

AUSTRALIAN NATIONAL DIABETES AUDIT

COVID-19 SERVICE SURVEY REPORT SUPPLEMENT

2020



MONASH
University



nadc
National Association
of Diabetes Centres



ads
Australian Diabetes Society

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1. Preamble

COVID-19 has had a major impact on people with diabetes as well as on the services providing clinical diabetes care. The pandemic response has placed an unprecedented strain on our hospital system and clinical services with resources pivoting to mitigate and manage COVID-19 risks within the health system.

The ANDA COVID-19 service survey was developed to understand structural, staffing, support and knowledge challenges due to COVID-19. The aim was to characterise how diabetes centres provided health care during the early months of the COVID-19 pandemic and thereafter with varying public health directives and restrictions.

The supplement is to provide further information broken down by specific states and territories as they were at different stages of the COVID-19 pandemic in 2020. This report is descriptive in nature, caution needs to be exercised when drawing formal comparisons across states.

2. Methodology

Diabetes centres were grouped into 4 categories by location: New South Wales, Victoria, Queensland and the remaining states and territories of Tasmania, the Australian Capital Territory, Northern Territory, Western Australia and South Australia.

Pooled results (percentages of response) are presented for these 4 categories.

This report is meant to be hypothesis generating and hence formal inferential analyses has not yet been performed. Percentages may not always add up to 100% due to rounding.

3. Results

Number of participating diabetes centres by location at each survey time point

| | NSW | VIC | QLD | Other states/territories | Total |
|----------------|------------|------------|------------|-------------------------------------|--------------|
| Initial | 19 | 25 | 12 | 15 | 71 |
| 3-month | 17 | 30 | 13 | 17 | 77 |
| 6-month | 13 | 22 | 13 | 15 | 63 |

3.1 Impact on staff

Table 1: Staffing shortages due to self-isolation/quarantine requirements

| States | Initial | 3-month | 6-month |
|--------------------------|---------|---------|---------|
| NSW | 58% | 77% | 62% |
| VIC | 40% | 60% | 55% |
| QLD | 33% | 31% | 31% |
| Other states/territories | 47% | 41% | 53% |

'Other' includes TAS/ACT/NT/WA/SA.

Table 2: Staff have experienced stress due to staffing changes

| States | Initial | 3-month | 6-month |
|--------------------------|---------|---------|---------|
| NSW | 68% | 88% | 69% |
| VIC | 72% | 83% | 95% |
| QLD | 75% | 85% | 62% |
| Other states/territories | 80% | 88% | 67% |

'Other' includes TAS/ACT/NT/WA/SA.

Table 3: Staff have experienced stress due to work practice changes

| States | Initial | 3-month | 6-month |
|--------------------------|---------|---------|---------|
| NSW | 74% | 88% | 92% |
| VIC | 88% | 97% | 100% |
| QLD | 83% | 94% | 77% |
| Other states/territories | 93% | 100% | 67% |

'Other' includes TAS/ACT/NT/WA/SA.

Table 4: Staff were concerned about being exposed to COVID-19

| States | Initial | 3-month | 6-month |
|--------------------------|---------|---------|---------|
| NSW | 95% | 100% | 92% |
| VIC | 100% | 97% | 100% |
| QLD | 100% | 100% | 85% |
| Other states/territories | 93% | 94% | 93% |

'Other' includes TAS/ACT/NT/WA/SA.

3.2 Hospital presentations - Changes in hospital presentations

3.2.1 – Inpatient admissions

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 7% | 40% | 33% | 20% | 0% | 15 |
| 3-month | 0% | 0% | 31% | 63% | 6% | 16 |
| 6-month | 0% | 0% | 33% | 67% | 0% | 9 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 61% | 33% | 6% | 0% | 18 |
| 3-month | 5% | 25% | 50% | 20% | 0% | 20 |
| 6-month | 0% | 25% | 44% | 31% | 0% | 16 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 12.5% | 0% | 75% | 12.5% | 0% | 8 |
| 3-month | 0% | 18% | 64% | 18% | 0% | 11 |
| 6-month | 0% | 11% | 67% | 22% | 0% | 9 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 27% | 46% | 27% | 0% | 11 |
| 3-month | 0% | 7% | 57% | 36% | 0% | 14 |
| 6-month | 0% | 11% | 67% | 22% | 0% | 9 |

'Other' includes TAS/ACT/NT/WA/SA.

