



# Year-In-Review 2022

Western Sydney Diabetes

## PURPOSE OF THIS DOCUMENT

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In this Year-In-Review 2022 we will tell the story of how Western Sydney Diabetes (WSD) achieved our goals arranged under our Framework for Action.

It reflects the highlights and achievements of the WSD leadership team, core team and partners, certainly still shaped by the pandemic, as we learn to live with it, yet coming to work on a bigger wellbeing and health future.

At the start of each calendar year, WSD develops a dynamic ePlan. Mid-year we reviewed and adjusted our plan.

We hope you enjoy reading what WSD achieved this year.

Editor: **Heloise Tolar**  
eEngagement and Education  
Manager, Western  
Sydney Diabetes

Design: Ken Haywood  
**Clik Creative Pty Ltd**  
[www.clikcreative.com.au](http://www.clikcreative.com.au)





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## FOREWORD

The pandemic has been a watershed for health networks worldwide.

In 2022 we emerged from the lockdown-era of the COVID-19's Delta waves with high vaccination rates. The case numbers from the Omicron variant soared, with a less deadly consequence, but continued devastating impact on the workforce. It heavily impacted demand for hospitalisation, yet there were frequent cancellations by patients not attending appointments in clinics.

NSW Health launched *Future Health* – a vision to guide the next decade of care in NSW 2022-2032.

Based on projections, activity across the health system will double by 2031 if today's trends in disease and demand continue.

Health is the largest category of recurrent state spending, raising at an annual rate of 5.4% per cent and over 30% of total expenses in 2022.

This year in our epidemiological review, we highlight how the problem of diabetes is larger than we think, with a disproportionate burden in western Sydney – especially in the older, lower socio-economic, culturally diverse populations – where the pandemic also had the greatest impact.

Looking forward, we know prevention can have the greatest benefit to cost impact but needs time to return on the investment. We understand the importance of involving patients in decisions about their health care. We value collaboration and partnership. We have built new approaches with innovation in virtual care.

This year's review illustrates the strong base that WSD has built and we look forward to the right and larger investments in the future to help bend the cost curve that diabetes is bringing to health.

- WSD Director Professor **GLEN MABERLY**



National Diabetes Week 2022 was the first event held at Workers Blacktown. (l-r) Prof Glen Maberly, WLG CEO Morgan Stewart, WSD eEngagement and Education manager Heloise Tolar, Prevention Manager Janine Dawson, and Primary Prevention officer Aruni Ratnayake.

## 2022 HIGHLIGHTS

### Western Sydney Changing Diabetes

*Western Sydney Changing Diabetes* (WSD) was launched in December, a five-year collaboration between WSD, Workers Lifestyle Group (WLG) and Novo Nordisk to partner on a community campaign to address diabetes in western Sydney.

As part of this collaboration the Club's Board has committed an investment of \$500,000 over five years to implement the program, which will include cooking demonstrations and detection programs.

Cities Changing Diabetes is a global program with Novo Nordisk and WSD is the 43rd City in the program. The sponsorship funding from Novo is \$110,000 to WSLHD/ WSD for the Detection Project and \$48,000 for the SiSU health stations. Further partnerships were created with pharmaceutical company Abbott, which will involve financial, equipment and technical support.

### WEXPO

WSD was invited to participate in the inaugural WEXPO event at Workers Blacktown in August.

In collaboration with the Australian Catholic University (ACU), WSD ran one of two fora dedicated to healthy living, with a focus on diabetes. This was followed by a panel discussion outlining different approaches to addressing the diabetes problem. Round table discussion used this information to forge solutions and suggest programs and collaborations that could be implemented for large scale health improvements. These concepts were then tabled to take to NSW Parliament in November.

### NSW Parliament

Blacktown MP Stephen Bali organised a presentation to State politicians to enable representatives from both sides of parliament to hear the outcome of the WEXPO forum. Presentations were provided by WSD, Novo Nordisk, ACU and Workers Blacktown. Both sides of parliament provided responses which acknowledged the severity of the diabetes situation and the need for large scale support in encouraging behaviour change.

### Masterclass

WSD recently ended its fourth successful Diabetes Masterclass Series, where it partnered with a prestigious faculty of 50 health professionals from across NSW to help tackle the diabetes epidemic in NSW. This is now one of NSW's most comprehensive and prestigious diabetes educational series.

The series covered most topical themes in all aspects of diabetes care relevant to General Practitioners (GPs) and allied health care professionals.

A total of 1072 health professionals registered for the series, with 838 people for the virtual sessions and 234 for the face-to-face day.

We had virtual attendees from every Australian state and territory with in-person attendees not only from NSW but also from Queensland, South Australia and Victoria.

### Diabetes Case Conference model of care and expanding our digital offerings

The aspiration to have the GP present on Virtual Care (VC) in a Diabetes Case Conference (DCC) for their patient's first review has helped to reinforce the concept that the WSD team joins the primary care team to assist with complex type 2 diabetes. WSD expertise is drawn on to support primary care with diabetes management, but on-going management is firmly anchored with the GP and once stabilised, patients will be discharged back to GP care.

The DCC approach continues to align with one of WSD's main goals, which is to build the capacity of primary care to manage type 2 diabetes.

### Chinese digital video series

To improve the access to diabetes education for Chinese people with diabetes in Western Sydney Local Health District (WSLHD), WSD launched a series of educational videos in Mandarin targeting the local Chinese community.

WSD produced 22 educational videos on a variety of topics covering various aspects of diabetes management and worked with the Western Sydney Primary Health Network (WSPHN) and Chinese community groups to promote the program to local Chinese GPs and community.

### Mt Druitt Community Diabetes Clinic Evaluation

Mt Druitt Community Diabetes Clinic (MDCDC) in the Mt Druitt Community Health Centre continued to provide better value diabetes care. WSD's hybrid model of care was effectively used in 2022, with 225 patients seen, 178 of which were new patients. The GP Visiting Medical Officer (VMO) clinic provided a total of 945 occasions service provided, and 35% (331) were via telehealth. In 2022, WSD scientifically evaluated the clinic with an academic submission recently made to the *International Journal of Integrated Care*. This revealed the high level of acceptance for the clinic by patients and providers, the benefits of the service to patients, as well as important areas to improve for the future. A full-time dietitian joined the team in December.

### ADC

Both WSD's clinical and non-clinical staff attended the Australasian Diabetes Congress (ADC) to present papers, with 11 presentations in 2022.

### Publications

In 2022, WSD continued its strong research agenda, achieving record numbers of research-related output.

This included:

- Over 30 presentations at forums and events
- 15 published papers
- 13 presentations at national and international conferences
- 7 submitted grant applications
- 3 new ethics applications
- 2 randomised controlled trials

### Grants

WSD received \$20,000 as part of the WSLHD Integrated Care Research Virtual Launchpad 21/22 Showcase & Selection and successfully collaborated on two grant proposals.

WSD's Program Manager, Sumathy Ravi began her PhD in 2021, working part-time with the Health Literacy lab at the University of Sydney (USYD) and has now completed a qualitative study of virtual care; completed most of a systematic review into the same topic; and will shortly be submitting several studies for publication.

In addition, Gideon Meyerowitz-Katz Research, Monitoring and Surveillance Coordinator, continued his own PhD and attended several international conferences. He will hand in his PhD in early 2023.



## EMT/PARTNERS' COMMENTS

This WSD Year in Review continues to demonstrate an exemplary model of working in partnerships to enable people with diabetes or at risk of diabetes, to have access to more integrated and comprehensive services across community, general practise, and hospitals.

There is nowhere geographically more important to get this right than western Sydney, where prevalence exceeds the national average.

The WSD Alliance pushes the challenge across government, public, private and NGO sectors to ensure we maximise and coordinate our efforts, and it was a highlight to see WSD's participation in the inaugural WEXPO event at Workers Blacktown as an example.

This YIR continues to use data to drive change, demonstrating the value of investments at all levels as outlined in the WSD Framework for Action.

Furthermore, the focus on our most vulnerable people in disadvantaged communities across WSLHD, coupled with the importance of involving patients in decisions about their health care, is clearly outlined.

The achievements over the past year in education, research, publications and conference presentations, masterclasses, innovation, and focus on supporting specific at-risk populations in the community demonstrate the depth and maturity of WSD.

This YIR is a fantastic showcase of the year's accomplishment from WSD and its partners.

**JASMIN ELLIS**, General Manager, Integrated and Community Health, Co-Chair Executive Management Team, Western Sydney Diabetes, Western Sydney Local Health District

In the last three years, which have been enormously challenging years for health systems globally, WSD has not only continued in its significant contribution to fighting diabetes in western Sydney, but has used the Covid-19 crisis to innovate around virtual models of care and different ways of engaging with and supporting communities in western Sydney.

In 2022 PwC has been proud to continue its involvement with WSD, in particular supporting on cost versus benefit analysis of diabetes prevention programs. This work has demonstrated,

yet again, the compelling case for further investment in diabetes prevention if we are to change the trajectory of diabetes in Australia.

**EMILY PRIOR**, Partner, PwC

This past year the health system and the community have worked hard to overcome the unrelenting repercussions of the COVID-19 pandemic. Alongside this steadfast dedication to person centred community focused care, the WSD Alliance has done an amazing job at continuing to build on our collective efforts in diabetes prevention, detection and management. With 50% of adults in western Sydney at risk of or managing diabetes, our collective dedication to our ambitious goal to take the heat out of diabetes could not be stronger. I think you will find that this report highlights that despite some of the most challenging circumstances in recent memory the work of WSD has significantly grown over 2022 into new exciting areas.

In 2022 the WSD Alliance rolled out exciting new primary prevention initiatives, enhanced its diabetes detection and management strategy and continued to build capacity across primary care to manage complex type 2 diabetes through innovative multidisciplinary approaches. We have together communicated our efforts locally, national and internationally through presentations, development of educational content, workshops, masterclasses and published papers to not only take the heat out of diabetes in western Sydney but build momentum in Australia and further afield. We welcomed many new partners to the Alliance and are grateful for their interest and support. WentWest, the Western Sydney Primary Health Network, is incredibly proud to co-lead and support the WSD Alliance to address one of the most pressing issues of today – diabetes.

**RAY MESSOM**, Chief Executive Officer, WentWest Limited, (WSPHN), Co-Chair Executive Management Team, Western Sydney Diabetes

Diabetes Australia is a proud member of the executive team for WSD, working to create healthier communities and reduce the number of people at risk of type 2 diabetes. In addition to our efforts with WSD in 2022, the Diabetes Australia team delivered a total of 118 programs to 1408 people in western Sydney alone.

As the leading organisation in Australia supporting people living with or at risk of diabetes, Diabetes Australia's involvement in the WSD Alliance extends beyond being a trusted diabetes services provider. We actively advocate for greater investment in diabetes models of care to both State and Federal Government, to improve health equity and advance health reform.

The diabetes epidemic is one of the largest and most complex health challenges Australia has faced. It touches millions of lives across the country and impacts every part of our health system. The challenges in meeting the diverse cultural needs of western Sydney has allowed Diabetes Australia an opportunity to lend its expertise in co-developing and delivering successful community led services that are highly valued by the community. Our programs now cover Arabic, Cantonese, Hindi, Korean, Mandarin, Punjabi, Tagalog and Turkish languages.

We look forward to continuing our work with WSD to change the lives of thousands of Australians living in western Sydney with diabetes or who will develop the condition in the years ahead.

Together, we will continue to unite in the fight for change.

**ROWAN CLIFFORD**, CEO Diabetes Australia (NSW & ACT)

## CHANGING FACE OF DIABETES

Diabetes has never been a bigger issue than it is today. While the pandemic of COVID-19 has raged with various intensity for nearly three years in Australia, the diabetes epidemic has quietly grown, causing more ill health for our community. We would be wise to prevent diabetes and reduce its growing impact on the healthcare services across western Sydney and NSW.

In this section we review the size of the diabetes epidemic in Australia and western Sydney. We provide a synopsis of the challenge we face in people living in the WSLHD catchment. We then discuss the interesting relationship between COVID-19 and diabetes.

### Diabetes in Australia

Diabetes is a large and growing problem that has gone from a relatively uncommon disease in the early 90s to a problem that more than 1 in 10 Australian adults face<sup>1</sup>. Rates of diabetes have skyrocketed in Australia over the last 30 years and are set to continue increasing in the future<sup>2</sup>.

As Figure 1 below shows, the impact of diabetes on our hospital systems has continued to increase over the past decade. Current Australian Institute for Health and Welfare (AIHW) estimates suggest that 11% of all hospitalisations (including children) in Australia are associated with diabetes, representing 1.2 million hospital admissions per year<sup>3</sup>. However, this number is likely a substantial underestimate due to underdiagnosis of diabetes in most regions<sup>4</sup>. This increase is closely tied to weight, with the AIHW estimating that more than 30% of the population is currently obese based on BMI<sup>5</sup>.

This has caused an increasingly large load on our healthcare system, with lower limb amputations, retinopathy, heart disease, and other complications on the rise in the last two decades<sup>6</sup>. You can see this in the diagram on top of the next page, which shows the increased risks of diabetes and how that impacts our communities. Diabetes is not just a problem for eyes and kidneys but impacts a wide range of body systems and increases the risks of dementia, cancer, heart disease, and many other diseases. With our high burden of diabetes, WSLHD has a huge problem on its hands both in hospital and the community as the diabetes epidemic grows.

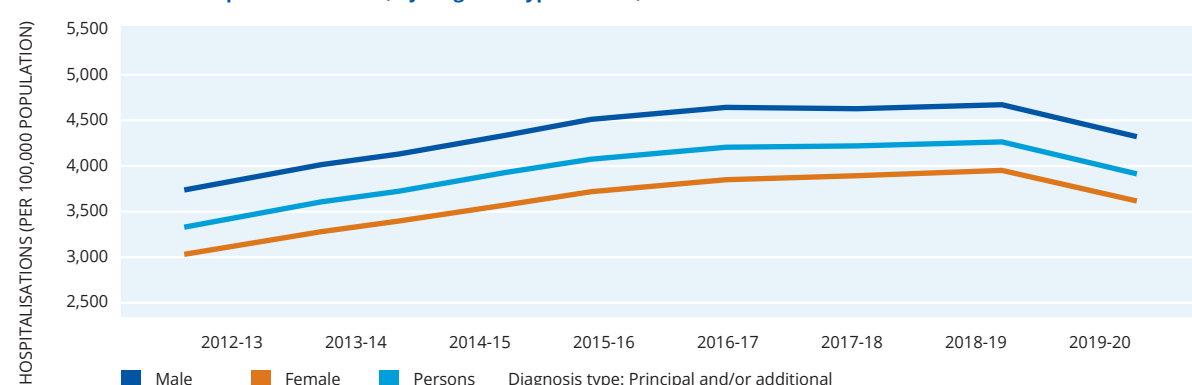
### Diabetes in Western Sydney

Most people go to the Diabetes Australia Map from the National Diabetes Service Scheme (NDSS) to report the size of the problem. This diabetes map reports Blacktown Local Government Area with a 7% NDSS prevalence compared to the national NDSS prevalence of 5.9%<sup>7</sup>. This is based on the percentage of people registered in the scheme and does not include people with diabetes who are not registered, let alone people who have diabetes and are not yet diagnosed.

We have been making the point for some time that the NDSS prevalence may be as much as a 50% underestimate of the real size of the problem. We have 1 million people living in the WSLHD catchment area. The table below shows our estimates of the diabetes burden in adults.

TABLE 1: Diabetes Classification	% of Adults	No. of People
Type 2 diabetes	12%	91,500
High risk of diabetes	38%	290,000
Low risk of diabetes	50%	381,000

**FIGURE 1: Diabetes hospitalisation rates, by diagnosis type and sex, 2012-13 to 2019-20**



Data from the AIHW shows that diabetes hospitalization rates have been increasing over the last decade, with a slight reduction in 2020 likely due to the pandemic

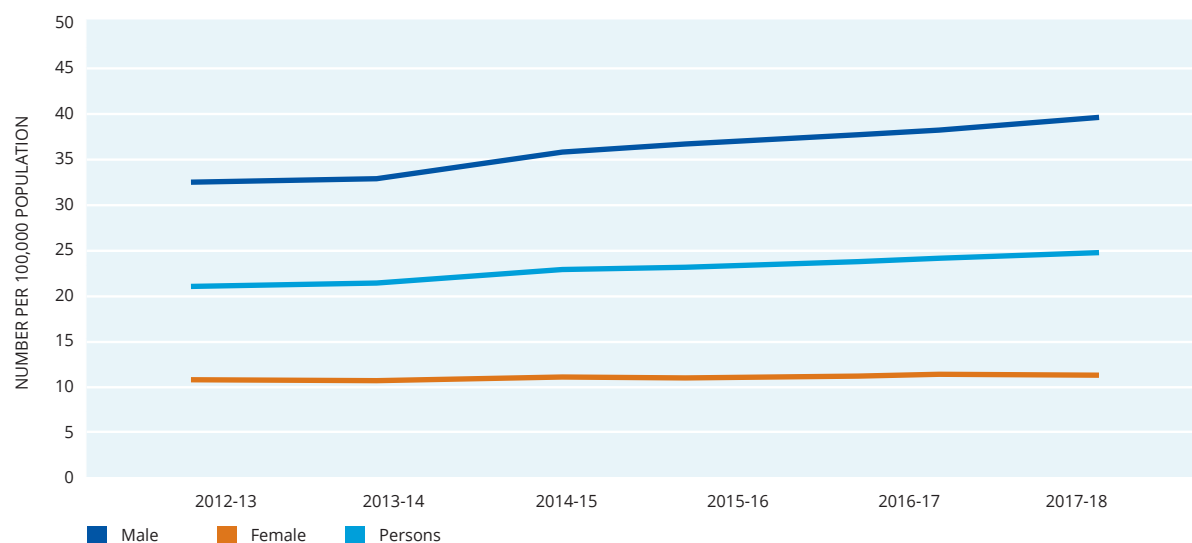
1. *Diabetes In Australia*. 2022; Available from: <https://www.aihw.gov.au/reports-data/health-conditions-disability-deaths/diabetes/overview>.
2. 2015. *Diabetes: the silent pandemic and its impact on Australia*. D. Australia.
3. 2019. *Admitted patient care 2017-18: Australian hospital statistics*.
4. Meyerowitz-Katz, G., S. Seelan, P. Gaur, R. Francisco, S. Ferdousi, T. Astell-Burt, X. Feng, S. Colagiuri, G. Maberly, and T.-M. Hng, *Detecting the hidden burden of pre-diabetes and diabetes in Western Sydney*. Diabetes Research and Clinical Practice, 2019.
5. *Overweight and Obesity*. 2022; Available from: <https://www.aihw.gov.au/reports-data/behaviours-risk-factors/overweight-obesity/overview>.
6. 2017. *Burden of lower limb amputations due to diabetes in Australia: Australian Burden of Disease Study 2011*. AIHW.
7. *Australian Diabetes Map*. 6/10/2015; Available from: <https://www.diabetesaustralia.com.au/tools-e-learning>.



