

These are available from pharmacies. A script from your doctor is required and it is advisable to speak with your diabetes educator prior to purchasing your insulin for the first time.

### g) Reusable pens for giving insulin

These can be obtained at no charge from your diabetes educator. They can advise you on the most suitable pens and needles to use and teach how to safely administer your insulin.





→ The NDSS is a government subsidised scheme which enables you to obtain diabetes consumables at no cost or a discounted price from authorised outlets.

## h) Registering for the National Diabetes Service Scheme (NDSS)

The NDSS is a government subsidised scheme which enables you to obtain diabetes consumables at no cost or a discounted price from authorised outlets.

NDSS registration is free and open to all Australians diagnosed with diabetes. To access the NDSS you will need to complete an orange NDSS registration form provided by your doctor, diabetes educator, NDSS outlet or you can download a form from [www.ndss.com.au](http://www.ndss.com.au). The form must be fully completed and signed by your doctor or a credentialed diabetes educator. If you hand the form in at an NDSS outlet (rather than posting it) you will be able to purchase subsidised diabetes supplies immediately as the form is proof that you have diabetes. Within 3 weeks you should receive an NDSS card to enable you to continue to obtain supplies.

NDSS staff will assist you with ordering your diabetes supplies. You will need to have your Medicare card, NDSS card, and Pension card, Veteran's Affairs card or Health Care Card (if applicable) available with you (and advise if you have reached the Medicare Safety Net).

To change your registration details visit an NDSS outlet, call Diabetes Australia Victoria (DAV) or download a change of details form from [www.ndss.com.au](http://www.ndss.com.au). Misplaced or damaged cards can be replaced by contacting DAV. Yearly taxation receipts for NDSS products can also be provided by DAV.

**Note:** if you commence insulin a signed updated NDSS form is required to access free needles.

The following are available from NDSS outlets at a discounted price:

- Blood glucose strips for your meter.
- Urine glucose & ketone testing strips (Type 1 Diabetes)
- Urine testing strips
- Pump supplies (Pump supplies will have to be ordered from Diabetes Australia Victoria, allow 1-2 weeks for delivery).  
If issues occur with pump supplies contact your 24 hour pump company hotline.

The following are available at no charge from NDSS outlets:

- Insulin syringes
- Insulin pen needles

The following are available from NDSS outlets but are not subsidized:


- Lancets (to obtain a blood drop from the finger)
- Blood glucose meters (It is advisable to discuss meters with your diabetes educator before purchasing)
- Blood Ketone strips for people diagnosed with Type 1 diabetes

## i) NDSS Outlets

You can register for the NDSS and purchase your diabetes supplies from the following pharmacies and services. A list of NDSS agents is available online at [www.ndss.com.au](http://www.ndss.com.au)