3.2.2 – Inpatient referrals

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 6% | 37% | 38% | 13% | 6% | 16 |
| 3-month | 0% | 0% | 44% | 50% | 6% | 16 |
| 6-month | 0% | 0% | 36% | 46% | 18% | 11 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 50% | 45% | 5% | 0% | 20 |
| 3-month | 5% | 36% | 41 | 18% | 0% | 22 |
| 6-month | 0% | 11% | 56% | 33% | 0% | 18 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 10% | 20% | 50% | 20% | 0% | 10 |
| 3-month | 0% | 20% | 50% | 30% | 0% | 10 |
| 6-month | 0% | 10% | 70% | 20% | 0% | 10 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 17% | 58% | 25% | 0% | 12 |
| 3-month | 0% | 13% | 56% | 25% | 6% | 16 |
| 6-month | 0% | 7% | 73% | 13% | 7% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.

3.2.3 – DKA

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 13.3% | 53.3% | 33.3% | 0% | 15 |
| 3-month | 0% | 0% | 50% | 44% | 6% | 16 |
| 6-month | 0% | 0% | 45.5% | 45.5% | 9% | 11 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 35% | 59% | 6% | 0% | 17 |
| 3-month | 0% | 11% | 72% | 17% | 0% | 18 |
| 6-month | 0% | 6% | 56% | 38% | 0% | 16 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 12.5% | 0% | 75% | 12.5% | 0% | 8 |
| 3-month | 0% | 0% | 70% | 30% | 0% | 10 |
| 6-month | 0% | 0% | 73% | 27% | 0% | 11 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 9% | 64% | 27% | 0% | 11 |
| 3-month | 0% | 0% | 71% | 29% | 0% | 14 |
| 6-month | 0% | 0% | 69% | 31% | 0% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.2.4 – HHS

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 20% | 60% | 20% | 0% | 15 |
| 3-month | 0% | 0% | 63% | 31% | 6% | 16 |
| 6-month | 0% | 0% | 54.5% | 45.5% | 0% | 11 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 18% | 76% | 6% | 0% | 17 |
| 3-month | 0% | 12% | 65% | 24% | 0% | 17 |
| 6-month | 0% | 6% | 50% | 44% | 0% | 16 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 14% | 0% | 72% | 14% | 0% | 7 |
| 3-month | 0% | 0% | 80% | 20% | 0% | 10 |
| 6-month | 0% | 0% | 82% | 18% | 0% | 11 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 9% | 64% | 27% | 0% | 11 |
| 3-month | 0% | 0% | 79% | 21% | 0% | 14 |
| 6-month | 0% | 0% | 77% | 23% | 0% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.2.5 – Hypoglycaemia

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 26% | 67% | 7% | 0% | 15 |
| 3-month | 0% | 0% | 63% | 37% | 0% | 16 |
| 6-month | 0% | 0% | 82% | 18% | 0% | 11 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 12% | 82% | 6% | 0% | 17 |
| 3-month | 0% | 17.5% | 71% | 11.5% | 0% | 17 |
| 6-month | 0% | 6% | 69% | 25% | 0% | 16 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 12.5% | 0% | 87.5% | 0% | 0% | 8 |
| 3-month | 0% | 0% | 91% | 9% | 0% | 11 |
| 6-month | 0% | 0% | 83.3% | 8.3% | 8.3% | 12 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 17% | 75% | 8% | 0% | 12 |
| 3-month | 0% | 0% | 79% | 21% | 0% | 14 |
| 6-month | 0% | 0% | 100% | 0% | 0% | 12 |

'Other' includes TAS/ACT/NT/WA/SA.