While it's hard to know the exact number of people with diabetes in western Sydney, WSD has triangulated data from a range of sources including HbA1c testing in hospital Emergency Departments (ED) and General Practices (GP)<sup>4</sup>. These data sources include more than 500,000 patient records and allow WSD to estimate the rate of diabetes as 12% as shown in Table 1 with some confidence in western Sydney.

In western Sydney, with its diverse population and areas of significant disadvantage, diabetes rates are substantially higher than national and state averages. Recent statewide data, prominently displayed in the NSW Health publication *Diabetes: A Case For Change*, indicates that NSW rates of diabetes have increased to 11% and western Sydney rates are above this<sup>8</sup>.

**FIGURE 2: Hospitalisation for lower limb amputation with type 2 diabetes as a principal or additional diagnosis among adults, by age and sex, 2012-13 to 2017-18**



As with general diabetes hospitalizations, lower-limb amputations in Australia have increased dramatically over the last decade



While specific complications, such as lower limb amputations seen in Figure 2, are the most obvious outcome of the diabetes epidemic, they are not the only issues being seen. This background section of our Year in Review lays out the worrying problems caused by diabetes, and how they inform WSD's work in western Sydney.

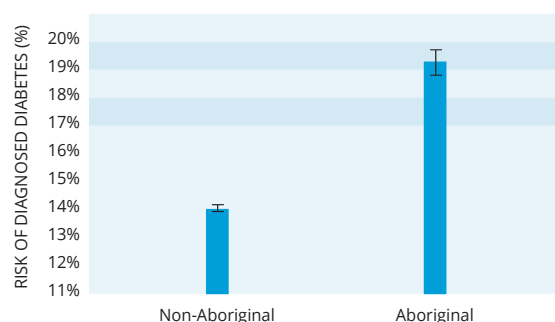
## Diabetes Equity

Diabetes is a fundamentally inequitable disease, impacting our most vulnerable people far more severely than those more advantaged. The risks of diabetes are severe, but these are very much compounded in disadvantaged communities across WSLHD. Some of these issues are highlighted below and relate to social and economic disparities that plague many people in our region.

One example of this disparity is people who identify as Aboriginal. While members of the Aboriginal community are on average younger than people who do not identify as Aboriginal, they are 50% more likely to be diagnosed with diabetes, as well as having a significantly increased risk of the complications that diabetes causes.

Figure 3 shows that people who are admitted to any WSLHD hospital and identify as Aboriginal have an average rate of diagnosed diabetes of nearly 20%, compared to just 14% in non-Aboriginal people.

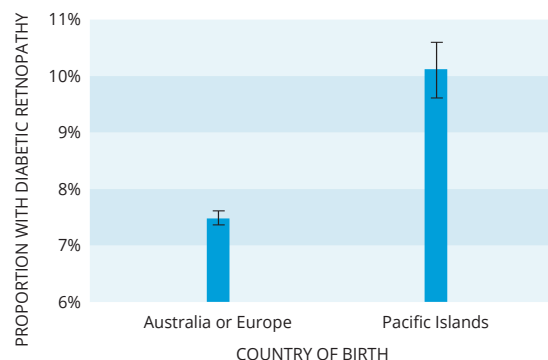
**FIGURE 3: Risk of diabetes in Aboriginal people admitted to WSLHD, corrected for age and sex**



**Diabetes rates are far higher in the Aboriginal community in hospital than in people who do not identify as Aboriginal**

These issues are repeated across other vulnerable populations in our region. For example, even once diagnosed with diabetes, people from the Pacific Islands have a 40% increased risk of developing diabetic retinopathy when compared to people born in Australia or western Europe. This is shown in Figure 4. This speaks to the far greater burden of disease that these groups of people face, not just in terms of their risk of diabetes, but in terms of proper management and control of their disease once they are diagnosed.

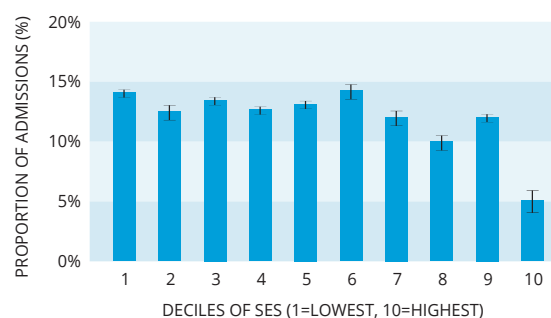
**FIGURE 4: Diabetic retinopathy in people with diabetes admitted to WSLHD by country of birth, corrected for age and gender**



**Diabetic retinopathy rates are much higher for people who come from the Pacific Islands**

In addition, socio-economic status (SES) plays a large role in who is likely to be living with diabetes. Evidence from WSD shown in Figure 5 shows that those living in low-income regions are far more likely to experience diabetes than those who are more well-off economically. The rate of diabetes in people from the highest SES neighbourhoods in WSLHD are half as likely to be hospitalised with diabetes when compared to those in lower SES strata.

**FIGURE 5: Rate of diabetes in hospital in WSLHD admissions 2018-22 by SES, corrected for age and sex n=618,959**



**Rates of diabetes in hospital decrease as the average wealth of a suburb increases**

While it is unglamorous, addressing these social determinants of diabetes is a fundamental aspect of improving care and addressing this terrible disease.

## COVID-19

The last three years have had a huge impact on the population of western Sydney. WSD has moved and adapted with the shifting waves of COVID-19, changing our policies as required from lockdown to open, so we could continue to provide evidence-based diabetes care to our patients and upskill community practices across the district. This has required a great deal of flexibility in how we practice.

**Diabetes prevalence in adults – Western Sydney LHD**

Source: Population Health Survey (SAPHaRI) Centre of Epidemiology and Evidence, NSW Ministry of Health

As the data from NSW Health shows (Figure 6), diabetes has not gone away and remains the biggest issue of our times. Prior to the pandemic, diabetes had been on a sharp uptick in adults in WSLHD since the early 2000s. While some of this is due to better detection and recognition of people with HbA1c consistent with diabetes, much of it is also likely due to the increasing prevalence of diabetes caused by weight gain and other environmental factors.

Unfortunately, this data does not progress into the pandemic, as the methodology has changed since 2019. However, there is a great deal of both national and international evidence showing that diabetes has been underdiagnosed and undertreated throughout COVID-19, due to people staying away from healthcare services and other similar impacts<sup>9</sup>.

The impacts of the pandemic are long-lasting and will be seen for years to come. This is shown quite clearly in the cause-specific mortality data. While diabetes deaths stayed steady in 2020 and 2021 when compared to the

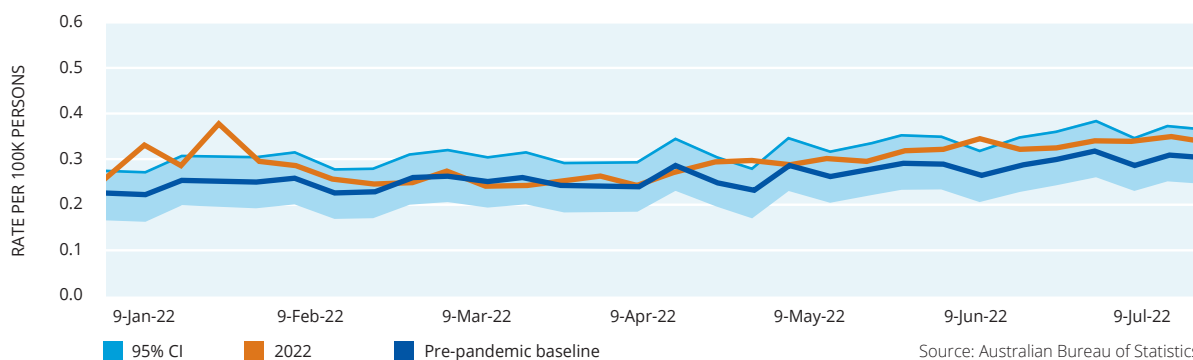
pre-pandemic period, as shown in Figure 7, they have now increased substantially.

In a number of weeks, there are significantly more diabetes deaths than there were pre-pandemic, and this has resulted in an overall statistically significant increase in the rate of diabetes death in Australia, as per the Australian Bureau of Statistics. While the reasons for this are likely to be complex, it presents a worrying trend that requires urgent action to correct.

### Diabetes in ED in 2022

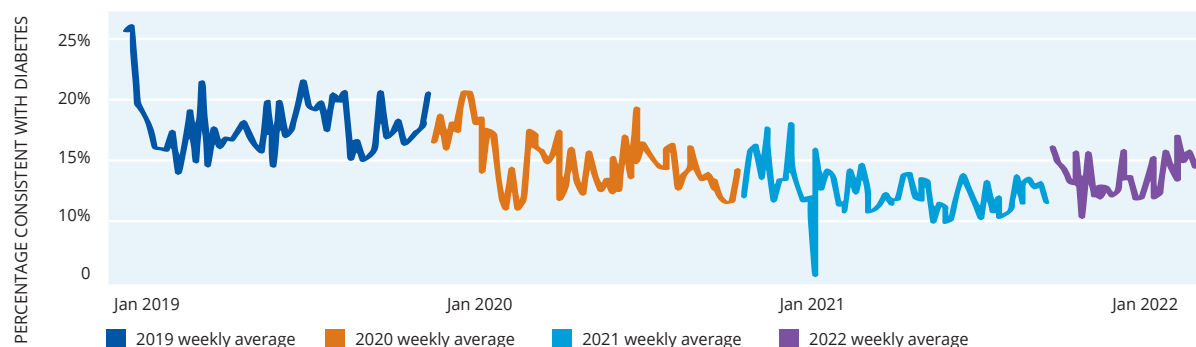
One indicator that can help us interpret these diabetes figures is the Blacktown/Mt Druitt ED testing data for HbA1c. Since 2016, every patient who comes into these hospitals and has a blood test is also given a routine HbA1c test to see if they have average blood sugars consistent with diabetes.

The pandemic has had a huge impact on the rate of people attending ED with high blood sugars, as Figure 8 shows on the next page.

**FIGURE 7: Diabetes all-cause deaths 2022 vs previous years**

Source: Australian Bureau of Statistics

Deaths due to diabetes were substantially increased in 2022 when compared to the pre-pandemic period as this data from the ABS shows

**FIGURE 8: Percentage of patients with tests consistent with diabetes in ED by week since 2019**

The proportion of people attending ED with a test consistent with diabetes has fluctuated, but remains much lower than pre-pandemic rate

What has happened is that people with HbA1c consistent with diabetes, using the American Diabetes Association definition of a test  $>6.4\%$ <sup>10</sup>, has dropped substantially since the onset of the pandemic. Prior to 2020, the average rate of tests consistent with diabetes was 18%, but this has dropped to between 13-15% during the pandemic period.

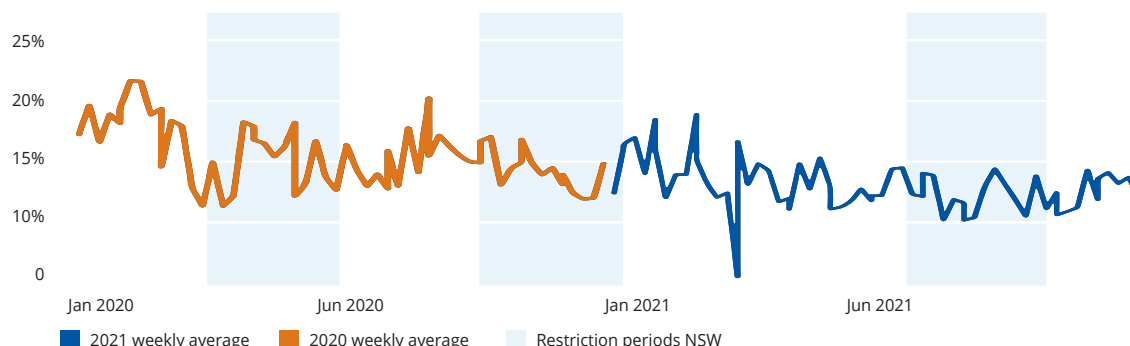
The causes for this behavioural change are themselves complex, but clearly related both to the disease itself and the government action taken to control the virus.

As Figure 9 shows, there were very large divergences in behaviour during lockdown periods, with far fewer individuals with diabetes attending ED during periods where there was either high transmission of COVID-19 or restrictive government action taken to control the disease. The figures are slowly recovering, with 2022 up to nearly 16% of individuals attending ED testing positive for diabetes, however there is still an obvious impact caused by COVID-19.

## Increase in severity

Another important indicator is the proportion of people attending ED with a HbA1c value that is considered “severe”. As part of the Blacktown/Mt Druitt hospital protocol, anyone with a HbA1c  $>9\%$  is seen immediately by the endocrinology team as their result shows them to be at very high risk from their diabetes in the future.

As Figure 10 shows, the proportion of people attending ED with a test in this range was around 3% prior to the pandemic and made up roughly 1/5th of the people testing positive for diabetes in that time. However, as the overall proportion of people attending ED with diabetes has fallen somewhat, the proportion with severe diabetes has gone up substantially. At this point, nearly one in 20 people attending the Blacktown/Mt Druitt EDs has severely unregulated HbA1c, which is a problematic trend for the hospital system as a whole.

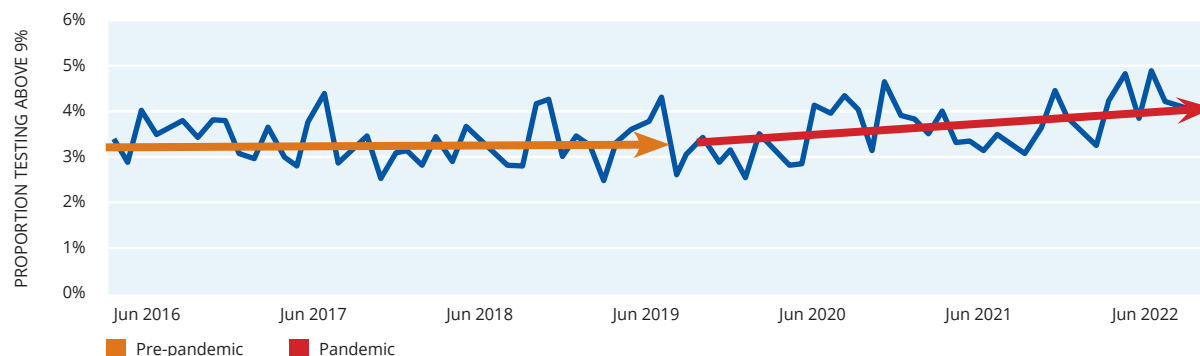
**FIGURE 9: Percentage of patients with tests consistent with diabetes in ED with restriction periods shaded**

Lockdowns and outbreaks had a huge impact on the rate of people with diabetes attending ED during the pandemic

9. Carr, M.J., A.K. Wright, L. Leelarathna, H. Thabit, N. Milne, N. Kanumilli, D.M. Ashcroft, and M.K. Rutter, *Impact of COVID-19 on diagnoses, monitoring and mortality in people with type 2 diabetes: a UK-wide cohort study involving 14 million people in primary care*. medRxiv, 2021: p. 2020.10.25.20200675.

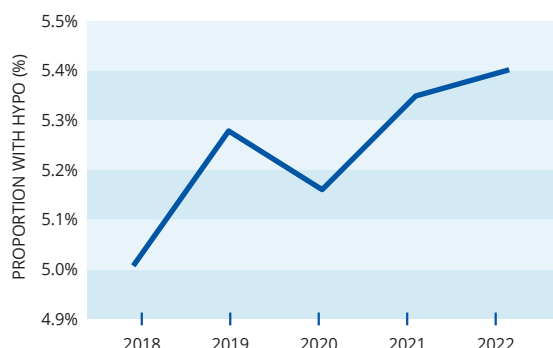
10. 2. Classification and Diagnosis of Diabetes: Standards of Medical Care in Diabetes – 2018. *Diabetes Care*, 2018. 41(Supplement 1): p. S13-S27.



**FIGURE 10: Proportion of people attending ED testing HbA1c > = 9% (n=219,000)**

The proportion of people with severely elevated HbA1c has increased throughout the pandemic period after remaining stable for years before

This has clearly had some knock-on impacts for the hospital system. For example, the rate of people with diabetes who have a code of hypoglycemia during their admission has increased significantly since 2018. As shown in Figure 11, where the yearly variation before the pandemic becomes a sharp increase upwards during 2020 and beyond.

**FIGURE 11: Proportion of admitted people with diabetes who have a code of hypoglycemia in hospital (n=86,866)**

Hypoglycemia rates have also been increasing in hospitalised patients for some time

## NSW's Future Health

NSW has projected that healthcare needs in the state will almost double over the next decade, with most of this demand driven by chronic disease. In particular, diabetes will cost at least \$22billion in direct healthcare costs alone between 2022-2030<sup>11</sup>.