## NDSS Outlets

Area	Address	Opening Hours	Phone Number
<b>Bacchus Marsh</b>	<ul style="list-style-type: none"> <li>• <b>Nova Pharmacy</b> Shop 66, Bacchus Marsh Village, Main St, Bacchus Marsh</li> </ul>	9am - 9pm, 7 days a week	03 5367 8600
<b>Ballarat</b>	<ul style="list-style-type: none"> <li>• <b>Ballarat Health Services</b> Queen Elizabeth Centre Diabetes Shop, 102 Ascot St, Ballarat</li> </ul>	Mon - Fri: 10am - 4pm	03 5320 3795
	<ul style="list-style-type: none"> <li>• <b>UFS Dispensary</b> 40 Bridge Mall, Ballarat</li> </ul>	Mon - Thurs: 9am - 6pm Fri: 9am - 7pm Sat: 9am - 4pm	03 5327 0400
	<ul style="list-style-type: none"> <li>• <b>Wendouree Village Pharmacy</b> Stockland Wendouree, Gillies St, Wendouree</li> </ul>	Mon - Wed: 9am - 5:30pm Thurs: 9am - 7pm Fri: 9am - 9pm Sat: 9am - 4pm Sun: 10am - 4pm	03 5339 5666
<b>Bannockburn</b>	<ul style="list-style-type: none"> <li>• <b>Bannockburn Pharmacy</b> 6 High St, Country Plaza, Bannockburn</li> </ul>	Sat: 9am - 1pm	03 5281 1519
<b>Diabetes Australia Victoria</b>	Can purchase over the phone using a credit card or on line at <a href="http://www.diabetesvic.org.au">www.diabetesvic.org.au</a>	Mon - Fri: 8:30am - 5pm	1300 136 588
<b>Geelong</b>	<ul style="list-style-type: none"> <li>• <b>Community Care Chemist</b> 18 Malop St, Geelong</li> </ul>	Mon - Thurs: 9am - 5:30pm Fri: 9am - 6pm Sat: 9am - 12:30pm	03 5229 5376
	<ul style="list-style-type: none"> <li>• <b>Community Care Chemist</b> 74 Separation St, North Geelong</li> </ul>	Mon - Thurs: 9am - 5:30pm Fri: 9am - 6pm Sat: 9am - 12:30pm	03 5278 4300
<b>Hepburn Health Service</b>	<ul style="list-style-type: none"> <li>• <b>Creswick Community Health Centre</b> Centre, Hill St, Creswick</li> </ul>	Mon - Fri: 8:30am - 5pm	03 5345 8165
	<ul style="list-style-type: none"> <li>• <b>Clunes Community Health Centre</b> 69 Service St, Clunes</li> </ul>	Mon - Fri: 8:30am - 5pm	03 5345 3102
	<ul style="list-style-type: none"> <li>• <b>Daylesford Community Health Centre</b> Hospital St, Daylesford</li> </ul>	Mon - Fri: 8:30am - 5pm	03 5348 2523
	<ul style="list-style-type: none"> <li>• <b>Trentham Hospital &amp; Hostel</b> 22 - 24 Victoria St, Trentham</li> </ul>	Mon - Fri: 8:30am - 5pm	03 5424 1228
<b>Melton</b>	<ul style="list-style-type: none"> <li>• <b>UFS Dispensary</b> Shop 6 Central Walk Shopping Centre, 415 - 429 High St, Melton</li> </ul>	Mon - Fri: 9am - 7pm Sat: 9am - 3pm	03 9743 9080



## 8. Services & Support

- In an emergency, **dial 000** immediately.  
An emergency service operator will direct you to the necessary service (police, fire, ambulance).

## Central Highlands Diabetes Services and Support Information

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements	Bring to your appointment (if available)
<p><b>Accessing diabetes health care professionals and support groups</b></p> <p><b>Please note that options for private practitioners can be discussed with your GP, but are not included in this directory</b></p>				
<p><b>General Practitioner (GP)</b> Your general practitioner may also be assisted by a practice nurse.</p>	<ul style="list-style-type: none"> <li>• Assessments</li> <li>• Diagnosis</li> <li>• Management Plan Treatment</li> <li>• Referrals</li> <li>• Annual Cycle of Care</li> </ul>	<ul style="list-style-type: none"> <li>• See yellow pages under 'Doctors - Medical Practitioners'</li> <li>• A list of practice contacts is available on the Ballarat &amp; District Division of General Practice website at <a href="http://bddgp.org.au/community">http://bddgp.org.au/community</a> or by calling the NeedaGP Hotline 03 5304 5666</li> <li>• Ballarat &amp; District Aboriginal Cooperative Medical Clinic</li> <li>• Ballarat Community Health, Sebastopol</li> </ul>	<ul style="list-style-type: none"> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• As advised eg: Diabetes blood glucose log book or record, Pathology Tests</li> <li>• Medicare. Health Care card or Department of Veterans Affairs card</li> </ul>
<p><b>Diabetes Educator</b> A diabetes educator is a health professional who is able to help with diabetes self management strategies including practical self care and decision making such as blood glucose monitoring, what to do when unwell or when blood glucose levels are too high or too low.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Information &amp; education</li> <li>• Advice &amp; support</li> <li>• Diabetes self care</li> <li>• Diabetes Equipment</li> <li>• Referral as required</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat &amp; District Aboriginal Cooperative Medical Clinic</li> <li>• Ballarat Community Health</li> <li>• Ballarat District Nursing &amp; Healthcare</li> <li>• Ballarat Health Services</li> <li>• Djerrivarrh Health Service</li> <li>• Hepburn Health Services</li> <li>• Hesse Rural Health Service</li> <li>• St John of God Hospital</li> <li>• Dept of Veterans Affairs (DVA) (for referral to a DVA provider)</li> </ul>	<ul style="list-style-type: none"> <li>• Referral by self or GP</li> <li>• Appointment required</li> <li>• Usually free to DVA gold &amp; white card holders from DVA registered providers</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, test results, current or previous management plans and a list of your medications</li> <li>• Diabetes blood glucose log book or record</li> <li>• Blood glucose meter</li> <li>• Insulin equipment if applicable</li> </ul>
<p><b>Dietitian</b> A dietitian can help you modify your food choices to improve your long term health and blood glucose levels. They can also assist with weight management strategies.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Nutrition education &amp; information</li> <li>• Advice &amp; support</li> <li>• Carbohydrate counting</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat &amp; District Aboriginal Cooperative Medical Clinic</li> <li>• Ballarat Community Health</li> <li>• Ballarat Health Services</li> <li>• Djerrivarrh Health Services</li> <li>• Hepburn Health Services</li> <li>• Hesse Rural Health Service</li> <li>• St John of God Hospital</li> </ul> <p><i>See Yellow Pages under 'Dietitians or Dietitians Association of Australia'</i></p>	<ul style="list-style-type: none"> <li>• Referral by self or GP</li> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, pathology results, current or previous management plans and a list of your medications</li> <li>• Diabetes blood glucose log book or record</li> </ul>
<p><b>Home Nursing Services</b> District nurses visit people in their own homes or in nursing care facilities, providing nursing care for clients and supporting family members.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Advice &amp; support</li> <li>• Wound care</li> <li>• Medication administration and monitoring</li> <li>• In home nursing services</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat District Nursing &amp; Healthcare</li> <li>• Djerrivarrh Health Services</li> <li>• Hepburn Health Services</li> <li>• Hesse Rural Health Service</li> <li>• St John of God Hospital</li> </ul> <p><i>See Yellow Pages under 'Nurses or Nursing Services'</i></p>	<ul style="list-style-type: none"> <li>• Referral by self or GP</li> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, pathology results, current or previous management plans and a list of your medications</li> <li>• Diabetes blood glucose log book or record</li> </ul>