3.2.6 – ICU

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 7% | 57% | 36% | 0% | 14 |
| 3-month | 0% | 0% | 69% | 31% | 0% | 16 |
| 6-month | 0% | 0% | 64% | 27% | 9% | 11 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 40% | 60% | 0% | 0% | 15 |
| 3-month | 0% | 7% | 79% | 14% | 0% | 14 |
| 6-month | 0% | 0% | 73% | 27% | 0% | 11 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 14% | 0% | 86% | 0% | 0% | 7 |
| 3-month | 0% | 0% | 100% | 0% | 0% | 8 |
| 6-month | 0% | 0% | 86% | 14% | 0% | 7 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 14% | 72% | 14% | 0% | 7 |
| 3-month | 0% | 0% | 82% | 18% | 0% | 11 |
| 6-month | 0% | 0% | 82% | 18% | 0% | 11 |

'Other' includes TAS/ACT/NT/WA/SA.

3.3 Gestational diabetes - Changes in gestational diabetes workload

3.3.1 GDM – Face to face consults

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 31% | 38% | 31% | 0% | 0% | 16 |
| 3-month | 13.3% | 53.3% | 33.3% | 0% | 0% | 34 |
| 6-month | 0% | 0% | 60% | 40% | 0% | 10 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 22% | 45% | 22% | 11% | 0% | 18 |
| 3-month | 14% | 59% | 23% | 4% | 0% | 22 |
| 6-month | 13% | 44% | 31% | 12% | 0% | 16 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 0% | 0% | 56% | 44% | 9 |
| 3-month | 0% | 27% | 46% | 18% | 9% | 11 |
| 6-month | 0% | 22% | 34% | 33% | 11% | 9 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 19% | 27% | 27% | 18% | 9% | 11 |
| 3-month | 20% | 33% | 27% | 20% | 0% | 15 |
| 6-month | 8% | 23% | 46% | 23% | 0% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.3.2 GDM – Phone/Telehealth

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 6% | 19% | 37.5% | 37.5% | 16 |
| 3-month | 0% | 7% | 13% | 47% | 33% | 15 |
| 6-month | 0% | 0% | 40% | 40% | 20% | 10 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 10% | 21% | 37% | 32% | 19 |
| 3-month | 4% | 10% | 19% | 29% | 38% | 21 |
| 6-month | 0% | 13.3% | 33.3% | 13.3% | 40% | 15 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 0% | 11% | 33% | 56% | 9 |
| 3-month | 0% | 0% | 45.5% | 45.5% | 9 | 11 |
| 6-month | 0% | 0% | 57% | 29% | 14% | 7 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 9% | 0% | 46% | 18% | 27% | 11 |
| 3-month | 6% | 6% | 19% | 38% | 31% | 16 |
| 6-month | 8% | 15% | 46% | 23% | 8% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.3.3 Review of women with GDM

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 19% | 56% | 19% | 6% | 16 |
| 3-month | 0% | 7% | 73% | 13% | 7% | 15 |
| 6-month | 0% | 0% | 60% | 20% | 20% | 10 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 6% | 61% | 11% | 22% | 18 |
| 3-month | 0% | 9% | 50% | 23% | 18% | 22 |
| 6-month | 0% | 0% | 50% | 21% | 29% | 14 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 0% | 67% | 22% | 11% | 9 |
| 3-month | 0% | 9% | 55% | 27% | 9% | 11 |
| 6-month | 0% | 0% | 45% | 33% | 22% | 9 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 8% | 8% | 67% | 17% | 0% | 12 |
| 3-month | 7% | 13% | 53% | 27% | 0% | 15 |
| 6-month | 8% | 15% | 46% | 23% | 8% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.4 General diabetes care - Changes to regular diabetes care workload

3.4.1 Clinic appointments

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 26% | 32% | 21% | 16% | 5% | 19 |
| 3-month | 6% | 59% | 6% | 29% | 0% | 17 |
| 6-month | 0% | 23% | 31% | 39% | 7% | 13 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 16% | 52% | 20% | 8% | 4% | 25 |
| 3-month | 10% | 35% | 35% | 17% | 3% | 29 |
| 6-month | 4% | 27% | 23% | 32% | 14% | 22 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 25% | 42% | 8% | 25% | 0% | 12 |
| 3-month | 0% | 54% | 38% | 8% | 0% | 13 |
| 6-month | 0% | 7% | 62% | 31% | 0% | 13 |

| Other states/territories | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|--------------------------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 13% | 20% | 40% | 7% | 20% | 15 |
| 3-month | 6% | 29% | 47% | 18% | 0% | 17 |
| 6-month | 0% | 13% | 73% | 14% | 0% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.