NSW has identified specialist outreach to primary care as a key foundational activity to better meet the growing demand for diabetes services across the state.

## Diabetes and the Future

The COVID-19 pandemic has brought devastation to millions around the world, disrupting many parts of the global economy. Governments, including our own, have stepped up to protect lives and livelihoods.

Infectious disease outbreaks from Corona, Influenza or Ebola viruses are but one of the global health threats facing humanity.

However, while we have focused on the infectious disease pandemic, the scourge of diabetes and chronic disease has only continued to grow. Diabetes has never been a bigger issue than it is now, something that is only amplified in importance as the repercussions of the last two years hit our healthcare system.

Long COVID and low rates of diagnosis and care throughout the pandemic have combined to push diabetes to an even bigger problem than it has been in years past.

We cannot continue to ignore the silent pandemic that is diabetes. While it is harder to see than COVID-19, it is a huge issue that continues to grow. Diabetes threatens our most vulnerable, hits hardest where we can least afford it, and requires action at every level to avoid an impossible burden for our future.

Our communities, our state, our nation and the global community all need a fundamental change in the way we live our lives and adopt a more sustainable lifestyle.

11. Future Health: Guiding the next decade of care in NSW 2022-2032, N. Health, Editor. 2022, NSW Government: Sydney.



## WSD FRAMEWORK FOR ACTION

**The WSD Framework for Action** and the goals underpin the work of WSD and comprises three major sections including Primary Prevention, Secondary Prevention and Management and Enablers, with key indicators under each. Each year we make minor modifications as we adapt this to the real circumstances we face. The following section of this document outlines key actions identified to progress these goals in 2022.

This Framework is approved by the Executive Management Team comprising the Western Sydney Local Health District (WSLHD); Western Sydney Primary Health Network (WSPHN); Department of Planning and Environment (DPE); Diabetes Australia; and PwC.

An alliance of partner organisations from all tiers and sectors of government, the private sector, education and NGOs support the delivery of these goals.

### Primary Prevention

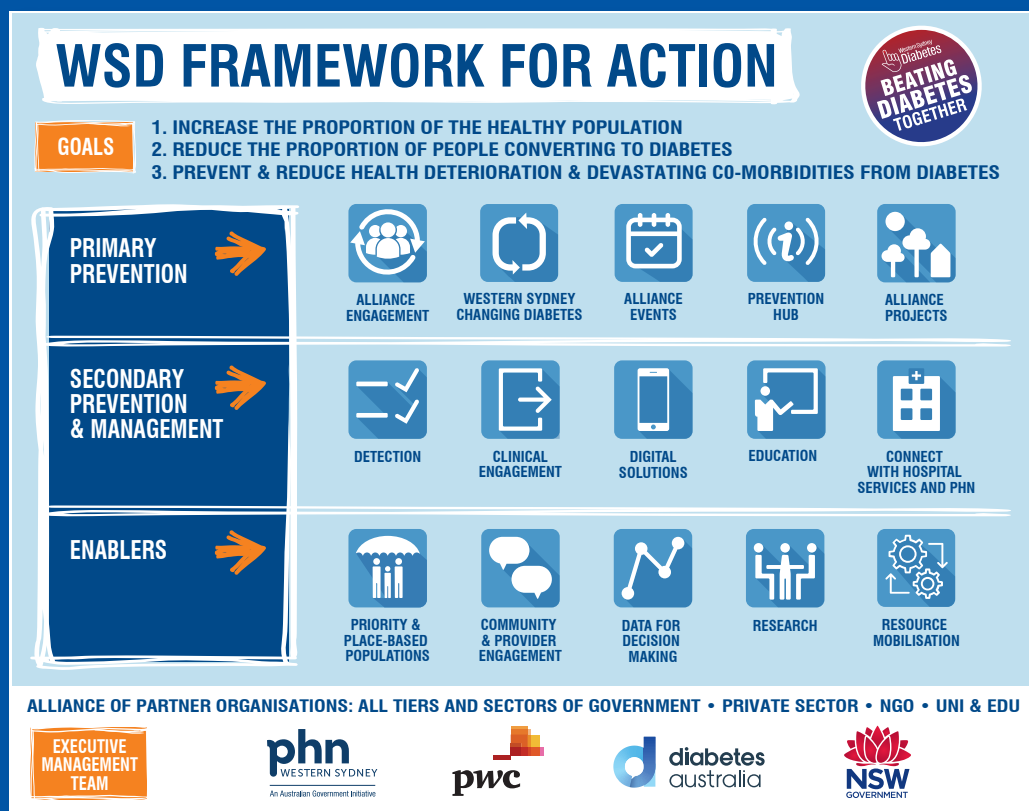
WSD's primary prevention programs and initiatives aim to reduce the development of type 2 diabetes in the community and limit the progression of people at 'high risk' or with pre-diabetes to a formal diagnosis of type 2 diabetes. Specific emphasis is placed on high-risk priority populations. Working with multiple partners, focus areas included restoring urban tree canopy and improving green space quality, increasing health professional referral, promoting alternative forms of exercise, improving healthy food consumption, increasing physical activity and enhancing the healthy built environment.

This Alliance, made up of a group of organisations arising from government, non-government and the private sector who come together to improve the environment of western Sydney in terms of food accessibility, exercise and the urban build, continued to thrive against a disrupted year. This was divided into Alliance Engagement; Alliance Events; Prevention Hub; Western Sydney Changing Diabetes; and Alliance Projects. The strategy of a 'whole of community' approach to beating diabetes is regarded as the only approach capable of enabling a consistent and effective way of addressing and solving the current epidemic.

### Secondary Prevention and Management

Secondary prevention initiatives aim to slow or stop the development of diabetes complications.

They focus on early detection of diabetes and better management through the life cycle of diabetes and closing the gap between evidence-based guidelines and the real-world management of diabetes. This component was dependent upon leveraging a more connected medical neighbourhood to deliver the best care at the right time and place. A strong guiding principle was healthcare delivered in a way to support the healthcare quadruple goals of servicing patient needs to get quality health outcomes in a cost-effective manner with high provider-satisfaction. Initiatives were divided and delivered under: Detection; Clinical Engagement; Digital Solutions; Education; and Connect with Hospital Services.







## Enablers

**Priority and Place-Based Populations:** Where people live contributes significantly to the social determinants of diabetes. As we do not have the resources to deliver all WSD interventions at appropriate scale to beat diabetes throughout western Sydney, in 2019 WSD adopted a place-based approach. Toongabbie, Mount Druitt and Blacktown were selected as the areas on which to focus our place-based effort to demonstrate the power of local community engagement in rolling back diabetes, one geographical area at a time. Specific at-risk populations, such as Indian and Filipino, were targeted strongly in 2021 with the establishment of community-led initiatives conducted by advocates arising from within the health and community sectors. Work to co-ordinate the approach to improving the health of the Aboriginal and Torres Strait Islander population amongst multiple health agencies was enhanced.

**Community and Provider Engagement:** Our community has low awareness and health literacy in relation to the consequences of diabetes, how best to prevent and manage the disease and the impact it has on their lives. In 2022 we started a community awareness campaign to inform and engage the community about the risks of diabetes and engage them to take positive steps for better health. Restrictions lifting after the COVID-19 pandemic meant we moved to a more predominant hybrid delivery of how we communicated to patients and the community, moving to both virtual and in person. The Western Sydney Changing Diabetes partnership brought us to a new level of public awareness.

**Data for Decision Making:** Our aim is to build a population health surveillance and monitoring system to leverage data and intelligence to continuously monitor and evaluate the burden of diabetes and the impact our interventions may be having. COVID-19 has promoted a digital transformation changing the way Diabetes is managed and allowing for new ways to use data to guide our programs.

**Research:** WSD encourages the adoption of interventions that have been evaluated in other places in the world or locally and bring these to larger scale in our district. Research, publications and forums were identified as enablers to assist with this goal in 2022.

**Resource Mobilisation:** Over the past five years WSD has been building an alliance of partners in the public – private – civic sectors that acknowledge the problem of diabetes and are willing to take ownership of the problem and collaborate on 'taking the heat out of our diabetes hotspot'. We established a 'Diabetes Prevention and Management' Trust Fund in ICH, WSLHD that has been contributed to by the pharmaceutical industry mostly to support WSD education programs like the Masterclasses and video production for better patient self-management. We are increasingly applying for grants to support projects that support our goals in partnership with our Alliance members. The Year-in-Review and other collateral we produce, our website and Facebook page, are used to continue to advocate for a larger investment by governments and other sectors to help bring to scale the models of care and programs we demonstrate are successful.

## ABOUT OUR TEAM

### LEADERSHIP TEAM

WSD is led by WSLHD, WSPHN, Diabetes Australia, PwC, and DPE.

The general manager Integrated and Community Health of WSLHD and chief executive officer of WSPHN co-chair an Executive Management Team (EMT). The EMT is supported by a secretariat led by the Director and the Program Manager of WSD, and the Director Primary Care Transformation and Integration at WSPHN.

The EMT met quarterly in 2022 and endorsed WSD's annual Action Plan; provided executive leadership for key events such as Leaders Alliance meetings; the WEXPO Parliamentary report; and supported grant submissions.

### CORE TEAMS

In 2022, WSD saw an increase in FTE profile to 17.1 with an addition of two new positions, Senior Clinical Dietitian and Research Nurse. WSD WSLHD current budget increased to \$2.5M this financial year.

WSD WSPHN core team includes the Director Primary Care Transformation and Integration, Senior Manager Primary Care Development and Delivery, Practice Development Team Leader/Coach, PCMH Expansion Coordinator and manager health intelligence unit.

### TEAM HIGHLIGHTS

#### Aruni Ratnayake: Won the Roche Best Speaker Award at AEDC

Highlight for the work done this year for Priority and Place-based Populations was the recognition received at the 2022 Australasian Diabetes Congress. Diabetes Prevention Officer Aruni Ratnayake received the Roche Best New Oral Presenter award for her presentation "Community led culture and place-based diabetes programs in western Sydney: Preventing and managing diabetes through grassroots engagement".



Diabetes Prevention Officer Aruni Ratnayake with former ADEA President Tracey Tellam

#### Prof Glen Maberly: Received Blacktown GM Award

In May, Prof Glen Maberly was recognised at the Blacktown General Manager and #Kindness award celebrations.



BMDH Director of Nursing & Midwifery Marie Baxter with recipients Prof Glen Maberly and Janelle Masa (right) on behalf of Shelley Somi

The awards are part of WSLHD's Our Place. Our People Reward & Recognition Framework that includes the GM Awards (formerly the BMDH Care Awards).

Prof Maberly was the successful award recipient in the Achieving Goals & Outcomes category, nominated for his dedication and contribution to diabetes in western Sydney. He was recognised alongside Shelley Somi, the inTouch Nursing Unit Manager from the COVID-19 Outreach Vaccination Program.

#### Farewell to Theresa Kang RN CNS CDE

In June, we farewellled Theresa, our Credentialed Diabetes Educator (CDE).

Her work spanned to both primary and secondary prevention and was heavily involved in the diabetes detection with the HbA1c testing in Blacktown Hospital and substantially assisted with the growth of our first priority population group, Healthy Living Toongabbie, as secretary.

There has been a move to the use of Continuous Glucose Monitoring (CGM) as a diagnostic tool and Theresa played a critical role in organising flash CGMS for new referrals in preparation for the Diabetes Case Conference.

Theresa relished being part of the WSD team that provided her with fulfilment and flexibility, and was looking forward to her new adventures in Queensland and sharing WSD's successful model of care.







Jaybee Serrano



Victoria Silvestro



Helen Dick

### New team members

We were excited to welcome new members **Jaybee Serrano** and **Victoria Silvestro** to the team.

**Jaybee Serrano** is a CDE who joined as a Clinical Nurse Consultant. He comes to us with great passion in prevention and management of type 2 diabetes.

He was integral in coordinating the Masterclass Series 2022 and works closely with Aruni Ratnayake (WSD Prevention Officer) in raising awareness of diabetes in the Filipino community.

**Victoria Silvestro** is a dietitian and in December joined the WSD team in a fulltime role. She brings in a wealth of experience working in the chronic and complex community team and has some great ideas about the role of dietitian in WSD. She is an enthusiastic worker who works closely with her clients to achieve positive health outcomes through lifestyle modifications.

### Helen Dick

Helen joined the core team in October, involved in both research and clinical. Her work has been vital in WSD research projects – evaluations and randomised trials. She also assists with the diabetes detection and management strategy with HbA1c testing.

She is passionate about diabetes management and currently undertaking the Diabetes Education and Management Course for ongoing professional growth.

### Dr Rona Francisco and Dr Divya Namboodiri

These two Endocrinologists joined the team to help with clinical leadership while Dr Rajini Jayaballa was on parental leave.

**Diviya** lead out in the digital design work, Mt Druitt Diabetes Clinic and Diabetes Case Conferences. **Rona** lead out in the High Risk Foot and Post Hospital Discharge clinics and also made key contributions to the Masterclass Series 2022.



Dr Rona Francisco



Dr Divya Namboodiri





## PRIMARY PREVENTION

### THE ALLIANCE

The Alliance is a group of organisations arising from Government, non-government and the private sector who come together to improve the environment of western Sydney in terms of food accessibility, exercise and the urban build.

### ALLIANCE ENGAGEMENT



The objective of the Alliance is to bring organisations together to address the diabetogenic environment of western Sydney. The WSD Leaders Alliance has been growing since its inception in 2015 and now has more than 130 member organisations.

New Alliance members	
Nib	Hadron Group
Sound Scouts	Red Cross
Workers Lifestyle Group	Meals on Wheels
STARTTS	Outdoors NSW & ACT
Collective Leisure	Sight for All
Arthritis NSW	



Club member Brenda Simms spoke to the audience about successfully managing her diabetes at the WSCD launch



Blacktown Mayor Tony Bleasdale at the WSCD launch

### WESTERN SYDNEY CHANGING DIABETES



In December, *Western Sydney Changing Diabetes* (WSCD) was launched: a five-year public private partnership between WSD, Workers Lifestyle Group (WLG) and Novo Nordisk to address diabetes in western Sydney.

The WLG Board committed an investment of \$500,000 over five years to implement the program, which will enable WSD to receive both substantial financial support and access to the 53,000 club members, many who are either at risk of, or have, diabetes. Support will also be provided for other community interventions.

The partners will also use this platform to collaborate with other stakeholders including our Alliance partners to ensure diabetes and wellbeing remain priorities for local and State bodies.

In forming the collaboration the partners have joined Novo Nordisk's global network of more than 40 'Cities Changing Diabetes'. Being part of this collaboration gives the partners access to a global network of over 160 local partners who have delivered over 50 research studies and over 40 health promotion and diabetes prevention projects. For more information on the project, visit [www.citieschangingdiabetes.com](http://www.citieschangingdiabetes.com)

WSCD was launched on December 8 at Workers Blacktown with politicians including Blacktown MP Stephen Bali, Prospect MP Dr Hugh McDermott and Blacktown Mayor Tony Bleasdale in attendance, who all supported the partnership to fight diabetes in western Sydney.

Work, which has already begun within the Club, will be expanded during 2023. Work to date includes:

- **National Diabetes Week 2022 (July 11-14)**, each day WSD and Alliance partners held interactive stalls and talks within the Club, including talks on diabetes impact on hearing (pictured below) and eyesight, diet, yoga classes, and fitness checks which allowed conversations with more than 750 members. These interactions, combined with a member survey, enabled a better understanding of



National Diabetes Week 2022 at Workers Blacktown

### Alliance Partner: OzHarvest

OzHarvest is a leading food rescue organisation on a mission to 'nourish our country' by stopping good food from going to waste and delivering it to charities that help feed people in need.

Our yellow vans are out every day, collecting quality surplus food from a network of donors, including supermarkets, cafes, delis, restaurants, corporate kitchens, airlines, hotels and other food businesses.

We are constantly looking for new ways to inspire and educate people about food waste, food security and sustainability. Through our education programs and our advocacy work, we hope to inspire others to change behaviour and help reach the national target of halving food waste by 2030.

This has been another incredibly tough year for so many of us. We were just finding our feet after the pandemic, floods and bushfires when the rising cost of living hit, making it so difficult for those we support. We're working hard to get good food to our charities, but it's just not enough to meet the current level of demand.

In the 18 years of OzHarvest operating, we've never seen so many people need our help.

Despite the challenges, 2022 was full of many great things.

We finally opened the doors of Refettorio OzHarvest Sydney, welcomed teams back to our kitchens to cook for a cause, got back to teaching our education programs and reimagined our flagship fundraiser – the Community CookOff!

We run three education programs for the community. These are:

- **FEAST:** a curriculum aligned education program for Years 5 and 6, inspires kids to eat healthy food, waste less and be



change-makers in their communities. The program teaches about food waste, sustainability and nutrition using hands-on cooking and inquiry-based learning. We have 770 schools enrolled, 36,000 future change-makers and 950 teachers trained in the program. The recipes and hands-on cooking teach kids essential life-skills in preparing healthy meals, as well as the importance of teamwork, resilience and confidence.