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements	Bring to your appointment (if available)
<p><b>Podiatrist</b> Podiatrists are trained to deal with the prevention, diagnosis, and treatment of foot problems.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Education</li> <li>• Information</li> <li>• Advice &amp; support</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat &amp; District Aboriginal Cooperative Medical Clinic</li> <li>• Ballarat Community Health</li> <li>• Ballarat District Nursing &amp; Healthcare</li> <li>• Ballarat Health Services</li> <li>• Djerrivarrh Health Services</li> <li>• Hepburn Health Services</li> <li>• Hesse Rural Health Service</li> </ul> <p><i>See Yellow Pages under 'Podiatrists'</i></p>	<ul style="list-style-type: none"> <li>• Referral by self or GP</li> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, test results, current or previous management plans and a list of your medications</li> <li>• Diabetes blood glucose log book or record</li> </ul>
<p><b>Exercise Physiologist / Exercise Therapist, Physiotherapist</b> Physical activity can assist in the control of diabetes. Exercise physiologists, exercise therapists and physiotherapists can work with you to develop an individualised program tailored to your needs.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Management Plan</li> <li>• Exercise programs which may include group or individual programs</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat Community Health</li> <li>• Ballarat Health Services</li> <li>• Djerrivarrh Health Services</li> <li>• Hepburn Health Services</li> <li>• Hesse Rural Health Service</li> <li>• St John of God Hospital</li> <li>• YMCA</li> </ul> <p><i>See Yellow Pages under 'Physiotherapists, &amp; Health &amp; Fitness Centres &amp; Services &amp; Personal Fitness Trainers'</i></p>	<ul style="list-style-type: none"> <li>• Referral by self or GP</li> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, pathology results, current or previous management plans and a list of your medications</li> <li>• Diabetes blood glucose log book or record</li> <li>• Consent letter from GP to participate</li> </ul>
<p><b>Optometrist</b> An eye specialist trained to examine, diagnose, treat, and manage some diseases and disorders of the eye.</p>	<ul style="list-style-type: none"> <li>• General eye health</li> <li>• Spectacles and Optical Aids</li> </ul>	<p><i>See yellow pages under 'Optometrists'</i></p>	<ul style="list-style-type: none"> <li>• Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information</li> </ul>
<p><b>Pharmacist</b> Can provide information and advice on medications and medication reviews.</p>	<ul style="list-style-type: none"> <li>• Medications supply &amp; information</li> <li>• Home Medication Reviews</li> </ul>	<ul style="list-style-type: none"> <li>• Check with your local pharmacist</li> </ul> <p><i>See yellow pages under 'Pharmacies'</i></p>	<ul style="list-style-type: none"> <li>• No referral or appointment required</li> <li>• GP referral required for Home Medication Reviews</li> </ul>	
<p><b>Counsellor</b> In coping with diabetes it is not uncommon to experience anxiety, emotional distress, depression or adjustment difficulties. Counsellors can help you develop strategies to improve your emotional wellbeing</p>	<ul style="list-style-type: none"> <li>• Counselling</li> <li>• Assessment</li> <li>• Treatment of emotional conditions that affect diabetes management</li> <li>• Assistance with goal setting &amp; motivation</li> </ul>	<ul style="list-style-type: none"> <li>• Ballan District Health &amp; Care</li> <li>• Ballarat Community Health</li> <li>• Ballarat Health Services - HARP</li> <li>• Ballarat Health Services - Psychology Department</li> <li>• Hepburn Health Services</li> <li>• Djerrivarrh Health Services</li> <li>• Hesse Rural Health Service</li> <li>• Ballarat &amp; District Division of General Practice website <a href="http://www.bddgp.org.au">www.bddgp.org.au</a></li> <li>• Online counselling - <a href="http://www.diabetescounselling.com.au">www.diabetescounselling.com.au</a></li> </ul> <p><i>See Yellow Pages under 'Counselling &amp; Psychologists'</i></p>	<ul style="list-style-type: none"> <li>• Referral by self, GP or health professional</li> <li>• Appointment required.</li> </ul>	<ul style="list-style-type: none"> <li>• Nil</li> </ul>