3.4.2 Home visits

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 67% | 33% | 0% | 0% | 3 |
| 3-month | 0% | 0% | 80% | 0% | 20% | 5 |
| 6-month | 0% | 33% | 50% | 0% | 17% | 6 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 33% | 27% | 20% | 20% | 0% | 15 |
| 3-month | 31% | 37% | 16% | 16% | 0% | 19 |
| 6-month | 15% | 31% | 39% | 15% | 0% | 13 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 14% | 29% | 43% | 14% | 0% | 7 |
| 3-month | 0% | 33% | 50% | 17% | 0% | 6 |
| 6-month | 0% | 17% | 83% | 0% | 0% | 6 |

| Other | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 10% | 40% | 40% | 10% | 0% | 10 |
| 3-month | 18% | 27% | 55% | 0% | 0% | 11 |
| 6-month | 0% | 25% | 75% | 0% | 0% | 8 |

'Other' includes TAS/ACT/NT/WA/SA.

3.4.3 Aged care facility visits

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 16.7% | 66.7% | 16.7% | 0% | 6 |
| 3-month | 0% | 0% | 75% | 0% | 25% | 4 |
| 6-month | 0% | 50% | 50% | 0% | 0% | 2 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 23% | 54% | 23% | 0% | 0% | 13 |
| 3-month | 41% | 29% | 24% | 6% | 0% | 17 |
| 6-month | 33% | 25% | 42% | 0% | 0% | 12 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 17% | 33% | 50% | 0% | 0% | 6 |
| 3-month | 0% | 40% | 20% | 40% | 0% | 5 |
| 6-month | 0% | 40% | 60% | 0% | 0% | 5 |

| Other | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 12.5% | 50% | 25% | 12.5% | 0% | 8 |
| 3-month | 11% | 33% | 56% | 0% | 0% | 9 |
| 6-month | 37.5% | 25% | 37.5% | 0% | 0% | 8 |

'Other' includes TAS/ACT/NT/WA/SA.

3.4.4 Regular diabetes care

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 21% | 32% | 10% | 32% | 5% | 19 |
| 3-month | 12% | 35% | 18% | 29% | 6% | 17 |
| 6-month | | 15% | 31% | 46% | 7% | 13 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 4% | 48% | 16% | 24% | 8% | 25 |
| 3-month | 7% | 27% | 30% | 23% | 13% | 30 |
| 6-month | 4% | 23% | 23% | 32% | 18% | 22 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 8.3% | 34% | 42% | 8.3% | 8.3% | 12 |
| 3-month | | 23% | 31% | 23% | 23% | 13 |
| 6-month | | 8% | 50% | 33% | 8% | 12 |

| Other | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 7% | 27% | 33% | 26% | 7% | 15 |
| 3-month | | 41% | 35% | 24% | | 17 |
| 6-month | | 6.7% | 60% | 26.7% | 6.7% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.

3.4.5 Phone/Telehealth

| NSW | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 5% | 0% | 0% | 16% | 79% | 19 |
| 3-month | 0% | 0% | 6% | 47% | 47% | 17 |
| 6-month | 0% | 7% | 8% | 54% | 31% | 13 |

| VIC | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 16% | 8% | 28% | 48% | 25 |
| 3-month | 0% | 14% | 10% | 23% | 53% | 30 |
| 6-month | 0% | 10% | 38% | 29% | 23% | 21 |

| QLD | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 0% | 9% | 27% | 64% | 11 |
| 3-month | 0% | 0% | 15% | 46% | 39% | 13 |
| 6-month | 0% | 0% | 23% | 62% | 15% | 13 |

| Other | Substantial decrease | Minor to moderate decrease | No change | Minor to moderate increase | Substantial increase | Number of sites |
|---------|----------------------|----------------------------|-----------|----------------------------|----------------------|-----------------|
| Initial | 0% | 7% | 14% | 21% | 57% | 14 |
| 3-month | 0% | 0% | 12% | 59% | 29% | 17 |
| 6-month | 0% | 0% | 31% | 46% | 23% | 13 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5 Challenges experienced – Challenges reported by centres