- **NEST** is a six-week nutrition and health education program, teaching adults easy ways to cook and eat healthily on a budget through a series of practical and fun workshops. The meals are easy, budget friendly, delicious and nutritious all of which cost less than \$3 per serve. A specific focus is on low literacy and non-English speaking adults, who form a large part of the people we support.
- **NOURISH** is a hospitality focused employment and engagement pathway for at-risk youth aged 16-25. This 18-week program provides students with a Certificate II in Kitchen Operations teaching them key skills in food preparation, cooking, customer service and barista training. Get in touch with us at [ozharvest.org](https://ozharvest.org)

**Sarah Flomersfield, National Operations Lead, OzHarvest**

the interests and needs of the patrons and have been used to guide the type of healthy interventions to be introduced during 2023. The success of these stalls during National Diabetes Week resulted in a regular information display at the foyer of the club;

- WSD received a \$20,000 **ClubGrant** to hold nutrition and cooking demonstrations in the Club over 18 months. The pilot session was run in November and attended by 15 participants. The demonstrator, Paula Escudero (pictured below), provided nutritional information to the group



Paula Escudero at the pilot cooking demonstration

while preparing three delicious healthy fast main meals in the hour session. Attendees provided very positive feedback. Dancing classes, fitness checks and tai chi are also being considered;

- WSD is currently working on a **diabetes detection program** in the Club. As part of the program, members and guests will have their HbA1c measured which will indicate whether they are either at risk of or already have diabetes. Participants will be provided with their result along with relevant information and a range of lifestyle modification options. Those identified with diabetes will be referred to their GP. WSD Alliance member organisations will be encouraged to take part in the provision of the healthy living activities. Pharma company Abbott has committed equipment and technical support;
- Novo provided \$110,000 to WSLHD/WSD in sponsorship funding for the Detection Project and \$48,000 for the SiSU health stations;
- On December 15, a Point of Care HbA1c testing trial was held. About 25 people, which included mainly club staff, were tested in three hours.





WSD CDE Jaybee Serrano does a blood test on Workers Blacktown's Executive Manager – People & Culture, Shelley Fletcher, at the pilot session of the detection program

- **SiSU Health-check stations** were installed at Workers Blacktown and Workers Sports clubs. The health stations allow users to set a baseline and track their weight, BMI, body composition, blood pressure and other health measures, while also providing appropriate lifestyle information through the SiSU. The partners will work with SiSU to implement a series of marketing and other activities to encourage use of the health stations and the aggregated data from the stations provided by SiSU will be communicated back to the patrons and used to inform discussions of future initiatives for the collaboration. The lease of the SiSU health stations and access to the premium app was supported by a sponsorship to WLG from Novo Nordisk;
- Healthy menu options inspired by the CSIRO were introduced on the Club's menu. Their adoption is being measured at Workers Blacktown's café.

## WEXPO

The brainchild of the local member, Blacktown MP Stephen Bali, WEXPO was developed to showcase local businesses and the opportunities within Australia's fastest growing region, Greater Western Sydney.

Held at Workers Blacktown on August 28, it provided a combination of stalls, displays, talks and two health forums.

In collaboration with ACU, WSD was responsible for a forum dedicated to healthy living, with a focus on diabetes.



Janine Dawson and Prof Glen Maberly with WEXPO presenters



Roundtable discussion at WEXPO



Given the event focused on community leaders and organisations, it was incorporated into one of the bi-annual WSD Alliance meetings. More than 90 people attended, including many Alliance members.

Presentations focused on the local environment and diabetes statistics; work currently underway in the region; and a cost benefit analysis highlighting the cost effectiveness of prevention.

This was followed by a panel discussion outlining different approaches to addressing the diabetes problem. Round table discussion used this information to forge solutions and suggest programs and collaborations that could be implemented for large scale health improvements. These concepts were tabled to present to NSW Parliament.

### NSW PARLIAMENT

On November 19, to enable representatives from both sides of government to hear the outcome of the WEXPO forum, presentations were provided by WSD, Novo Nordisk, ACU and Workers Blacktown. Both sides of parliament acknowledged the severity of the diabetes situation and the need for large scale support in encouraging behaviour change. All politicians said they were encouraged that simple behaviour changes resulting in a loss of 2kg weight could have a significant impact on the incidence of diabetes.



WSD Team with State Opposition leader Chris Minns at NSW Parliament



Blacktown MP Stephen Bali at NSW Parliament House with the WSD team

### ALLIANCE EVENTS



The first Alliance meeting on July 27 at the PARKROYAL Parramatta focused on 'Feeding our City' where experts presented on topics enabling our residents to have access to healthy food and the ability to create nutritious cost-effective meals for themselves and their families.

The audience of 75 people, with an additional 30 online participants, enjoyed outstanding presentations on topics such as food security from OzHarvest, low carb diets from the CSIRO and an excellent program enabling the community to improve their diet while accessing personalised diet plans and recipes from the University of Newcastle called the No Money No Time nutrition program.

The WLG also announced an exciting five year commitment to fighting diabetes and called on Alliance members to join them for a community-wide approach.

Several large-scale collaborations eventuated between member organisations as a result of this meeting.

#### UTS Diabetes Educator course

WSD provides an annual lecture to students undertaking the Diabetes Educators Course through UTS. This lecture outlines the various elements of the work of WSD with a particular emphasis on the prevention projects. This year the lecture was delivered virtually, with 30 students in attendance.



Prof Grant Brinkworth from the CSIRO presents the low carb diet at the Alliance meeting in July



Laureate Professor Clare Collins from the University of Newcastle answers questions about the No Money No Time nutrition program at the Alliance meeting in July



Sarah Flomersfield from OzHarvest, WSD Prevention Manager Janine Dawson, The Hills Mayor Peter Gangemi and Deputy Mayor Mark Hodges at the Alliance meeting in July

### Diabetes & Dementia forum

A health professional forum dedicated to highlighting the link between diabetes and dementia and providing tools to screen, identify and refer patients was planned. However, due to its importance this topic was added to the Masterclass Series to enable material to be available to a larger audience. This was presented on October 14 and proved to be the most popular night of the series.

### PREVENTION HUB



This Hub continues to be updated with material of interest to Alliance members. Regular updates provide opportunities in the areas of events, sharing news, posting videos and presentations,

grants and tenders and an opportunity to obtain input and feedback from fellow Alliance members.

Monthly newsletters sent to members promote highlights to drive people to the Info Hub.

### ALLIANCE PROJECTS



#### Lions Club Forums

The Lions Clubs International (LCI)'s key global cause is to reduce the prevalence of diabetes and improve the lives of those with diabetes.

On February 27, Prof Glen Maberly was one of the keynote speakers at the Lions District 201N5 Convention, with 67 clubs from Sydney participating.

The Lions and Leos clubs of Lions District 201N5 (Sydney and Norfolk Island), Kings Langley, Sydney Sri Lankan, Blacktown City and Cherrybrook Leo clubs collaborated to tackle the diabetes epidemic in western Sydney and approached WSD about holding a free community forum.

This was held on June 2 with the support of Blacktown City Council, Workers Blacktown and WSPHN and WSD endocrinologist Dr Rona Francisco was key presenter.

The Lions clubs of District 201N5 Zone 11, which includes Blacktown, The Ponds, Castle Hill, Kellyville and Sydney Sri Lankan, also ran a free community forum on June 18 in Castle Hill in conjunction with WSD.

This event was supported by The Hills Shire Council and WSPHN with guest speakers including endocrinologist Dr Mani Manoharan.



Prof Glen Maberly was a keynote speaker at the Lions District 201N5 Convention



WSD team at the Blacktown community forum at Workers Blacktown Club, with key presenter endocrinologist Dr Rona Francisco

### Greening focus

The benefits of canopy cover on the incidence of diabetes continues to be a focus for prevention. A talk was provided by WSD at a conference organised by AECOM to highlight this research and the work of the Alliance members in this area. Several collaborations, including the CSIRO and Hadron have resulted from this presentation.

An updated cost benefit analysis on the value of investment in prevention is being prepared by PwC. It is agreed that greening should be added to this document. Work is underway to connect PwC with the DPE to define how this large piece of work could be completed.

Work has been progressing on a grant to quantify the benefits of planting trees along roads greater than 50km. This grant had been provided by the DPE and was won through a collaboration led by Blacktown City Council. Workshops attended by a variety of sectors including researchers, risk management, legal and government were conducted to provide input into the analysis. The completed analysis will be used to assess the relative risk to the community of planting and not planting the trees.

The end goal is to change the current legislation. However, if this is not immediate, a secondary goal is to provide all councils with the background information to make informed decisions on the relative risks versus benefits of street trees in their local government area.

While DPE has undergone internal restructuring, it has confirmed its commitment to remain connected with WSD and on the EMT.

A large amount of work is currently identifying the multiple physical and mental health benefits of being outdoors and in nature. Multiple Alliance partners are involved in this area however there was no consolidated directory for the variety of local resources that are available to be enjoyed by our local residents.

### Greening our City Premier's Priority achieved

WSD has partnered with the DPE to promote the need for increased canopy cover in western Sydney.

The Greening our City Program aims to shade and cool urban areas and reduce the impacts of climate change while improving the amenity and liveability of our environment. The goal of planting 1 million trees was achieved in November 2022.

Delivery of this priority is a great example of collaboration across both public and private sectors. The program has supported trees being planted in streets, parks, schools, hospitals, active transport routes and in backyards all across the city. Some of the highlights include:

- Over 250,000 trees planted by councils, through Free Tree Giveaways, Cooling our Schools Program and through the Landcare NSW Planting Program. In addition, the Great West Walk will be shadier with over 26,000 trees planted along its route
- Collaborations with Western Sydney Parklands, Callan Park, Royal Botanic Gardens – Mt Annan and Centennial Park will see thousands of trees planted on Government owned land
- Launch of the [Greener Neighbourhoods Program](#) providing support to councils to improve planning and management of urban forests
- Delivery of the Everyone Plant One campaign to reach new audiences
- Publishing the [interim framework for valuing green infrastructure and public spaces](#) – helping place a monetary value on the costs and benefits of green infrastructure

Based on the success of the priority, the Greening our City Program has received a further \$60 million from the Climate Change Fund to support urban greening over the next eight years to 2030. WSD looks forward to working with the DPE to create greater awareness of the impact of greening on health, mental wellbeing and social isolation.

### Healthy Living Options: Out & About Directory



As result, WSD collaborated with Alliance members and other organisations to produce the 'Healthy Living Options: Out & About' directory. This booklet brings together many resources such as parks, national parks, parklands, bushwalks, fitness equipment and suppliers that are locally available.

The directory also includes a section on where these relevant outdoor skills can be learnt.



It also encourages social inclusion and includes a list of clubs that can be joined. An additional section includes descriptions of where residents can connect with, learn about and volunteer in nature.

WSD has been able to connect various community organisations with the Royal Botanic Gardens which is implementing a 'walking in nature' program.

This program aims to introduce CALD communities to experience and appreciate nature with the goal of making them comfortable in often unfamiliar environments. Several CALD communities have since become involved in this program.

### Food

Distribution of WSD's booklet, *'Healthy Living Options: Affordable Food'* was widespread during 2022, proving popular among community groups and health care providers. WSD supplied copies and support to other LHDs, hoping to modify it for their own residents.

CSIRO has produced a series of complete meals for sale in supermarkets. These meals are now forming the basis of a new menu available to both members and employees within Workers Blacktown.

As a result of Alliance membership, OzHarvest and University of Newcastle are now collaborating, as are Stephanie Alexander Kitchen Garden Foundation and the WSLHD Population Health team.

### Physical Activity

WSD has been working with Blacktown City Council to run dancing classes at Woodcroft. These classes have slowly resumed following COVID restrictions. Participant feedback is highly positive in terms of both health and wellbeing, so it is hoped to expand these classes to other local venues in 2023.

Reclink offered free swimming lessons to residents and WSD has been able to connect it with several CALD communities including Sydwest Multicultural Agency which has a number of groups suitable for this activity.

GP Walking groups are being reintroduced to western Sydney following COVID. These are to receive additional backing from the Heart Foundation who will have new resources to support groups in 2023. Work is continuing with WSPHN to provide assistance to any GPs keen to set up or maintain existing groups.

### Cost Benefit Analysis

PwC has provided a cost benefit analysis relating to the financial benefits of investment in diabetes prevention. This detailed analysis, prepared in 2017, focussed on 13 interventions and showed a benefit of 4.23:1 for every dollar invested. With the increased recognition and need for intervention in the diabetes epidemic, it has been considered worthwhile to revisit and update both the interventions and their costs. This document will be used to encourage further investment and provide potential investors with the confidence that investment in prevention is a very cost-effective strategy.





## SECONDARY PREVENTION AND MANAGEMENT

### DETECTION



WSD has been monitoring diabetes rates for some time in the community, using both hospital and GP data. Our primary method of detection is through HbA1c tests in the ED of Blacktown and Mt Druitt hospital, as well as a smaller but similar program in Westmead Hospital.

People who attend ED at Blacktown and who have blood taken for any reason are also given a HbA1c test, which looks at average blood sugars over the last 3 months. The Blacktown/Mount Druitt program has run a total of 220,000 tests since it started in 2016, with an average of between 16-18% of people attending ED testing positive for diabetes in that time. This includes a large proportion of people with newly-diagnosed diabetes. This program also assists with our in-hospital diabetes management efforts.

This year, WSD will run a diabetes detection program at Workers Blacktown as part of *Western Sydney Changing Diabetes* partnership with WLG and Novo Nordisk. Here, members and guests will have their HbA1c measured to indicate whether they are either at risk of or already have diabetes.

#### Diabetes Detection and Management Strategy (DDMS)

In April, DDMS rolled out HbA1c result notifications via SMS. The SMS has the same link to DDMS landing page on the WSD website directing patients to NDSS fact sheets on pre-diabetes and diabetes.

It is hoped this information will help raise awareness of diabetes and the risk factors involved in developing diabetes or worsening complications. It could also trigger more people to seek their GP for help earlier.

From July 2021 to July 2022 there has been 38,567 HbA1c tests conducted through BMDH, with now a total of more than 220,000 tests performed since the project began.

- Sending letters (& SMS) has recommenced including notification to those consistent with pre-diabetes with an HbA1c of 5.7% up to 6.4%;
- Over the course of just 1 year – July '21 to July '22 there has been 471 SMS sent to those with an HbA1c indicating diabetes, 282 letters sent to GPs and 35 letters sent to patients that did not have a mobile number registered;
- 513 SMS were sent to those with a HbA1c indicating pre-diabetes over two months (May 2022 to July 2022); and
- Feedback received via return SMS, thanked the team for the initiative.

#### HbA1c testing initiative at Westmead Hospital

Routine HbA1c Testing Initiative began in November 2017. As part of the routine clinical assessment, measurement

of HbA1c is automatically performed for all patients with a random blood glucose level of  $\geq 10$  mmol/L, who present to the ED.

The aim of this initiative is to opportunistically diagnose patients who are unaware that they have diabetes, as well as to improve care and treatment for those whose glycaemic control is above the desired target.

From October 1, 2021 to date:

- 2280 HbA1c tests were performed
- 641 had a HbA1c over 9%
- 171 patients had a new diagnosis of diabetes

All inpatients with HbA1c of  $\geq 9.0\%$  were reviewed by the CNC within 1-2 working days from the time of admission. Newly diagnosed patients were also routinely reviewed and treatment was initiated by MO when clinically indicated. About 240 patients were consulted by the CNC during their admission.

### CLINICAL ENGAGEMENT



WSD has continued to maintain a strong VC approach while combining this with face-to-face consultations where VC is challenging. Many lessons and skills were learnt during

the pandemic which demonstrated that care could be delivered in a different way. These learnings were shared in the recently released document by the Agency of Innovation's (ACI) 'Spotlight on Virtual Care: Western Sydney Diabetes'.

#### WSD Clinical services – Blacktown

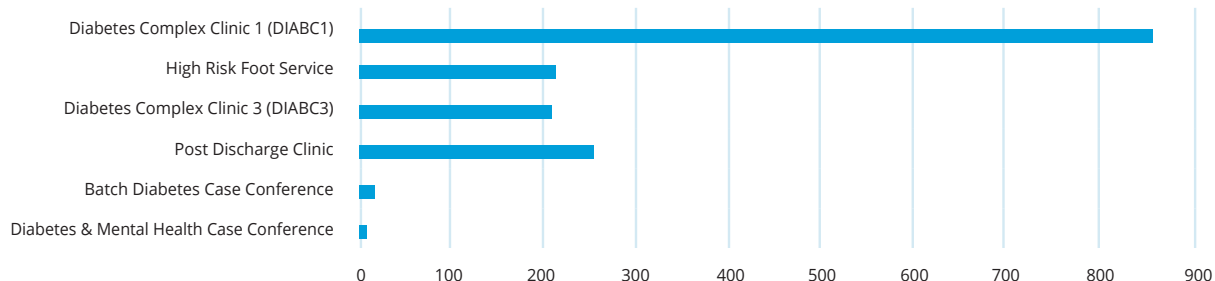
The aspiration to have the GP present on VC in a Diabetes Case Conference (DCC) for their patient's first review has helped to reinforce the concept that the WSD team joins the primary care team to assist with complex type 2 diabetes. WSD expertise is drawn on to support primary care with diabetes management, but on-going management is firmly anchored with the GP and once stabilised patient will be discharged back to GP care.

The DCC approach continues to align with one of WSD's main goals, which is to build the capacity of primary care to manage type 2 diabetes.

Across the six types of clinical session provided by WSD in 2022 almost 1600 encounters were recorded (see table next page).

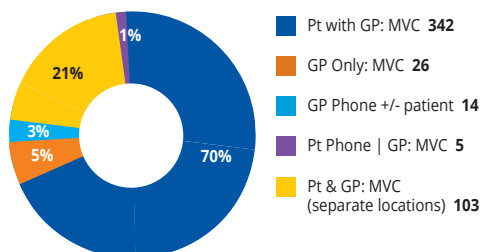
Options for how patients and GPs can join a DCC include both face-to-face and virtually. WSD experienced about 50 encounters a month where patients failed to attend or cancelled on the day despite best efforts with reminder phone calls and SMS messages.

The three main sessions that GPs join are DIABC1, DIABC3 and the batch case conference booking. GPs have been present for 490 consults out of 1096 (45%) using MVC 97% of the time.

**Total WSD encounters: audio-visual & face to face n=1597**

With the continued use of VC, it is possible – with the GPs involvement – to:

- Review a new patient;
- Accurately assess the glycaemic control using fCGM;
- Commence treatment such as insulin;
- Provide the necessary education;
- Monitor and stabilise the insulin doses;
- Ensure the patient has good glycaemic control; and
- Discharge back to GP care – all without the patient needing to come to the hospital.