## Central Highlands Diabetes Services and Support Information (continued)

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements	Bring to your appointment (if available)
<p><b>Education Groups</b> Education groups are usually short term group programs which assist participants to better manage their diabetes. Exercise groups may be ongoing. Contact the service for availability and dates of sessions. See also Chronic Disease Self Management Groups</p>	<ul style="list-style-type: none"> <li>• Education for newly diagnosed</li> <li>• Education for ongoing management</li> <li>• Footcare</li> <li>• Self management</li> <li>• Education for those at risk of developing diabetes</li> </ul>	<p><b>Ballarat &amp; District Division of General Practice</b></p> <ul style="list-style-type: none"> <li>• Life program currently available at: Ballarat District Nursing and Healthcare; Djerrivarrh Health Service; Ballarat &amp; District Aboriginal Co-operative Medical Clinic Baarlinjan Clinic; Hepburn Health Services with more providers becoming available</li> <li>• Diabetes Prevention Group Programs for people 40-49 years</li> <li>• People aged 50+ years and Aboriginal Victorians aged 15-54 years</li> </ul>	<ul style="list-style-type: none"> <li>• Referral by self, GP or health professional</li> <li>• Registration required</li> <li>• Must be referred by a GP</li> <li>• Self referral for a once only individual counselling session, telephone counselling or group program. A GP visit is required to exclude diabetes sometime before the end of the services being provided</li> <li>• Ballarat &amp; District Division of General Practice provide a referral gateway as a service to GPs. For further information email: <a href="mailto:contact@bddgp.org.au">contact@bddgp.org.au</a></li> </ul>	<ul style="list-style-type: none"> <li>• Any information will be requested at registration</li> </ul>
		<p><b>Ballarat Community Health</b></p> <ul style="list-style-type: none"> <li>• Caring for Diabetes (for Type 2)</li> <li>• Dose Adjustment For Normal Eating (DAFNE) (for Type 1)</li> <li>• Diabetes Supermarket Tours</li> <li>• Healthy Weight Management for Men</li> <li>• Healthy Weight Management for Women</li> <li>• Relax Relax</li> <li>• Self Care Understanding for Feet (SCUFF)</li> <li>• Build It (self esteem)</li> <li>• Back to life</li> <li>• Walking and exercise groups</li> <li>• Mind Exercise Nutrition Do it! (MEND) for children</li> <li>• Sleep well</li> </ul>		
		<p><b>Ballarat Health Services</b></p> <ul style="list-style-type: none"> <li>• Reset Your Life Program (for those under 50 years of age at risk of diabetes)</li> <li>• Healthy weight management</li> </ul>		
		<p><b>Djerrivarrh Health Service</b></p> <ul style="list-style-type: none"> <li>• Diabetes Supermarket Tour</li> <li>• Diabetes Exercise and Education Group (DEEG - Type 2 and pre-diabetes)</li> <li>• Mind Exercise Nutrition Do it! (MEND) for children</li> </ul>		
		<p><b>Hesse Rural Health Service</b></p> <ul style="list-style-type: none"> <li>• Diabetes Community Awareness Sessions</li> </ul>		