3.5.1 Access to diabetes education

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 71% | 12% | 17% | 0% | 0% | 17 |
| 3-month | 47% | 18% | 18% | 18% | 0% | 17 |
| 6-month | 84.6% | 0% | 7.7% | 7.7% | 0% | 13 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 80% | 12% | 8% | 0% | 0% | 25 |
| 3-month | 66.7% | 16.7% | 10% | 6.7% | 0% | 30 |
| 6-month | 68% | 18% | 14% | 0% | 0% | 22 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 67% | 17% | 8% | 8% | 0% | 12 |
| 3-month | 54% | 23% | 23% | 0% | 0% | 13 |
| 6-month | 92% | 0% | 0% | 8% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 40% | 20% | 20% | 13% | 7% | 15 |
| 3-month | 56% | 25% | 6% | 13% | 0% | 16 |
| 6-month | 53% | 13% | 27% | 7% | 0% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.2 Pathology

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 58% | 21% | 16% | 5% | 0% | 19 |
| 3-month | 65% | 17% | 6% | 12% | 0% | 17 |
| 6-month | 77% | 0% | 23% | 0% | 0% | 13 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 67% | 25% | 4% | 4% | 0% | 24 |
| 3-month | 68% | 11% | 14% | 7% | 0% | 28 |
| 6-month | 77% | 9% | 14% | 0% | 0% | 22 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 58% | 25% | 17% | 0% | 0% | 12 |
| 3-month | 54% | 46% | 0% | 0% | 0% | 13 |
| 6-month | 92% | 8% | 0% | 0% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 54% | 8% | 23% | 15% | 0% | 13 |
| 3-month | 81% | 19% | 0% | 0% | 0% | 16 |
| 6-month | 79% | 7% | 7% | 7% | 0% | 14 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.3 Access to multi-disciplinary high risk foot services

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 56% | 13% | 18% | 13% | 0% | 16 |
| 3-month | 60% | 0% | 20% | 20% | 0% | 15 |
| 6-month | 82% | 0% | 18% | 0% | 0% | 11 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 62% | 24% | 9% | 5% | 0% | 21 |
| 3-month | 63% | 22% | 11% | 4% | 0% | 27 |
| 6-month | 58% | 16% | 21% | 5% | 0% | 19 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 73% | 18% | 0% | 0% | 9% | 11 |
| 3-month | 77% | 0% | 15% | 0% | 8% | 13 |
| 6-month | 85% | 0% | 15% | 0% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 46% | 18% | 18% | 9% | 9% | 11 |
| 3-month | 54% | 23% | 15% | 0% | 8% | 13 |
| 6-month | 67% | 0% | 25% | 8% | 0% | 12 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.4 Access to allied health services

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 50% | 13% | 31% | 6% | 0% | 16 |
| 3-month | 47% | 27% | 13% | 13% | 0% | 15 |
| 6-month | 38.5% | 38.5% | 23% | 0% | 0% | 13 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 48% | 36% | 12% | 4% | 0% | 25 |
| 3-month | 52% | 21% | 10% | 14% | 3% | 29 |
| 6-month | 32% | 32% | 32% | 4% | 0% | 22 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 75% | 0% | 25% | 0% | 0% | 12 |
| 3-month | 62% | 15% | 23% | 0% | 0% | 14 |
| 6-month | 77% | 8% | 15% | 0% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 43% | 28.5% | 28.5% | 0% | 0% | 14 |
| 3-month | 44% | 13% | 31% | 6% | 6% | 1 |
| 6-month | 60% | 13% | 20% | 0% | 7% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.5 Access to other specialties/services