**How GPs joined the Diabetes Case Conference (DIABC1, DIABC3 & Batch) n=490**

The administration and onboarding team have worked well to facilitate the smooth running of clinics by ensuring the patients and GPs who are using the My Virtual Care platform are well prepared for the consultation by sending and testing the links prior to the appointment. Having the GPs joining at specific times has improved the efficiency of the clinic as consultations have to run on time (see below).

**DIGITAL SOLUTIONS**

WSD's digital solutions continue to play a key role in keeping the clinical management more effective and efficient, both for the clinicians and the patients.

In 2022, WSD continued to progress and develop the WSD 'Diabetes Together' app with CareMonitor, (CareMonitor Diabetes), with weekly co-team meetings to build:

- The referral system, so its digitised and granular data is received seamlessly;
- Patient surveys: to be sent out via CareMonitor prior to consultations;
- Refining display of diabetes metrics and data on the patient app and clinician portal; and
- Integration of WSD educational bundles.



A diagram of WSD's current virtual Model of Care

### Workflow including going digital with referral management

The work to progress referrals from GPs being sent in a digital format via the CareMonitor App has made some progress. The templates for patient referral, patient survey and pre-clinic work-up discussion have been finalised, but still require some work.

WentWest, which operates the WSPHN, facilitated in practice sessions with general practice teams to inform workflow design for the digital referral to the WSD team through the CareMonitor digital platform.

### Preclinic workup improved; Patient Questionnaire established

During 2022, the process for the weekly pre-clinic work-up for all new referrals were refined and improved. Referrals are processed and managed digitally by the team, avoiding the loss of paper trails. A weekly clinic to discuss new referrals was established.

The aim of the pre-clinic work up is to:

- Review essential clinical information including pathology, anthropometrics, fCGM;
- Discuss management options – the discussion providing valuable learnings for junior staff;
- Review responses from returned patient questionnaires. A short patient questionnaire sent via SMS or email to gather basic health details, blood glucose levels, lifestyle and identify diabetes distress;
- Identify patients who may need additional support or assistance from other allied health professionals including Integrated and Community Health – Health Coach, Care Navigator or Care facilitator;
- Formulate a plan of care; and
- Improve the efficiency of the WSD team during clinic.

### Batch DCC

A small number of GP practices have continued to engage with WSD by booking a 'batch' of four patients for review in one DCC session. About 20 patients were reviewed this year through batch DCC.

### Continuous Glucose Monitoring (CGM)

The use of technology, in particular flash CGM (fCGM), has grown by more than 200% compared with 2021. All new referrals, including nursing home patients, and many follow-up patients, have received fCGM.

During 2022 over 650 sensors were used and WSD delivered this service through:

- The support of four community pharmacies;
- Weekly group sessions in the outpatient clinic of Blacktown Hospital. This session acts as an introduction and start of the patient journey, with a friendly interactive session delivered in a small group setting (between 2-5 patients).

Topics discussed include: An introduction on the diabetes team and what to expect in the DCC; education on fCGM and its benefits; and patient registration survey. From May to December 2022 a total of 77 encounters were completed;

- Posting sensors directly to patients; and the
- Abbott Libre 2 Patient start program in 11 GP practices.

### Partnership with Community Pharmacy

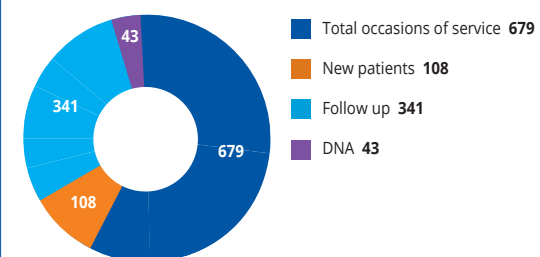
The partnership with four key community pharmacies continued during 2022 and between them they have assisted with over 230 fCGM insertions. They also provided additional support and advice to patients between clinic appointments. All four pharmacists involved have an interest in diabetes management, with one being a Pharmacist/CDE and one working towards CDE status.

### Nurse-Practitioner led-clinics

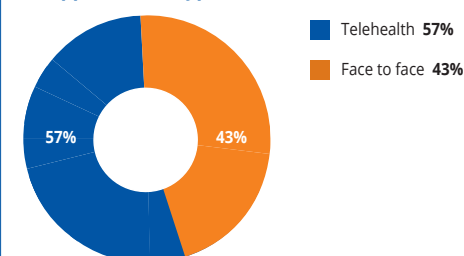
The Nurse Practitioner (NP) in the community diabetes clinic in Mt Druitt community health centre provides:

- Preclinical assessment which includes, obtaining clinical history, assessment of self-management skills such as insulin administration technique, hypoglycaemia management and sick day management;
- Foot screening;
- Review of medication knowledge and adherence;
- Commencement of insulin therapy if indicated;
- Use of fCGM to obtain comprehensive data on daily glycaemic control and variability;
- Education about self-management skills;
- Weekly titration of insulin and oral medications between clinic appointments; and
- Referral to allied health and other services when required.

#### NP patient reviews



#### NP-Appointment type





### WSD Model of Care

The WSD Model of Care has been recognised as an exemplar service and a document by Agency for Clinical Innovations (ACI), *'Spotlight on virtual care: Western Sydney Diabetes'* was published in November 2022.

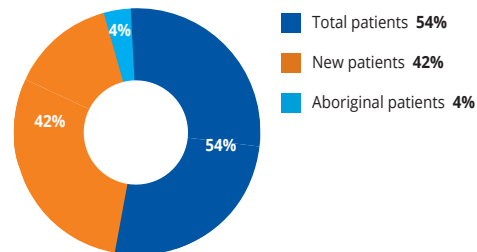
In addition, the diabetes coordinator from SWSLHD attended a WSD DCC clinic to observe the process from booking and organising to delivery and billing with the aim of starting a similar service in south west Sydney.



### Quality improvement – QARS

ICH has established a monthly clinical audit schedule to satisfy the eight Standards of Care in a Community setting. WSD has a representative at the monthly meetings and complies with the monthly audit schedule. WSD senior nurses are involved in reviewing and updating procedure documents.

### Community Diabetes Clinic



### WSD Clinical services – Mount Druitt Community Health Centre

Mt Druitt Community Diabetes Clinic (MDCDC) in the Mt Druitt Community Health Centre has continued to provide better value diabetes care since June 2020. The model of care was evaluated by Roof Top Social and endorsed by ACI.

The clinic offers:

- Face-to-face and telehealth diabetes clinic appointments for patients;
- Easy access via public transport and parking;
- Capacity building outcomes for referring GPs and community health staff;
- Multi-disciplinary approach to patient management; and
- Engagement with the local Aboriginal health service by joining with referring GPs via telehealth.

The hybrid model of care was effectively used in the clinic in 2022, and 225 patients were seen, of which 178 were new patients. The GP VMO clinic provided a total of 945 occasions service provided, and 35% (331) were via telehealth.

### MDCDC Dietitian group sessions

In 2022, the MDCDC Dietitian Victoria Silvestro provided 120 occasions of service. This involved patients being seen on an individual and/or in a group education setting. The monthly group sessions focused on the role of nutrition in diabetes management and were created in response to the high dietetic referrals being received. To assist education to the western Sydney community, Victoria completed education videos on carbohydrates and healthy eating. During National Diabetes Week, she presented on carbohydrates and glycemic index to the members of the Workers Blacktown.



Dietitian Victoria Silvestro talks through a diet plan with client Peter Lockyer

"Just wanted to say thank you – thanks heaps for all you have done. I truly have appreciated your insight and help and accountability you gave me. Very thankful. So, thank you! The time you spent was really helpful."

– Trace Kennard, a client of the MDCDC dietitian group

### MDCDC GP VMOs: What they learnt with us

Working at the MDCDC for the last 10 months has been an eye-opening experience. I have learnt so much about diabetes management from various perspectives by working together with a supportive multidisciplinary team of endocrinologists, diabetes educators, nurse practitioners and dietitians. This experience has increased my confidence in the management of diabetes, in particular complex cases requiring insulin use. I'm grateful for this rare opportunity because all the skills and knowledge I have gained are highly relevant and can be incorporated into my regular practice for my own diabetic patients. I would also be happy to continue working at the clinic if I had the opportunity. I hope that in the future, similar opportunities for this model of care arise for other common chronic diseases in other specialty areas.

– Dr Carrie Yang

It has been a fantastic opportunity to work closely with the endocrinology team at MDCDC. I am so glad I applied for this position. The diabetes team has been very supportive in my learning process. I am learning a lot and feel more confident to manage diabetes in general practice. I would be very happy to continue to work there if there is any upcoming opportunity.

– Dr Kaipa Tripura Sharma



Dr Carrie Yang



Dr Kaipa Tripura Sharma

The clinic also reviewed 16 new patients of Aboriginal background and actively engaged with their referring GP through DCC.

Since June 2020, 13 GP VMOs have successfully completed their six-month contract working in the clinic.

### MDCDC Evaluation

In 2022, WSD scientifically evaluated the clinic with an academic submission recently made to the International Journal of Integrated Care. This revealed the high level of acceptance for the clinic by patients and providers, the benefits of the service to patients, as well as important areas to improve for the future.

### WSD Clinical services – Westmead

The DCC model of care to help build primary care capacity to better manage patients with type 2 diabetes was established in 2014 at WSD with Westmead Hospital in July 2016.

From July 2019, the service has expanded to include an administrative officer and endocrinologist dedicated to case conferencing.

From March 2020, the service transitioned to telehealth case conferences using either video conferencing or teleconferencing due to the COVID 19 pandemic.

The number of GPs involved in DCC have steadily increased over time:

- From July 2016 to July 2019 (3 years), 28 GPs were involved in DCC;
- From July 2019 to March 2020, 22 new GPs and 9 existing GPs were involved in face-to-face DCC;
- From March 2020 to September 2020, 28 new GPs and 9 existing GPs have participated in DCC in virtual case conferencing sessions;

- From September 2020 to September 2021, 42 GPs have participated in DCC in virtual case conferencing sessions; and
- From September 2021 to September 2022, 47 GPs have participated in DCC in 196 virtual case conferencing sessions.

In 2022, WSD worked out pathways to see patients along with their GPs in DCCs for patients who do not meet criteria for the complex type 2 diabetes clinics. This aims to reduce the clinic waiting times for the hospital type 2 diabetes clinics.

Pathways are similarly mapped out for patients discharged from the integrated care diabetes clinics and the high risk foot clinic so these patients can still have a follow-up of their diabetes together with their GPs if their GPs are interested in DCC.

From 2021, we have also incorporated the use of new technology in DCC including the use of fCGM for patients during case conferences. In 2022, four new GP practices were set up to independently utilise the use of fCGM technology. These GP practices remain supported by ongoing DCC.

### Rapid access diabetes clinic and Integrated care diabetes clinic

Westmead endocrinologist Dr Cecilia Chi is also involved in the running of the rapid access and integrated care diabetes clinics at Westmead. The clinic provides urgent review of patients with diabetes within a week and helps to reduce the burden on hospital admissions and facilitates earlier and safer discharge from hospital.

In Blacktown, this service has been integrated into existing WSD clinics to provide urgent service.



### Blacktown High Risk Foot Service at BMDH

The Blacktown High Risk Foot Service (HRFS) has continued to grow and evolve, combining virtual and in-person clinics, including the GP where possible, and utilising WSD's digital solutions.

- The podiatry service was recognised as the Department of Podiatry with a head of department, Clare McGloin;
- Jan-Dec 2022, a total of OOS of **3171** were seen with, **1206** new patients, and **1965** follow up reviews. Overall DNA rate was only 8%;
- Senior podiatrist, Nada Bechara, received the **2022 WSLHD Allied Health Researcher of the Year Award**, for her work involving her PhD. This is a RCT looking at vitamin C and zinc vs placebo in improving outcomes of foot ulcers. Recruitment began in December 2022, and will run over the next 18 months;
- Nada also received the Westmead Charitable Trust grant which started early 2022;
- **Patient-centred care** offered via **multi-disciplinary consultations** amongst endocrinology, vascular, infectious disease, general ulcer clinic and podiatry are a strength of this service. Regular multidisciplinary team meetings foster the collaborations;
- **Aboriginal podiatrist**, Kayla Sale, started in 2022 to provide focused support for Aboriginal patients in WSLHD and strengthen preventative care. She was working one day a week before she left for maternity leave in November;

- Jessica Shehata, senior podiatrist, was recruited two days a week in December to fill in for Nada's reduced hours;
- Due to staff shortages, wait time was longer than desired at two weeks for most of the year; and
- Blacktown HRFS was an early adopter of **PREMs** (Patient-related experience measures) and **PROMs** (Patient-related outcome measures) in WSLHD in 2021. The PREMs data remained consistently impressive with high scores for all aspects.

### Post Discharge Diabetes Clinic (PDC)

The PDC clinic continues to operate as a weekly clinic reviewing recently discharged patients who had their diabetes managed as part of their acute illness. It allows patients to be discharged home earlier when necessary so their glycaemic management can be adjusted as an outpatient. The clinic is also a hybrid of virtual and face-to-face consultations, involving GPs where possible, aiming to close the gap in primary and tertiary care communications.

- There were 421 OOS with 267 new appointments and 154 follow up reviews.

### PDC trial

The PDC randomised control trial (RCT) for fCGM use in the post-discharge setting continues, with recruitment recently approved for extension through to mid-2023.

Research nurse Helen Dick, who joined the team in 2021, continues to support recruitment.



The trial was impacted, like most services, by the COVID-19 pandemic and WSD was unable to recruit patients for some time due to restrictions. Regardless, there were almost 30 patients recruited.

This trial aims to show the strong rationale behind fCGM use in people with type 2 diabetes using insulin and focused in an area with high rates of diabetes and hospitalisation of patients with diabetes, a problem that has been increasing over time.

### Partnership with Integrated and Chronic Health

WSD continues to work closely with ICH services, in particular Care Facilitators and a Health Coach to support and motivate patient.

For the COACH program:

- 3 enrolled and had a first session;
- 3 completed and graduated from the program; and
- 1 withdrew after two sessions.

### Mental Health Engagement

There have been many challenges to the collaboration between Diabetes and the Mental Health service mainly due to many staff changes. There were seven Diabetes and Mental Health Joint Specialist Case Conferences sessions conducted and 20 patients reviewed in total. Four consultations benefited from having the GP included in the discussion. The patients' mental health case workers and their GPs have been invited to be part of the conferences to strengthen the consultations.

### Community Eye Care and Outpatient Eye Screening

Due to COVID 19 restrictions the routine eye screening in the community diabetes clinic was discontinued. In 2023 the referral process to CeyeC program will be reviewed to ensure all patients proliferative retinopathy are referred to a tertiary service for an urgent review.

### Working with Towns/Outreach Service Provision

Working in partnership with three LHDs and PHNs, Southern, Far West and Western NSW, collaboration continues to find ways to support the GPs in rural areas with an aim to increase and improve diabetes services available. The project is focused on upskilling GPs in these areas and improve health outcomes through access to virtual care including:

- Case conferencing;
- CareMonitor: Diabetes care platform;
- Diabetes Masterclass education series;
- Flash continuous glucose monitoring; and
- A range of other services.

While awaiting the outcome of the Translational Research Grant Scheme of NSW Health, a trial run of a case conference clinic was run with Molong HealthOne clinic with four patients discussed. A special thanks to Dr Alex Hoyle for this coordination. The clinic was linked into Abbott for access to fCGM use for all patients prior to their case conference.

Unfortunately, the grant applied for in 2021 was not approved, however WSD remains dedicated to improving rural diabetes services and health outcomes for people with diabetes state-wide and will continue to apply for funding through other grants available and explore all options to support these operations. The coalition brought together on this project are looking forward to meeting early in 2023 to continue these efforts.

## EDUCATION



Our mission to build capacity in the community to better manage diabetes remains. This year this was done both virtually and in person.

### Western Sydney Diabetes Masterclass Series 2022

WSD recently ended its fourth successful Diabetes Masterclass Series, where it partnered with a prestigious faculty of 50 health professionals from across NSW to help tackle the diabetes epidemic in NSW.

The series covered most topical themes in all aspects of diabetes care relevant to GPs and allied health care professionals.

It was facilitated by WSD, ACI – Agency for Clinical Innovation, Blacktown Metabolic and Weight Loss Clinic, the Diabetes, Obesity Metabolism Translational Research Unit (DOMTRU), Western Sydney LHD/PHN, Hunter New England LHD/PHN, Nepean Blue Mountains LHD/PHN, and South Western Sydney LHD/PHN.



Screenshot of Masterclass session: Are you managing elderly patients at home or in residential aged care?

With continued innovation, this year WSD introduced a hybrid model, combining virtual and face-to-face events.

The series delivered seven nights of comprehensive one-hour virtual sessions over two months, with a range of expert guest speakers, live Q&A and panel discussions.

The recordings and slides featured in both the virtual and face-to-face events have been added to WSD's resource library on myINTERACT: <https://rego.interact.technology/wsd>

### Themes covered on the virtual sessions on Mondays from September 5 to October at 7pm-8.30pm:

Date	Session
September 5	Are you up to date with medications?
September 12	Are you recognising different types of diabetes?
September 19	Are you managing elderly patients at home or in residential aged care?
October 10	Are you looking at weight?
October 17	Are your patients prepared for pregnancy?
October 24	Are you supporting patients with distress and mental illness?
October 31	Are you screening for dementia?

### Attendees

A total of 1072 health professionals registered for the series this year: 838 for the virtual sessions and 234 for the face-to-face day.

The health care professionals including GPs, endocrinologists, diabetes educators, nurses, dietitians, pharmacists, and podiatrists, attended.

Attendees from every Australian state and territory jumped online for the virtual sessions, and for the face-to-face sessions, attendees not only from NSW but also from Queensland, South Australia and Victoria attended.