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements	Bring to your appointment (if available)
<p><b>Chronic Disease Self Management Programs</b></p> <p>Self management programs assist people with diabetes to become more involved and confident in managing their condition. It involves ongoing support, monitoring and health coaching.</p> <p>See also Education Groups</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Information &amp; education</li> <li>• Integrated team care support</li> <li>• Provide cross discipline support to assist client development in self managing</li> </ul>	<p><b>Ballarat Community Health</b></p> <ul style="list-style-type: none"> <li>• Health Independence Program (HIP)</li> <li>• Better Health Self-Management Course</li> </ul> <p><b>Ballarat Health Services</b></p> <ul style="list-style-type: none"> <li>• Hospital Admission Risk Program (HARP)</li> </ul> <p><b>Djerriwarrh Health Service</b></p> <ul style="list-style-type: none"> <li>• Hospital Admission Risk Program (HARP)</li> </ul>	<ul style="list-style-type: none"> <li>• Referral by self, GP or other health professional</li> <li>• GP Referral or health professional</li> <li>• GP Referral or health professional</li> </ul>	<ul style="list-style-type: none"> <li>• Any relevant medical information, including your GP management plan</li> <li>• Diabetes blood glucose log book or record</li> </ul>
<p><b>Support Groups</b></p> <p>Support Groups enable people with diabetes to support each other, share experiences and knowledge. Groups may have a variety of activities including meetings, information, phone support, news letters, and social gatherings.</p>	<ul style="list-style-type: none"> <li>• Diabetes Support Groups</li> </ul>	<ul style="list-style-type: none"> <li>• A range of groups for types of Diabetes as well as informal support groups are available.</li> </ul> <p><b>Ballarat</b></p> <ul style="list-style-type: none"> <li>• Type 1 Social Group Tamara - 0449 082 150 Email: thesocial1s@hotmail.com</li> <li>• Type 2 support group 0418 175 880 Email: kgmac@bigpond.com</li> </ul> <p><b>Djerriwarrh Health Service</b></p> <ul style="list-style-type: none"> <li>• Melton &amp; Bacchus Marsh Diabetes Support Group</li> <li>• Melton and Bacchus Marsh Diabetes chat group (All types diabetes)</li> </ul> <p><b>Diabetes Australia Victoria</b> has a register of Comnet support groups available at <a href="http://www.diabetesvic.org.au">www.diabetesvic.org.au</a> or 1300 136 588. Contact for a group in your area.</p>	<ul style="list-style-type: none"> <li>• Generally for people with diabetes and/or their carers</li> <li>• Groups may have a membership fee</li> </ul>	
<p><b>Smoking Cessation Programs</b></p> <p>People with diabetes should not smoke. These programs can help support your efforts to stop smoking.</p>	<ul style="list-style-type: none"> <li>• Assessment</li> <li>• Information</li> <li>• Support</li> <li>• Coping strategies</li> <li>• Referrals as required</li> </ul>	<p><b>Ballarat Community Health Centre</b></p> <ul style="list-style-type: none"> <li>• Smoke Free Clinic</li> </ul> <p><b>Ballarat Health Services</b></p> <ul style="list-style-type: none"> <li>• Smoking Cessation Clinic</li> </ul> <p><b>Quit Helpline</b> ph: 13 78 48 <a href="http://www.quit.org.au">http://www.quit.org.au</a></p> <p><b>Ballarat and District Aboriginal Co-operative Medical Clinic, Baarlinjan Clinic</b></p> <ul style="list-style-type: none"> <li>• "Ditch the Durries" - Smoking Cessation Program (for Indigenous Australians) Contact Faye Clarke - 5331 5344</li> </ul>	<ul style="list-style-type: none"> <li>• Self referral</li> </ul>	<ul style="list-style-type: none"> <li>• Medical history</li> <li>• List of medications</li> <li>• Care plan (if available)</li> </ul>
<b>IN AN EMERGENCY - DIAL 000 IMMEDIATELY</b>				
<p><b>After Hours Support</b></p> <ul style="list-style-type: none"> <li>• Emergency Department of Hospital</li> <li>• Nurse On Call</li> <li>• GP</li> </ul>	<ul style="list-style-type: none"> <li>• 24 hour emergency medical care</li> <li>• 24 hour contact with a triage nurse</li> </ul>	<p>Check with the hospital regarding availability of after hours service as services may vary in different areas.</p> <p><i>See yellow pages under 'Hospitals' or contact as listed.</i></p> <ul style="list-style-type: none"> <li>• Phone 1300 606 024 (24 hours)</li> </ul> <p>Contact your GP regarding after hours service availability</p>		