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 47% | 29% | 12% | 12% | 0% | 17 |
| 3-month | 47% | 23.5% | 23.5% | 6% | 0% | 17 |
| 6-month | 38.5% | 38.5% | 23% | 0% | 0% | 13 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 44% | 44% | 8% | 4% | 0% | 25 |
| 3-month | 31% | 31% | 24% | 10% | 4% | 29 |
| 6-month | 27% | 37% | 27% | 9% | 0% | 22 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 58.3% | 8.3% | 25% | 0% | 8.3% | 12 |
| 3-month | 54% | 31% | 15% | 0% | 0% | 13 |
| 6-month | 77% | 0% | 15% | 8% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 33% | 17% | 42% | 8% | 0% | 12 |
| 3-month | 27% | 27% | 33% | 7% | 7% | 15 |
| 6-month | 57% | 7% | 29% | 0% | 7% | 14 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.6 Access to interpreters

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 7% | 22% | 43% | 14% | 14% | 14 |
| 3-month | 38% | 19% | 12.5% | 19% | 12.5% | 16 |
| 6-month | 10% | 60% | 20% | 10% | 0% | 10 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 39% | 0% | 27% | 17% | 17% | 18 |
| 3-month | 48% | 19% | 19% | 5% | 9% | 21 |
| 6-month | 37.5% | 37.5% | 12.5% | 6.2% | 6.2% | 16 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 50% | 25% | 8% | 17% | 0% | 12 |
| 3-month | 46% | 31% | 15% | 8% | 0% | 13 |
| 6-month | 50% | 42% | 8% | 0% | 0% | 12 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 33% | 17% | 25% | 0% | 25% | 12 |
| 3-month | 59% | 12% | 12% | 12% | 5% | 17 |
| 6-month | 57% | 14% | 22% | 0% | 7% | 14 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.7 Phone consultation/telehealth funding

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 6% | 19% | 25% | 25% | 25% | 16 |
| 3-month | 38% | 31% | 8% | 15% | 8% | 13 |
| 6-month | 55% | 27% | 18% | 0% | 0% | 11 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 21% | 37% | 32% | 0% | 10% | 19 |
| 3-month | 48% | 20% | 16% | 8% | 8% | 25 |
| 6-month | 68% | 11% | 16% | 5% | 0% | 19 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 55% | 18% | 9% | 9% | 9% | 11 |
| 3-month | 46% | 31% | 23% | 0% | 0% | 13 |
| 6-month | 61% | 23% | 8% | 8% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 33.3% | 25% | 25% | 8.3% | 8.3% | 12 |
| 3-month | 64% | 22% | 0% | 0% | 14% | 14 |
| 6-month | 75% | 8% | 17% | 0% | 0% | 12 |

'Other' includes TAS/ACT/NT/WA/SA.

3.5.8 Phone consultation/telehealth set up

| NSW | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 0% | 5% | 26% | 37% | 32% | 19 |
| 3-month | 6% | 29% | 24% | 24% | 17% | 17 |
| 6-month | 31% | 31% | 23% | 8% | 8% | 13 |

| VIC | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 8% | 32% | 24% | 16% | 20% | 25 |
| 3-month | 27% | 30% | 23% | 10% | 10% | 30 |
| 6-month | 41% | 14% | 32% | 4% | 9% | 22 |

| QLD | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 0% | 25% | 50% | 25% | 0% | 12 |
| 3-month | 8% | 23% | 54% | 15% | 0% | 13 |
| 6-month | 15% | 54% | 23% | 8% | 0% | 13 |

| Other | Not at all | To a small extent | To some extent | To a moderate extent | To a large extent | Number of sites |
|---------|------------|-------------------|----------------|----------------------|-------------------|-----------------|
| Initial | 0% | 13% | 27% | 40% | 20% | 15 |
| 3-month | 6% | 47% | 12% | 12% | 23% | 17 |
| 6-month | 40% | 27% | 20% | 0% | 13% | 15 |

'Other' includes TAS/ACT/NT/WA/SA.