Screenshot of the virtual Masterclass session *Are you looking at weight?*

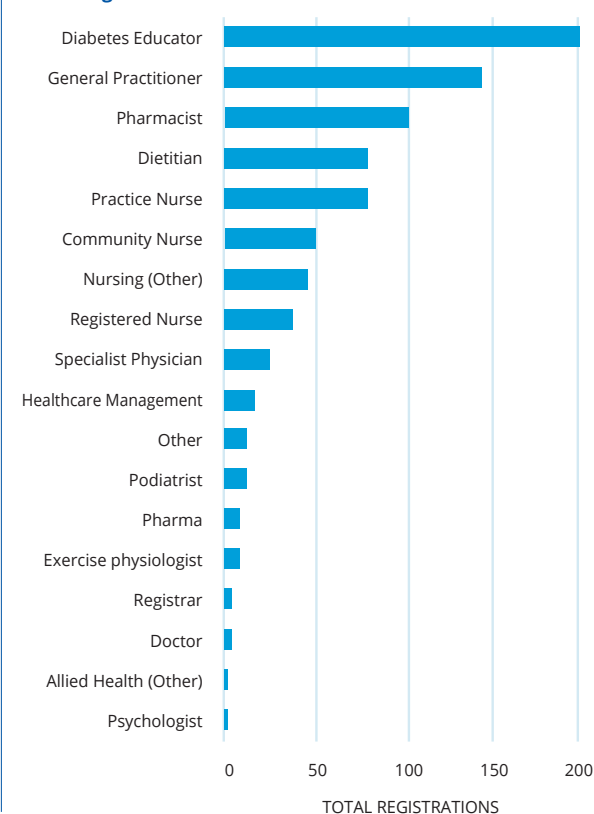
### Virtual Sessions:

- 72% of participants were from NSW;
- Of participants from NSW, 41% were from WSLHD;
- 623 presentation recordings were accessed with 464 hours of recordings streamed outside of live sessions;
- There were 3499 accesses of content with 694 hours of duration; and
- The average live online attendance was 150 each night.

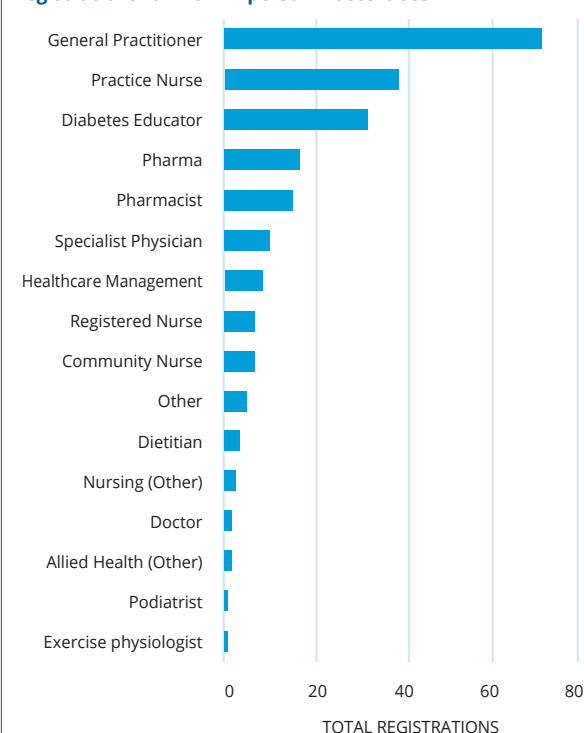
### In-person event:

- 94% of participants were from NSW; and
- Of participants from NSW, 57% were from WSLHD.

### Virtual registrations for WSD virtual Masterclass series



### Registrations for WSD in-person Masterclass



LHD	Virtual	In-person
CCLHD	23	7
FWLHD	9	0
HNELHD	40	17
ISLHD	18	0
LHD	29	8
MNCLHD	25	4
NBMLHD	55	21
NNSWLHD	4	0
NSLHD	34	11
SESLHD	36	6
SLHD	16	7
SNSWLHD	12	0
SWSLHD	22	9
WNSWLHD	22	2
WSLHD	246	126
Non Given	5	0
<b>Total</b>	<b>596</b>	<b>218</b>

State	Virtual	In-person
ACT	8	0
NSW	607	220
NT	1	0
QLD	70	5
SA	11	1
TAS	15	0
VIC	68	3
WA	40	0
Non Given	18	5
<b>Total</b>	<b>838</b>	<b>234</b>

### Masterclass Series 2022 – Face-to-Face Session

Held at the PARKROYAL Parramatta on November 5, this component of the series included nine interactive presentations and hands-on workshops over a full day, offering four to five concurrent sessions in the morning and afternoon.

Participants were invited to attend up to four live sessions learning about practical issues of managing diabetes in the primary care setting.

Thanks to the relationships formed and the efforts contributed between WentWest and WSD, the day was attended by GPs, nurses and allied health from general practice and residential aged care.

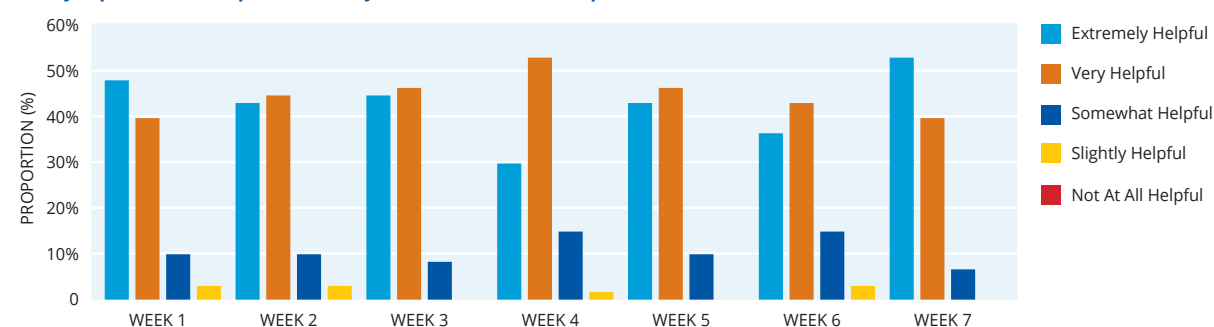


WentWest team (l-r) Sarah Hillary, Oscar Mason, and Maha Sedhom

### Participant's feedback from Masterclass virtual sessions was very positive:

- I found this Masterclass extremely educational and engaging. Thank you.
- I'm glad that the session was recorded as I will be rewatching it!
- The topics presented were absolutely helpful in my day-to-day practice.
- Excellent presentations. Thank you to all speakers and those involved in developing the Masterclass.
- Thank you for a great 7 weeks of educational outlooks and look forward to the future for more.
- This has been an outstanding series. I missed out on one session but I am definitely going back to view it on myINTERACT.

### Survey responses to the question "Did you find this session helpful?"





## Masterclass Series 2022

### THEMES: Morning Sessions:

Are You Using Virtual Care?

Are You Recognising Eye Disease?

Are You Looking at Feet?

Are You Managing Type 1 Diabetes in Your Practice?

Are You Supporting the Sexual Implications of Diabetes?

### THEMES: Afternoon sessions:

Are You Using Continuous Glucose Monitoring?

Are You Starting Injections?

Are You Preventing Heart and Kidney Complications?

Are You Changing with Quality Improvement?

"This is my first time attending a Masterclass Diabetes series and it did not disappoint!"

From the registration process, the topics and outline of the talks, the presenters, and the vendors, everything went smoothly and professionally done.

I have definitely learnt a lot during the Masterclass series as I have just recently returned to primary care nursing after working so many years in an Ophthalmic setting.

I felt I gained such a good knowledge and understanding to better care for my patients. I would highly recommend this Masterclass series!"

- Asih Andayani, RN, WSLHD



Participants trying the CGM's for themselves in the CGM session



WSD CDE Sian Bramwell helps participants in the CGM session of Masterclass



Senior diabetes dietitian Katrina Tran, GP Dr Shanthini Seelan, Endocrinologist Dr Mani Manoharan and nurse practitioner at the diabetes education centre, Blacktown Hospital, Marlene Payk, led the session on 'Are you managing type 1 diabetes in your GP practice?'



WSPHN Director, Primary Care Transformation and Integration, Jane Assange welcomes participants to the face-to-face session



Senior diabetes dietitian Katrina Tran presenting at the session on 'Are you managing type 1 diabetes in your GP practice?'



Podiatrist Nada Bechara demonstrates on Dr Cameron Nik in the foot session



NADC CEO Natalie Wischer at the NADC display



Prof Glen Maberly with Hearts and Kidneys presenters Professors Germaine Wong and Clara Chow and Dr Rona Francisco



Sponsors displays





### fCGM upskilling of practices

Use of technology, particularly fCGM, has been an integral tool in the DCC by WSD. This year, eight practices were set up and continue to familiarise with Abbot's libre program – Alpha Medical Centre, Bridgeview Medical Practice, Burdekin Road Medical Centre, Kildare Road Medical Centre, Riverstone Family Medical Practice, Rosedale Medical Practice, Hills Family Medical Practice and Walters Road Medical Centre. This expansion aims to continue to build capacity with general practices with the use of current technology that supports behaviour change through self-monitoring.

### National Association Diabetes Centres (NADC) E-Training Course

The course, which included the educational videos from WSD, was provided at a heavily discounted rate to all WSLHD staff and its jurisdiction. About 300 healthcare professionals have completed the course.

Promotion of the course was undertaken by the WentWest practice development team in their visits with general practices in addition to featuring in their newsletters.

### HealthPathways

Developed by local GPs, specialists, nurses and allied health providers, Western Sydney HealthPathways supports health professionals by providing local, relevant information on managing medical conditions and referral options for their patients. <https://westernsydney.communityhealthpathways.org>

Overall, the number of pageviews in 2022 for the Diabetes Pathway was up by over 600 views, or 15.2%. Total number of views was 5050 and the top 5 most viewed Diabetes Pathways in 2022 compared with 2021:

1. Newly Diagnosed Type 2 Diabetes **519** up from 269 in 2021
2. Screening and Diagnosis of Diabetes **440** up from 424
3. Chronic Kidney Disease Screening and Management **333** down from 379
4. Non-urgent Diabetes Assessment **332** up from 227
5. Ongoing Management of Type 2 Diabetes **279** up from 241



The platform, used as a tool primarily by western Sydney GPs and driven by the Sydney Children's Hospitals Network (SCHN), WSLHD and WSPHN partnership, continues to grow and expand to support PHN providers with timely and accurate referral information and detailed processes for managing patient needs.

In 2022, the PHN finalised the review of the diabetes pathways and continues to work together to provide timely updates resulting from recent changes to clinical guidelines.

Updated pathways include:

- Insulin – Ongoing Management
- Sick Day Management of Type 1 Diabetes
- Diabetes Education by General Practitioner or Practice Nurse
- Diabetes – Foot Screening
- Ongoing Management of Type 1 Diabetes
- Newly Diagnosed Type 1 Diabetes
- Diabetes Shared Care Plan Protocol
- Urgent Diabetes Assessment
- Non-urgent Diabetes Assessment
- Diabetes Advice

### CareMonitor

Collaboration between WSPHN and CareMonitor was undertaken to enhance the care planning capabilities of the platform, as well as the patient driven app, that is utilised by Patient Centre Medical Home (PCMH) practices. The enhanced care planning will enable patient centred care plan collaboration between the patient, the general practice team and other care providers such as the WSD team.

### Educational bundles

The utilisation of educational video bundles has played a critical role in the DCC. Tailored educational video bundles are sent via SMS or email to supplement discussion after the consult. In virtual consultations, this has also provided a bridge in providing education from a far, such examples included how to inject insulin, how to check blood sugar levels, how to use the Libre fCGM and more (a total of 105 patient educational videos that can be bundled together). A growing video resource now in the process of making it available for all health care professionals.

WSD sent 303 educational bundles which included 636 items. The resources were sent through the GoShare platform and sent to patients via SMS or e-mail, with an opening rate of 56% and 76% who responded to the survey reporting the information was 'helpful' or 'very helpful'.

The six most commonly sent bundles were:

- Libre 1 Flash CGM with a phone app/ with a reader
- What is CGM?
- How to inject insulin
- Injecting your diabetes medication
- How do I give my Trulicity?
- What is Low blood sugar or hypo?

### Health Provider videos

After a 100 patient education videos and bundles were created, WSD embarked on 28 health care provider educational videos. The topics for these short educational videos were chosen based on feedback from GPs who attended Masterclass in 2020. These videos cover various aspects of long-term management of type 2 diabetes, such as lifestyle intervention, various classes of glucose lowering agents, management of long-term complications of diabetes and use of CGM. These videos will be made available to health care providers in early 2023.

### WSPHN

WentWest provides access to information, education and training for clinicians including, GP's nurses, allied health professionals and other members of general practice and RACF teams.

In August 2022 WentWest collaborated with WSD to present a general practice nurse community of practice session on diabetes prevention and management. About 20 nurses from general practices across western Sydney attended the event to learn more about engaging with the WSD team around primary prevention, secondary prevention, and management as well as educational opportunities.

Following the session follow up with the nurse attendees was provided by the WentWest team and Corinne Champness, Clinical Nurse Facilitator to provide resources on healthy living options and further education opportunities such as the NADC course.

### Diabetes Australia

#### Service Delivery Snapshots for Western Sydney

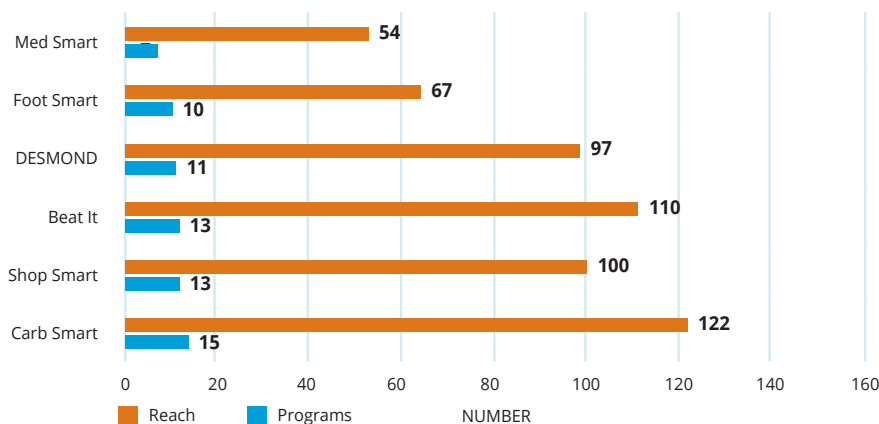
For people diagnosed with diabetes, Diabetes Australia provides a suite of self-management support programs funded by the NDSS.

Throughout 2022, Diabetes Australia (NSW) delivered 94 NDSS-funded self-management programs to support 1408 people living with diabetes in western Sydney.

Diabetes self-management support relies heavily on lifestyle behaviour modifications to support specific diet and exercise choices.

Diabetes Australia's health professionals are all trained in behaviour change therapy and diabetes management experience. The most delivered NDSS-funded program was for dietary support, specifically carbohydrate intake (Carb Smart Program-17).

The next most delivered initiative was a self-management program for newly diagnosed type 2 diabetes that includes medication and blood glucose monitoring education (DESMOND-15). Other programs included a structured 12 week exercise program (Beat It-13), shopping for healthier

**Figure 1. Top 6 NDSS Programs Delivered in 2022 for Western Sydney**

National Diabetes Services Scheme (NDSS), calendar year 2022

products through Shop Smart (13), feet care with Foot Smart (11) and understanding medications with Med Smart (7).

#### Diabetes Australia delivered CALD programs in Western Sydney during 2022 (see Figure below).

Diabetes Australia provides a range of NDSS-funded CALD community programs and information sessions that are consistent across the country. The cultural diversity of western Sydney has required greater attention to CALD groups with a targeted approach to develop programs specific to the communities that reside in the district to improve health equity.

*Looking After Your Health* is a WSPHN-commissioned and co-designed workshop by Diabetes Australia, all about building healthier individuals through small, consistent lifestyle changes to achieve sustainable behaviour change.

The program aims to look after overall health and prevent or manage type 2 diabetes, heart disease and stroke. In 2022, a total of 14 *The Looking After Your Health* programs were delivered to 140 people. The program has grown to eight languages (Arabic, Cantonese, Hindi, Korean, Mandarin, Punjabi, Tagalog and Turkish), delivered in the community by *Diabetes Australia*.

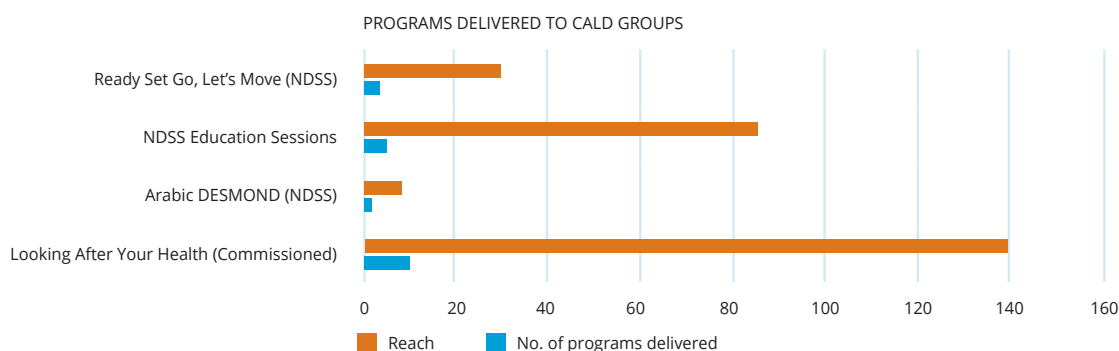
#### Aboriginal and Torres Strait Islander Engagement

Diabetes Australia plays an active role in engaging, supporting and partnering with Aboriginal and Torres Strait Islander communities to bridge the gap in western Sydney. Its dedicated priority programs team participate in the WSLHD's Diabetes & Aboriginal Health Steering committee by attending five (2hr) annual meetings in 2022.