## Central Highlands Diabetes Services and Support Information (continued)

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements	Bring to your appointment (if available)
<h3>Medical Specialists</h3> <p><b>A medical specialist is a doctor with further qualifications in a particular field of medicine</b></p>				
<p><b>Endocrinologist</b> An endocrinologist is a doctor who has specialised in the endocrine glands. They can provide expert advice on the management of diabetes.</p>	<ul style="list-style-type: none"> <li>Specialist assessment &amp; treatment</li> <li>Pregnancy planning</li> </ul>	<p>Information on the specialist will be provided by your GP. People with Type 1 diabetes can request an ongoing referral from their GP.</p> <p>Visiting endocrinologists from the Royal Childrens Hospital (4 times per year) for young people and children 0-18 years are available at Ballarat Paediatric, Clinic, 101 Howitt St, Wendouree. Ph: 03 5339 5200</p>	<ul style="list-style-type: none"> <li>GP will refer to specialist as required</li> <li>Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>Referral letter by GP</li> <li>Pathology tests</li> <li>Diabetes Diary/Record</li> </ul>
<p><b>Physician</b> A physician is a doctor who has specialized in managing medical conditions such as diabetes, and diseases of the heart, lungs and kidneys.</p>	<ul style="list-style-type: none"> <li>Specialist assessment &amp; treatment</li> </ul>	<p>Information on the specialist will be provided by your GP. People with Type 1 diabetes can request an ongoing referral from their GP</p>	<ul style="list-style-type: none"> <li>GP will refer to specialist as required</li> <li>Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>Provided by GP</li> <li>Pathology tests</li> <li>Diabetes Diary/Record</li> <li>Referral document</li> </ul>
<p><b>Paediatrician</b> A Paediatrician is a doctor who specialises in treating children</p>	<ul style="list-style-type: none"> <li>Specialist assessment &amp; treatment</li> </ul>	<p>Information on the specialist will be provided by your GP. People with Type 1 diabetes can request an ongoing referral from their GP.</p> <p>Paediatricians with a special interest in diabetes are available at Ballarat Paediatric, Clinic, 101 Howitt St, Wendouree. Ph: 03 5339 5200</p>	<ul style="list-style-type: none"> <li>GP will refer to specialist as required</li> <li>Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>Provided by GP</li> <li>Pathology tests</li> <li>Diabetes Diary/Record</li> <li>Referral document</li> </ul>
<p><b>Ophthalmologist</b> An ophthalmologist is a surgeon who has specialised in treating the eye. Your GP may refer you for assessment, prevention and treatment of eye conditions caused by diabetes.</p>	<ul style="list-style-type: none"> <li>Specialist assessment &amp; treatment</li> </ul>	<p>Information on the specialist will be provided by your GP. People with Type 1 diabetes can request an ongoing referral from their GP.</p>	<ul style="list-style-type: none"> <li>GP will refer to specialist as required</li> <li>Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>Provided by GP</li> <li>Pathology tests</li> <li>Diabetes Diary/Record</li> <li>Referral document</li> </ul>
<p><b>Specialist Clinics</b></p>	<ul style="list-style-type: none"> <li>Specialist assessment &amp; treatment</li> </ul>	<p><b>Ballarat Health Services</b></p> <ul style="list-style-type: none"> <li>Adult Diabetes Clinic</li> <li>Adolescent Diabetes Clinic (every 6 weeks)</li> <li>High Risk Foot Clinic</li> </ul> <p><b>Djerriwarrh Health Service</b></p> <ul style="list-style-type: none"> <li>Adult Diabetes Clinic</li> </ul>	<ul style="list-style-type: none"> <li>Referral by GP</li> <li>Appointment required</li> </ul>	<ul style="list-style-type: none"> <li>Pathology tests</li> <li>Diabetes Diary/Record</li> <li>Referral letter</li> </ul>

