

Changes to the NDSS from 1 July 2016 – Access to NDSS Products in Rural and Remote Areas

- Changes to the National Diabetes Services Scheme (NDSS) took effect on 1 July 2016. These changes include arrangements for the distribution of NDSS products.
- People with diabetes can now access NDSS products such as needles, syringes, blood glucose test strips and urine test strips, in addition to insulin pump consumables, from NDSS community pharmacy access points.
- NDSS products are no longer available from most of the state and territory diabetes organisations, except directly from Diabetes WA and Healthy Living NT, which continue to act as Access Points to support access to the NDSS in rural and remote areas.
- In addition, all blood glucose test strips have been removed from the Pharmaceutical Benefits Scheme (PBS) from 1 July 2016. Subsidised blood glucose test strips will remain available through the NDSS for people registered with the NDSS.
- To ensure continued supply of NDSS products to rural and remote areas special product supply arrangements have been established for:
 - RAAHS and state/territory government operated or Aboriginal Community Controlled Health Clinics in remote areas; and
 - NDSS Registrants in rural and remote areas.

These arrangements are outlined below.

Ordering NDSS Products - RAAHS Clinics and Other Eligible Remote Health Clinics

- NDSS products will be provided to these clinics via one of two state diabetes organisations (Healthy Living NT or Diabetes WA), depending on the location of the clinic. Contact details are provided in the table at the end of this document. Ordering is available on a monthly basis, with orders submitted to the relevant diabetes organisation.
- Delivery costs under this arrangement associated with NDSS orders will be met by the Commonwealth, with no charge to clinics.

- With the delisting of blood glucose test strips from the PBS, free provision of these strips is no longer possible through the existing S100 arrangements. To ensure Aboriginal and Torres Strait Islander people are not disadvantaged by this change, the NDSS registrant co-payment has been waived for all blood glucose test strips ordered by RAAHS clinics.
- These ordering arrangements are the preferred approach for accessing NDSS products through these clinics. However, there is no restriction on ordering NDSS products from an NDSS community pharmacy Access Point for delivery to a clinic, noting that where this occurs the delivery costs would not be covered by the NDSS and the registrant co-payment for blood glucose test strips would not be waived.

Ordering NDSS Products - NDSS Registrants in Rural and Remote Areas

- Wherever possible, registrants should order NDSS products through their local NDSS community pharmacy Access Point.
- NDSS Registrants in rural and remote areas without reasonable access to an NDSS community pharmacy are able to order NDSS products from the diabetes organisation supplying products to their state/territory, and have them delivered to their home. Where this occurs, the NDSS registrant will be required to pay postage costs set by the state diabetes organisation.
- To order products, NDSS registrants in rural and remote areas should contact the relevant state diabetes organisation, as indicated in the table below.

Contacts for Ordering NDSS Products

Location of Clinic or NDSS Registrant	Contact Details for NDSS Product Ordering
Northern Territory Queensland South Australia <i>All orders from clinics or individuals in these states should be directed to Healthy Living NT</i>	Healthy Living NT Email: ndss@healthylivingnt.org.au Phone: (08) 8927 8488 Fax: (08) 8927 8515
Western Australia New South Wales Tasmania <i>All orders from clinics or individuals in these states should be directed to Diabetes WA</i>	Diabetes WA Email: ndssteam@diabeteswa.com.au Phone: (08) 9325 7699 Fax: (08) 9221 1183

For further information please email: ndss.products@health.gov.au.

Additional information on the changes to the NDSS since 1 July 2016, and removal of blood glucose test strips from the PBS, is available at the Department of Health website at: www.health.gov.au/diabetes-services.