Other engagement to develop our relationships within the community included:

- **Deadlee Gap Café and outreach**, Lawson; supported the diabetes yarning circle around food, reach = **8 community members**
- **Western Sydney Elders Olympics 2022**, Blacktown; provided resources, support and health promotional giveaways, reach = **80 Community and services members**
- **NAIDOC Community Celebration day 2022**, Emerton; provided resources, support and health promotional giveaways = **100 Community and services members**

Our closed Facebook peer support group has **~10 Elders** who signed up at the Western Sydney Elders Olympics 2022 event.

**Figure 2. Programs Delivered to CALD Groups**

Diabetes Australia delivered CALD programs in Western Sydney during 2022

## CONNECT WITH HOSPITAL SERVICES AND THE PHN



WSD works collaboratively with the Departments of Endocrinology and Diabetes at BMDH and WH. The Heads of Departments are part of WSD EMT and share clinical staff. WSD's focus is largely on the integrated care of patients with type 2 diabetes.

### Collaboration with PCMH practices & PHN

In 2022, WSD team engaged with a few Patient-Centred Medical Homes (PCMH) Practices in conjunction with WSPHN to provide a 'Diabetes package':

- Audit of GP practices at the start and periodically at 6 and 12 months;
- Provide DCC to upskill GPs within the practices; and
- Educational Resources such as Masterclass, Healthcare Provider Videos, and the promotion of subsidised National Diabetes Case Course (NDCC).

### GP Support Line

The Active GP Support Line was established in the ICH Demonstrator project in June 2015 and provided GPs with easy access to the on-call advanced trainees or consultants. WSD continued to promote and maintain the Diabetes, Respiratory and Cardiology Support Line for GPs as a valuable resource to help facilitate the management of diabetes in the community, reduce hospital admissions and escalate clinical management where necessary. We continue to encourage GPs to utilise this resource and are planning streamlining and enhancements to the service throughout 2023.

### Hospital endocrinology roster

WSD endocrinologists continue to provide support to the hospital's endocrinology on-call roster and are actively involved in teaching and education of junior medical staff and medical students.

### WSPHN

The PHN, operated by WentWest, is committed to building an equitable health system for everyone that calls western Sydney home. It partners with local service providers to help its diverse community access support and quality healthcare for all ages, gender, sexuality, ethnicities, and backgrounds.

Its commissioning cycle involves developing and implementing health services based on rigorous planning, procurement monitoring and an evaluation process to strengthen integrated care across western Sydney.

Last year, western Sydney general practices helped 71,411 patients managing diabetes to maintain an average HbA1c level of 6.07% in partnership with WSD. Case conferences provide an opportunity for patients to meet with a GP, a diabetes educator and an endocrinologist to learn how to manage their diabetes as part of the *Too Deadly for Diabetes* program.

### Primary Care Transformation

WentWest provides support to partners across the primary care sector to ensure they have the resources and skills

to deliver quality, accessible and affordable care to their patients. This includes over 6000 medical professionals, allied health nurses and support staff across more than 700 private and not-for-profit organisations.

This year, WentWest supported 348 general practices in western Sydney and 64 Residential Aged Care Facilities. About 24 general practices are enrolled in the flagship Patient Centred Medical Home (PCMH) program, creating an opportunity to drive collaborative evidence-based integrated care across the region.

### Quality Improvement

The quality improvement programs are implemented by our primary care development team and health intelligence unit and consists of team-based approaches to review, establish best practice and analyse data. The primary care development team collaborate with practices to understand the needs and areas of improvement to provide them with tools that improve their capacity and capability, while the health intelligence unit supports by providing data driven quality. Improvement measures consist of rest, ratification, predictive, modelling and structure quality improvement reports.

WentWest also created a machine learning algorithm to identify patients at risk of developing diabetes.

Since January 2021, WSPHN and WSLHD have established a data linkage project to observe the patient journey in different health spectrums creating a risk stratification model for type 2 diabetes.

### Too Deadly for Diabetes

Diabetes is currently the third leading cause of death for Aboriginal and Torres Strait Islander people. WentWest and Marin Weejali have partnered with exercise physiologist and Gomeri man Ray Kelly to deliver a ten-week program, *Too Deadly for Diabetes*. This program ensures community members with or at risk of developing type 2 diabetes are provided with a meal plan, exercise program, and education to improve their physical health and minimise the risk of diabetes as well as contributing to weight loss, improved HbA1c levels and improving social connectedness.

### Case study

Michelle\* enrolled in the *Too Deadly for Diabetes* program. After learning she was pre-diabetic and mental health medication had caused weight gain, she also suffered from chronic obstructive pulmonary disease which made breathing during exercise more difficult. She lost 20 kilos during the program and has maintained her weight loss. Her blood sugars are now in the normal range and she has the ability to exercise. Michelle is confident she has developed the skills to take care of her health in the future.

\* Not her real name



## ENABLERS

### PRIORITY AND PLACE-BASED POPULATIONS



With rates of type 2 diabetes increasing within specific at-risk populations in the western Sydney area, the Indian, Aboriginal and Torres Strait Islander, Chinese, and Filipino communities were prioritised as an area of focus.

#### Healthy Living Toongabbie

Formed four years ago, HLT is made up of passionate Toongabbie health practitioners, business people and residents, dedicated to educating the community about diabetes, pre-diabetes and healthier food options.

HLT, a not-for-profit community organisation, continued with its key activities by actively seeking collaboration and engagement with the wider community and NGOs to promote diabetes awareness and healthy living.

Meetings were held on the first Wednesdays of the month from 2-3pm. These meetings were held mostly via Zoom due to convenience and social distancing rules. HLT members agreed to move the monthly meetings to second Thursdays of every month 2-3pm in 2023.

#### Annual General Meeting

As a registered Australian Charities and Not-for-profits Commission (ACNC) organisation, HLT held its Annual General Meeting on September 22, 2022 over Zoom and in person at Bridgeview Medical practice.

At this AGM, committee members were re-elected as follows:

- **President:** Dr Shanthini Seelan, GP, Bridgeview Medical Practice Toongabbie;
- **Vice President:** Dr Manimegalai Manoharan, Endocrinologist;
- **Treasurer:** Ram Ramamurthy, Hills Business Accountants;
- **Secretary:** Sumathy Ravi, Program manager WSD;
- **Committee members:** Dr Sundaram Sundar, GP, Dr Sundar's Practice Toongabbie; Monica Boules, Pharmacist, Discount Drug Store, Toongabbie; and Katie Allison, Diabetes Australia; and
- **Public Officer:** Padmanabhan Karamil, former President of Lions Club of Sydney Indian.

HLT welcomed these new members to the team to support the vision and local community with their expertise:

- **Raji Jayadev**, a dietitian who also specialises in Indian Cuisine. Raji has been involved in creating a number of NDSS resources and her website can be found here: [Raji Jayadev](#)
- **Geetha Bhat**, consumer representative; and
- **Ambiga Murugesan**, consumer representative.

### Australian Diabetes Congress 2022

An abstract was submitted on HLT and its success by Sumathy Ravi and she delivered an oral presentation at the ADC 2022 national congress.

#### Premier's Awards

In June, a nomination was prepared by Janine Dawson, Heloise Tolar and Sumathy Ravi and submitted by WSD through Integrated & Community Health WSLHD, about HLT's work for the Premier's Awards.

In September it was announced HLT was a finalist, but unsuccessful.

#### HLT Community Forums

**COVID and Diabetes 'WE ARE LIVIN' IN A COVID WORLD: Learn more about living with COVID when you have diabetes – February 24, 2022**

An online community forum held via Facebook and Zoom in collaboration with WSD attempted to answer the common questions asked of HLT GP's on how COVID-19 was impacting their diabetes.

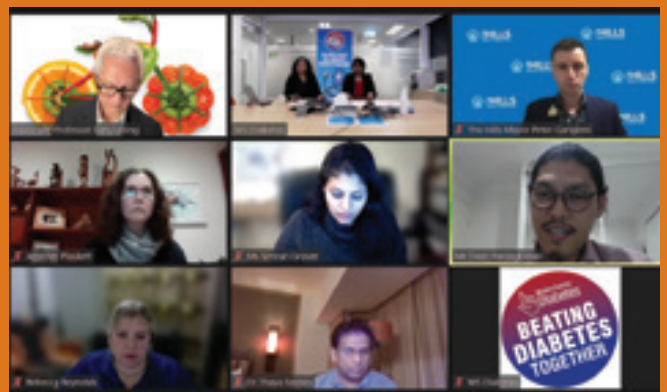
The event was well received and has attracted more than 172 views on Facebook.

Key speakers included Clinical Immunologist Prof Sanjay Swaminathan, Public Health Specialist Dr Shopna Bag, Endocrinologist Dr Mani Manoharan, Diabetes Educator Angela Blair and finance expert, Ram Ramamurthy. It was chaired and facilitated by Dr Shanthini Seelan and Dr Manoharan.

#### Healthy Children for a Health Future – Let's Talk with the Experts! – July 7, 2022

In collaboration with WSD, HLT held an online forum to address concerns with weight in young people via Zoom and Facebook.

On the panel was The Hills Shire Mayor Peter Gangemi who provided his support to HLT and comments on the recent strategies the council is focusing on prevention of childhood obesity.



Screenshot of the Healthy Children for a Health Future forum



HLT President Dr Shanthini Seelan, HLT member and Dr Lumina Titus, from Bridgeview Medical Centre, Toongabbie and dietitian Priya Iyer

The panel was also joined by Rebecca Reynolds, from Cumberland Council and Jennifer Plaskett from Population Health WSLHD.

Key speakers included paediatric endocrinologist Associate Professor Gary Leong, GP Dr Thava Seelan and Accredited Dietitians Simran Grover and Dean Paningbatan.

It was chaired by Dr Mani Manoharan and Sumathy Ravi and attended by 50 people live over both platforms. The forum on Facebook had 517 views as of September 2022.

### Australia Day Walkathon

The Australian Tamil Chamber of Commerce (ATCC) Walk-A-Thon was held on April 30 at Gawi Shelter Parramatta Park. Janani, the Zumba trainer, provided a 30 mins of warm up session prior to the start of the walkathon. Catering was provided by ATCC members.

Despite the heavy rain on the day, more than 50 participants attended the event, raising \$750 in funds for the HLT Inc. initiatives.

### Tamil Education Videos

At the beginning of 2022 HLT, Bridgeview Medical Practice and WSD's collaboration on the Tamil Gestational Diabetes (GDM) videos was completed.

These were launched as three educational videos in Tamil (with English sub-titles) produced to address the high rates of gestational diabetes in the Tamil community.

Targeting Tamil women of child-bearing age, the three topics covered included:

- 'Gestational Diabetes Mellitus (GDM) such as GDM risk factors and prevention' by GP Dr Lumina Titus;
- 'Physical activity and Gestational Diabetes' by physiotherapist, Nandhini Ravi Sumathy; and
- 'Healthy diet and Gestational Diabetes' by Accredited Dietitian, Priya Iyer.



Sumathy Ravi and Theresa Kang at the WSD information booth at the TACA festival

These educational videos were made available to GPs and health professionals to distribute to the Tamil speaking young women of childbearing age and pregnant women in the community.

### Tamil Arts & Culture Association's Annual Sydney Chithirai Festival – April 24, 2022

HLT and WSD was invited to attend Tamil Arts and Culture Association (TACA, Sydney) Inc. 10th annual Sydney Chithirai Festival at Blacktown Leisure Centre, Stanhope.

The Tamil New Year Festival is a very popular festival for Tamil communities and TACA takes this opportunity to support community-based activities such as having a fundraiser or awareness stalls for not-for-profit organisations.

WSD and HLT members Sumathy Ravi and Theresa Kang manned the information booth; Janine Dawson, Dr Subaram Sundar, Dr Shanthini Seelan, Dr Thava Seelan, and Dr Mani Manoharan attended the stall to spread the message about the dangers of developing diabetes. HbA1c testing for diabetes detection and Healthy Living Options booklets and the Tamil educational videos were promoted to the attendees.

### Aboriginal and Torres Strait Islander Communities

Co-chaired by Belinda Cashman, A/District Director Aboriginal Health Strategy and Prof Glen Maberly, the Diabetes and Aboriginal health steering committee met quarterly online where stakeholders updated the team on their programs.

The last guest speaker was Graham "Buzz" Bidstrup, CEO of the Uncle Jimmy Thumbs Up program. The program, funded by Novo Nordisk, is coming to western Sydney in 2023 and will promote "good tucker" using a mobile application.

A highlight this year was the commencement of an outreach diabetes in pregnancy clinic at the Aboriginal Health hub, staffed by the Department of Diabetes and Endocrinology. Discussions continue about Point-of-Care testing and continues glucose monitoring through this service.

The MDCDC has seen a gradual increase of complex type 2 diabetes people referred from local GPs, including Greater Western Aboriginal Health Service (GWAHS).

Committee members supplied feedback to ACI's Diabetes in the Community for Aboriginal People project draft report and participated in the ACI workshop mid-year.

Community engagement activities continued with highlights included attending the educational day at GWAHS, three NAIDOC week events in Emerton, Kimberwalli in Whalan and Riverstone, and the Western Sydney Guwan Mana Allowah – Elders Olympics which returned after two years to Blacktown Leisure Centre, Stanhope.

### Filipino Community

The Filipino Australian Diabetes Support Network (FADSN) successfully moved forward in 2022, holding a special meeting on November 20, 2022 to confirm the founding members of the management committee.

**President:** Dr Rona Francisco, Endocrinologist and Diabetes Specialist;

**Vice President:** Bernadette Sadsad, CDE, Clinical Nurse Consultant, WSD;

**Treasurer:** Dean Paningbaton, Accredited Practising Dietitian/Sports Dietitian;

**Secretary:** Vanessa Manalo, Registered Nurse;

**Public Relations Officer:** Jade Cadelina, Technologist;

**Public Officer:** Celestina Shori, CDE, Nurse Practitioner candidate;

**Committee members:** Dr Angelica Logarta-Scott, GP Kildare Road Medical Centre; Rhea Balmaceda, Dietitian and Exercise Physiologist; Jaybee Serrano, CDE, WSD; and Aruni Ratnayake, Diabetes Prevention Officer, WSD

The annual community forum was held in September at the Blacktown Max Webber function centre and was officiated by the Consul Melanie Rita Diano of the Philippine Consulate General Office in Sydney. Almost 100 people from the Filipino community attended and the most popular session was run by the dietitian who showcased how to serve a healthier, traditional lunch.

A logo was produced for the network and a poster (below) was launched at the community forum. They started a Facebook page and the health professionals in the network post educational articles and videos.



Aruni Ratnayake at the NAIDOC event in Emerton



Filipino Australian Diabetes Support Network



Aruni Ratnayake at the Elders Olympics with Caroline Clark from Diabetes Australia



FADSN Diabetes prevention poster





FADSN at Bayanihan

As a result of feedback on how to initiate conversations with the younger Filipinos, Dr Francisco spoke at an evening meeting of Bayanihan in September.

Bayanihan (Tagalog term derived from the term 'bayan' meaning community) is a grassroots Filipino community group led by a collective of Filipinos and formed by the Western Sydney University's Mental Health & Wellbeing Unit.

A successful year for the network ended with a picnic lunch at Blacktown Showground.

### Chinese prevention videos

Diabetes is common in the Chinese population but while Chinese immigrants with diabetes tend to have high health literacy, only a small fraction of these patients have had access to diabetes education and dietitian services.

This is despite the availability of Chinese-speaking allied health professionals. In terms of translated written resources, there are also translation issues in existing leaflets that can affect comprehension.

Chinese patients tend to also rely on Chinese websites or Chinese social media platforms (such as WeChat) for health information.

However, these may not provide the relevant information to the Australian context. Information relating to services such as GP management plans and services provided by the NDSS and Diabetes Australia are under-represented on Chinese websites.

To improve the access to diabetes education for Chinese people with diabetes in WSLHD, WSD launched a series of educational videos in Mandarin targeting the local Chinese community.

Led by Dr Cecilia Chi, Scarlett Huang (CDE), Dr Shannon Lin (dietitian) and Aruni Ratnayake (Diabetes Prevention Officer), WSD produced 22 educational videos on a variety of topics covering various aspects of diabetes management.

WSD utilised the expertise of CDE's at Westmead and Blacktown hospitals, local allied health professionals, and specialists and partnered with NSW Multicultural Health Communication Services to post these weekly educational presentations on its official WeChat channel (pictured below).



WSD also worked with the WSPHN and local Chinese community groups to promote the program to local Chinese GPs and community.

Of the 22 videos produced, a total of 6655 articles were read, with an average of 303 'reads' per video.

Overall, there was a total 4735 viewers with an average of 215 per video. In total, the videos were shared 1283 times.

The most popular topic read was on diet with the top three articles read and shared:

- *What contains carbohydrates* (1314 reads; shared 235 times);
- *What is a low GI diet part 2* (1127 reads; shares 336); and
- *What is a low GI diet part 1* (910 reads; shares 251).

## COMMUNITY AND PROVIDER ENGAGEMENT



Diabetes will remain a costly chronic disease and the biggest burden on our society and health care system unless the general public and GPs across western Sydney understand the size and impact of the problem.

WSD produces high quality and engaging educational resources and marketing collateral to ensure the community is educated on easily accessing information to help prevent developing type 2 diabetes.

### Public Awareness and Communications

Thanks to the lifting of pandemic restrictions, WSD enjoyed a boost in activity during 2022 as the team actively promoted its services and public awareness campaigns in the community.

The focus on telehealth and virtual care through its DCC session continues with our GPs.

In 2022 WSD supported both the broad and specific goals of the WSD 2022 Action Plan and promoted the work of the WSD core team and Alliance partners.