Health Provider	Service	Where (see agency details in the next table)
<b>Useful Websites &amp; Contacts</b>		
<b>Diabetes Australia - Victoria</b>	<ul style="list-style-type: none"> <li>• Website information</li> <li>• Education &amp; support</li> <li>• Newsletters</li> <li>• Helplines</li> <li>• Seminars</li> <li>• Children's Camps</li> <li>• Advocacy</li> </ul>	www.diabetesvic.org.au 1300 136 588
<b>Baker IDI Heart &amp; Diabetes Institute</b>		www.bakeridi.edu.au
<b>Juvenile Diabetes Research Foundation</b>		www.jdrf.org.au 03 9696 3866
<b>Australian Diabetes Educators Association</b>		www.adea.com.au
<b>Australian Diabetes Society</b>		www.diabetessociety.com.au 02 9256 5462
<b>Australian Diabetes in Pregnancy</b>		www.adips.org 03 9827 8263 02 9256 5462
<b>Australian Paediatric Endocrine Group</b>		www.chw.edu.au/prof/services/endocrinology/apeg
<b>Diabetes for Kids and Teens</b>		www.diabeteskidsandteens.com.au Royal Children's Hospital 03 9345 5951
<b>Diabetes Counselling Online</b>		www.counsellingonline.com.au
<b>Reality Check - Type 1 Diabetes Network</b>		www.realitycheck.org.au
<b>Thyroid Australia</b>		www.thyroid.org.au 03 9888 2588
<b>Dietitians Association of Australia (DAA)</b>		www.daa.asn.au 02 6163 5200
<b>Heart Foundation</b>		www.heartfoundation.com.au 1300 36 27 87
<b>Beyond Blue</b>		www.beyondblue.org.au 1300 22 46 36
<b>Mood Gym</b>		http://moodgym.anu.edu.au Lifeline - 131 114 Kids helpline - 1800 551 800
<b>HypoActive</b>	www.hypoactive.org	
<b>The Meter - Dealing with Hypo Blues</b> For young people in rural areas.	www.themeter.com.au	

## Central Highlands Diabetes Services and Support Information (continued)

Health Provider	Service	Where (see agency details in the next table)	Referral Requirements
<b>Medical Jewellery Supplies and Identification Tags</b>			
	<ul style="list-style-type: none"> <li>• Medical Jewellery</li> <li>• Identification tags</li> </ul>	<ul style="list-style-type: none"> <li>• <b>Lifetag</b> <a href="http://lifetag-alert.stores.yahoo.net/">http://lifetag-alert.stores.yahoo.net/</a></li> <li>• <b>Kids Kontakt</b> <a href="http://www.kidskontakt.com.au">www.kidskontakt.com.au</a></li> <li>• <b>Medic Alert</b> <a href="http://www.medicalert.org/home/Homegradient.aspx">www.medicalert.org/home/Homegradient.aspx</a></li> <li>• <b>CoolAlertID</b> <a href="http://www.coolalertid.com.au">www.coolalertid.com.au</a></li> <li>• <b>Creative Medical ID.Com</b> <a href="http://www.creativemedicalid.com/shop_medical_jewellery">www.creativemedicalid.com/shop_medical_jewellery</a></li> <li>• <b>B independent</b> <a href="http://www.bindependent.com/">http://www.bindependent.com/</a></li> <li>• <b>Engraving Plus</b> <a href="http://www.engravingplus.com.au/store/tabid/137/List/0/Default.aspx">http://www.engravingplus.com.au/store/tabid/137/List/0/Default.aspx</a></li> </ul>	Diagnosis of diabetes and registration required

### Cost for services:

A cost may apply for the above services. Some may require payment on the day of visit. It is advised that you contact the service prior to attending your appointment to discuss if payment is required at the time of your appointment. Please note that some services offer private and public service options and costs may vary dependent upon individual circumstances.



## Service Provider Contact Details

Service Provider	Address	Phone	Website
<b>Ballan District Health &amp; Care</b>	Corner Inglis and Cowie Streets, Ballan	5366 7999	<a href="http://bdhc.com.au">http://bdhc.com.au</a>
<b>Ballarat &amp; District Aboriginal Cooperative Medical Clinic</b>	5 Market St, Ballarat	5331 5344	<a href="http://www.badac.ballarat.net.au">www.badac.ballarat.net.au</a>
<b>Ballarat &amp; District Division of General Practice</b>	105 Webster St, Ballarat	5331 6303	<a href="http://www.bddgp.org.au">www.bddgp.org.au</a>
<b>Ballarat Community Health Centre</b>	<b>Locations:</b> <ul style="list-style-type: none"> <li>• 260 Vickers St, Sebastopol</li> <li>• Cooyinda, 10 Learmonth Rd, Wendouree</li> </ul>	5338 4500	<a href="http://www.bchc.org.au">http://www.bchc.org.au</a>
<b>Ballarat District Nursing &amp; Healthcare</b>	1818 Sturt St, Ballarat	5334 1500	<a href="http://www.bdnh.com.au/bdnh/publicPages/Home.jsp">http://www.bdnh.com.au/bdnh/publicPages/Home.jsp</a>
<b>Ballarat Health Services</b>	<b>Locations:</b> <ul style="list-style-type: none"> <li>• Base Hospital Drummond St North, Ballarat</li> <li>• Queen Elizabeth Centre 102 Ascot St South, Ballarat</li> </ul>	5320 4000  Central intake 5320 6690	<a href="http://www.bhs.org.au">http://www.bhs.org.au</a>  Ask for general intake and the service you require (this includes all allied health and HARP referrals)
<b>Ballarat Veterans Affairs Network (DVA)</b>	12 Dawson St South, Ballarat	5331 3844 or 1300 551 918	<a href="http://www.connectingcare.com/provider.asp?site_id=9&amp;lga_id=20570">http://www.connectingcare.com/provider.asp?site_id=9&amp;lga_id=20570</a>
<b>Djerriwarrh Health Service</b>	<b>Locations:</b> <ul style="list-style-type: none"> <li>• Bacchus Marsh &amp; Melton Regional Hospital, Main St, Bacchus Marsh</li> <li>• Bacchus Marsh Community Health Centre, Turner St, Bacchus Marsh</li> <li>• Melton Community Health Centre, Cnr High &amp; Yulle Sts, Melton</li> <li>• Melton Health Barries Rd, Melton West</li> </ul>	Central intake 9747 7609	<a href="http://www.djhs.com.au">www.djhs.com.au</a>
<b>Hepburn Health Service</b>	<b>Locations:</b> <ul style="list-style-type: none"> <li>• 13 Hospital St, Daylesford</li> <li>• Hill St, Creswick</li> <li>• 69 Service St Clunes</li> <li>• Albert St, Trentham</li> </ul>	5348 2523 (Daylesford)	<a href="http://www.hhs.vic.gov.au">http://www.hhs.vic.gov.au</a>
<b>Hesse Rural Health Service</b>	<b>Locations:</b> <ul style="list-style-type: none"> <li>• 8 Gosney St, Winchelsea</li> </ul>	5267 1200	
<b>St John of God Hospital</b>	101 Drummond St Nth, Ballarat	5320 2111	<a href="http://www.sjog.org.au/ballarat">http://www.sjog.org.au/ballarat</a>
<b>YMCA</b>	Gillies St, Ballarat	5334 2499	<a href="http://www.ballarat@ymca.org.au">http://www.ballarat@ymca.org.au</a>
<b>Private Practitioners Allied Health Medical Services</b>	<b>For information on services:</b> <ul style="list-style-type: none"> <li>• Connectingcare Online Service Directory</li> <li>• See Yellow Pages and search for the service you require</li> <li>• Your healthcare professional will be able to provide options on private allied health providers.</li> </ul>		<a href="http://connectingcare.com">http://connectingcare.com</a>  <a href="http://yellowpages.com.au">http://yellowpages.com.au</a>

# Map of the Central Highlands Region



15 Violet Grove, Wendouree 3355  
P: 03 5338 4773  
E: [admin@chpcp.org](mailto:admin@chpcp.org)  
[www.chpcp.org](http://www.chpcp.org)