Increased public awareness of type 2 diabetes (GDM, pre-diabetes, diabetes) by;

- Communicating 'how to beat' diabetes messages daily on social media platforms by promoting physical activities and educational links;
- Optimising communications channels such as Facebook, Twitter and LinkedIn to extend our reach into the community and to healthcare professionals;
- Producing marketing material that supported and promoted the planning, work and initiatives of the WSD core team and Alliance partners;
- Managing WSD digital, online and print channels of communication;
- Updating resource materials;
- Running educational forums, such as Masterclass Series 2022; and
- Utilising public appearances to meet people we can utilise as positive case studies to convey messages of hope that diabetes can be beaten.

This year there was a heavy focus on:

- Targeting GPs and the community with WSD's awareness campaign around the messaging 'Know Your Risk'. The flyer was promoted online and at events to encourage people to identify if they are at risk and to visit their GP for a HbA1c test;
- Via media opportunities, WSD used positive case studies to promote the use of virtual care over face-to-face;
- Promoting priority populations such as the Aboriginal and Torres Strait Islanders, Healthy Living Toongabbie, Chinese and the Filipino groups; and
- The formation and development of the new partnership between WSD, Workers Lifestyle Group and Novo Nordisk to help tackle the diabetes epidemic in western Sydney: *Western Sydney Changing Diabetes*.



The Chinese educational flyers were created to improve the access to diabetes education for Chinese people with diabetes in WSLHD



## National Diabetes Week 2022



WSD staff Janine Dawson and Ana Murugesan with club member Brenda Simms



Optometrist Lilly Psomadelis from Sight for All



Aruni Ratnayake speaks to Club member Marilena Cruz



Blacktown Leisure Centre, Stanhope staff manned an information table



WSD dietitian Victoria Silvestro presented on diabetes and nutrition



Coverage in the Western News

Leading up to our first face-to-face National Diabetes Week activities in two years, WSD approached Workers Blacktown about holding information displays in the foyer every day of the national campaign to promote WSD's messaging.

This was enthusiastically welcomed and kicked off a very successful ongoing partnership with the club.

The WSD team used the sugar cabinet which prompted many engaging conversations with members, where staff learned how many actually have type 2 diabetes and/or at risk of developing type 2 diabetes.

Organisations such as Sight for All, Hearing Australia and Blacktown Leisure Centre, Stanhope set up displays to educate the members of diabetes impact on sight, hearing and the body.

Talks were delivered by WSD Director Prof Maberly, WSD dietitian Victoria Silvestro and Lilly Psomadelis from Sight for All; and a yoga session.

The team also used educational resources from Diabetes Australia and the NDSS and our resource pamphlet reinforcing the 'Know Your Risk' message.

The dietitian talk proved to be the most successful, prompting the team to start workshopping ideas about cooking demonstrations.

ABC News used coverage of the week to present a story on the increasing statistics on diabetes in western Sydney.

This week proved extremely beneficial for WSD as it:

- Allowed WSD to engage with a large part of the Blacktown community and learn what members would like to learn;
- Opened an opportunity to successfully apply for a ClubGrant to begin cooking demonstrations for members;
- Built up Facebook followers;
- Promoted WSD's work in the national media;
- Learned that talks on diet are a priority;
- Cemented WSD's relationship with the WLG, leading to monthly information displays; and
- Learned the powerful impact of the sugar cabinet; and what worked and what didn't for next year.

### Mobilising Public Awareness Western Sydney Changing Diabetes

WSD will work with WLG and Novo Nordisk with the view of tackling diabetes together at the Club, via screening and lifestyle modification, over the next five years.

This partnership, called **Western Sydney Changing Diabetes**, will help WSD in having a positive impact on a large number of community members, many of whom will either be at risk of developing, or already have, diabetes.



WSD's communications will work alongside Novo Nordisk and the Club's PR and marketing teams, to educate the community on ways residents can get involved in fun, healthy activities such as cooking demonstrations and dancing classes. Comms will be key to helping deliver this successfully.

The first step on building the relationship with the Club was using the foyer space to run a very successful National Diabetes Week 2022. The club also supported all promotion in their social media platforms and club newsletters (see below, top right).

This was an extremely good experience in terms of determining what people want to learn from us (diet/nutrition/medications) and led to regular monthly information displays.

In 2023 WSD will:

- Build on this new partnership and collaboration with the Club
- Collaborate on promoting the cooking demonstrations and activities that will motivate at-risk groups to get tested;
- Merge the Know Your Risk campaign message into these activities.

### 'Know Your Risk' Campaign

Early in 2022 we accelerated our public awareness campaign called 'Know Your Risk' to target GPs and the general public as well as specific CALD and geographic communities identified as priorities in Primary Prevention and Secondary Prevention and Management interventions.

A double-sided document was created, one side showing faces from vulnerable priority population groups, urging them to get a HbA1c test and on the back was information on what a HbA1c test is and a definition of the numbers.

The campaign focuses on promoting to GPs and the community the message, 'Know Your Risk' and pushing



the message GPs should encourage their patients to take advantage of the NSW Government's free annual HbA1c testing via Medicare. This brochure was promoted at all community events WSD attended and worked with GPs and the community and targeted local cultural groups at community events to help spread the message.

This flyer was used in collaboration with other resources and will be added to the detection packs.

### Healthy Living Toongabbie (HLT)

At the beginning of 2022, HLT members who are finding questions from their patients still had a heavy focus on COVID's impact on their diabetes. HLT ran another informative forum on COVID and diabetes but once restrictions began to lift, the committee changed its focus to tackling childhood obesity.

On behalf of HLT, WSD heavily promoted via social media and print media channels its two community forums, held both online via Zoom and Facebook Live on February 24 and July 7.





ABC News journalist Tony Ibrahim interviews Prof Glen Maberly on diabetes statistics in western Sydney

Promotional articles were written for WSLHD's The Pulse, WSD and HLT's social media pages, the WSD website, and local media, including *Blacktown Advocate*, *Hills to Hawkesbury*, *Hawkesbury Post*, *Western News*, *Nepean News*, *Blacktown Independent* and *Greater Blacktown News*. This was in addition to promotion on social media, Facebook (HLT and WSD), Twitter and LinkedIn.

The Facebook Live events are on both WSD's and HLT's Facebook pages and website as educational tools.

#### Tamil speaking educational videos

During 2021 WSD supported the collaboration between HLT and Bridgeview Medical Practice on the scripts and the production of three educational resources for Tamil women of child-bearing age.

These were finalised in 2022 and promoted in the community by WSD, HLT and the WSPHN.

#### Forums

- Blacktown and Castle Hill District Lions Club's Diabetes Forums (June 2 and 18).
- HLT: Two forums (February 24 and July 7); and
- Masterclass Series 2022: virtual sessions (Sept 5-Oct 31) and face to face session (November 5).

#### Media

National Diabetes Week attracted publicity from the ABC on both television, online and radio, featuring on **ABC, 7pm News, Saturday, July 23, 2022** with a news story from ABC journalists Isobel Rowe and Tony Ibrahim on the high rate of diabetes in western Sydney. Accompanied by an online article: (see right).

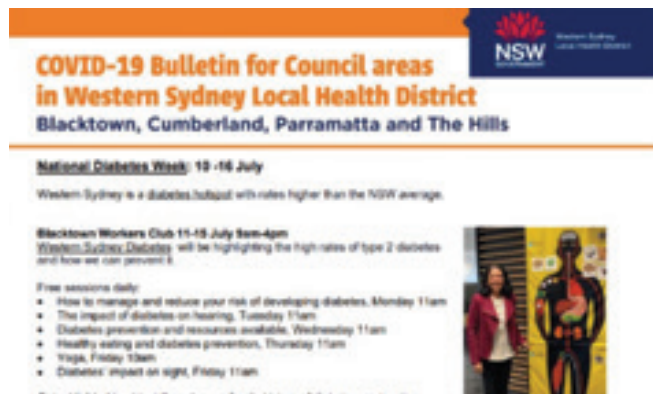


Expectant mum and patient Surharshini Jeyasotharan from Pendle Hill with her children



WSD CDE Jaybee Serrano featured in the ABC's online article discussing his pre-diabetes diagnosis





Article in Hills to Hawkesbury newspaper

### Published media releases and web articles

Media releases are shared with all distribution channels – media and the collective channels of WSD partners and WSLHD – to maximise the reach of our messages..

WSD used the community opportunities to engage positive case study for media and promotional purposes (see first pic above).

An article showcasing the work of WSD appeared in Diabetes Australia's publication, the *Diabetes Management Journal*, November 22 (see second pic above).

### Produce and Place Evergreen Multimedia Content

Distributing content across the website and multiple social and digital channels was key to increasing public awareness of diabetes via WSD and partner communications channels in 2022.

Delivering seven high quality virtual sessions of the Masterclass Series 2022 was paramount this year and we utilised the services of Lei Calma from NADC to help produce the sessions on Zoom.

### Video

- Supported the completion and promotion of the Tamil education videos and the Chinese diabetes educational videos;
- Supported the creation of short educational videos to be sent to both consumers and health practitioners;
- Uploaded videos and slides from educational forums, especially the Masterclass sessions, on the myINTERACT app to build the Resource Library.

### Media releases and web articles

- Media releases were shared with all distribution channels – media and the collective channels of WSD partners and WSLHD – to maximise reach; and
- Utilised patients who identified as having a positive experience with us, either with telehealth or their diabetes management to help spread positive messages of managing their diabetes.

### Ongoing

- Sourcing and sharing existing video content for WSD social media channels (ie healthy lifestyle and 'how to' videos from WSD partners);
- Exploring short videos for social media posts, for example: healthy food demonstrations targeting specific at-risk groups and 'Educational Bundles'. Will add videos of our cooking demonstrations at the BWC to achieve our goal of sharing culture-based forum demonstrations.

### Support Key Events with Promotion and Collateral

A significant amount of communications work revolved around the production of collateral required to promote and support key WSD professional events, including:

- Up to five community forums, including Priority Population and Place-based community engagement events;
- National Diabetes Week 2022;
- Alliance Leaders meeting;
- WEXPO; and
- Masterclass Series 2022 – a hybrid delivery of seven weeks of virtual sessions and one day of face-to-face.





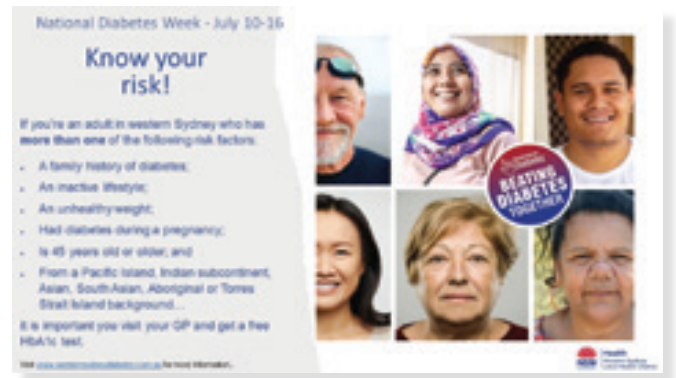
WSD CDE Jaybee Serrano and Endocrinologist Dr Rona Francisco are members of the Filipino Group

### Support Interventions with Promotion and Collateral

WSD produced a range of marketing communications and materials required to promote and support WSD and partner interventions, including Enablers (Place-based and Priority Populations mobilisation), Primary Prevention and Secondary Prevention and Management programs.

This included, both pre- and/or post-event promotion for WSD, including:

- Two HLT forums and public events;
- COVID-19 and Diabetes forums;
- Supporting the effort to target specific at-risk populations, including Aboriginal and Torres Strait Islanders, Filipino, Chinese and Indian communities;
- Creating media releases, web articles and social media posts;
- Supporting the promotion, script writing and production of both Chinese and Tamil speaking educational videos; and
- Sharing the Communications with partners.



Slides were created to promote diabetes awareness in the ICH Building at Blacktown Hospital in addition to electronic posters across all the WSLHD hospital campuses

In addition to creating documents, flyers and brochures targeting consumers and/or healthcare professionals:

1. Amended and accelerated the 'Know Your Risk' awareness campaign;
2. Supported the creation of the *Healthy Living Options – Out and About Directory*;
3. Created GDM postcards targeting Tamil women (below left);
4. Created the Masterclass 2022 registration flyer and program; and
5. Produce the annual WSD Year in Review (Dec-Jan) in both print and digital formats.

### Supporting the Alliance

#### Events

WSD communications team supported the pre and/or post-event promotion of several Alliance collaborative initiatives to raise awareness of diabetes in local communities by generating flyers to promote these events (see below).



These included:

- Alliance Forums: One at Rydges Hotel, Norwest (May 2022), and the other held in conjunction with WEXPO;
- Lunchtime Info Hours; and
- A monthly update newsletter to promote the activities, news and information on the Hub website to grow engagement.



Work continued on producing the range of marketing communications and materials required to promote and support WSD and partner interventions, including Enablers (Place- and Culture-based Mobilisation), Primary Prevention and Secondary Prevention and Management programs.

WSD continued to support the efforts of HLT and the Filipino Australia Diabetes Support Network Group and other at-risk populations, including Aboriginal and Torres Strait Islanders, Chinese and Indian communities and help explore the possibility of creating community groups such as HLT in Blacktown and Mt Druitt.

This included completing the Tamil education videos and the Chinese diabetes educational videos

### Enhance and Manage WSD's Website, Social Media Channels, Alliance Hub and myINTERACT app

In 2022, a large focus was on:

- Overhauling the **WSD website**;
- Updating the Resource library on myINTERACT with videos and other educational resources;
- Continuing to keep the **Alliance Hub** an ongoing tool of information for Alliance members to use as a way of communicating news and being kept informed of events, including Alliance events. It is regularly updated with event items, news and videos as resources for Alliance members to use as a source of networking and communication;
- Using social media platform Facebook to raise awareness of diabetes within the community;

- Using LinkedIn and Twitter to raise awareness of WSD events, messages and initiatives among healthcare professionals and partners; and
- Growing the myINTERACT app's WSD resource library.

### WSD website

This year the website was given a complete overhaul: updated and given a fresh new look. It remains a main public source of information and educational resource to raise awareness.

It was continually updated in relation to WSD's plans, events, achievements and criteria.

It was utilised alongside the social media channels regularly to build website engagement with informative content.

Website engagement was improved by:

- Linking social media posts to web articles and resources;
- Replacing printed key documents with digital or video versions (eg: YIR and Out and About Directory);
- Promoting positive stories of WSD patients; and
- Managing and promoting wider use of the Alliance Hub at Alliance meetings.

### Alliance Hub

WSD continued to support the growth of the Alliance membership through promotion and engagement with current members.

But it was a busy year of experimenting with different ways of communicating with the Alliance members.

WSD successfully explored:

- How to strengthen engagement and connection with Alliance groups, especially with those who want to engage with WSD;
- Conducted a survey for members: asking them what they wanted from the Alliance;



Building a relationship with people with a high profile, such as The Hills Mayor Peter Gangemi, has helped increased WSD's profile on social media

- Investigated whether to have two F2F leaders Alliance meetings a year;
- Successfully compiled the *Out and About Directory* with National Parks to encourage people to get out and about and social connection;
- Encouraged members to share their communications collateral (related to diabetes and its' prevention, in addition to containing an educational component); and
- Supported the exploration of a *Healthy Living Options 2022* and CSIRO recipe book.

The monthly Alliance newsletter continued as a way to keep members informed of other member's activities and drive them to the Info Hub.

This was coupled with the goal of identifying the number of active members while also reinvigorating non-active members.

- Promotion of Alliance projects and working groups, such as greening and dancing;
- Encouraged the participation of further GP practices and growth of the Alliance; and
- Encouraged members to share their communications collateral (related to diabetes and its' prevention, in addition to containing an educational component).

### myINTERACT app development

WSD had another successful year of collaboration with the myINTERACT app team to support the promotion not only of the Masterclass 2022 Series, but events targeting GPs and health practitioners.

To take advantage of the app we also:

- Updated the WSD wall on the app site in a format that suits WSD's interests in targeting GPs and health professionals;
- Shared existing content and resources with existing users in the diabetes space;
- Promoted registration for upcoming events (forums and Masterclass 2022);
- Uploaded key information and documents for upcoming events; and
- Used the app as a landing site for GPs and healthcare practitioners to access resources (Educational Bundles, Masterclass series).

### Social media channels

Our social media channels, Facebook, Twitter and LinkedIn pages grew consistently over the year but while demanding formats, very useful and impactful tools to help promote our events alongside organisations such as WentWest which supports our events.

**Facebook:** There is still a concerted effort to post twice a day on the Facebook page.

Facebook page 'Likes' grew 18.2% in the last year and posts ranged from events and information that supports an active lifestyle and a healthy diet, as a way to prevent type 2 diabetes.

Shared from both partners' Facebook pages in addition to original posts by WSD and the WSLHD.

NDW was a very successful contributor to growing our followers on all social platforms, thanks to new relationships formed, who used their social platforms to promote diabetes awareness and WSD's platforms.

**LinkedIn:** LinkedIn followers grew by 29.

WSD's Twitter account and LinkedIn site remain valuable platforms to promote WSD events and used extensively to promote events such as the Masterclass Series to help reach a healthcare professional audience.

These pages complement content via existing WSLHD channels including The Pulse, Regular Dose, WSLHD social media channels and the WSD website.

### Support Advocacy and Resource Mobilisation

Supporting the Research, Monitoring and Surveillance Coordinator on the final element of the 2022 data plan, which brings everything together to support advocacy and resource mobilisation with accurate visualisations, dashboards, and reports to drive decision making.

Alongside regular reporting, including the ePlan and this Year-in-Review 2022, this includes:

- Geo mapping diabetes/weight;
- Population analytics; and
- New reporting as required.

### Support Presentations and Publications

Continued to provide writing, editing and design management services to produce documents to support and promote staff presentations, including:

- **Masterclass Series 2022:** Seven months of collaboration with four Local Health Districts and Primary Health Networks in NSW; creating an invitation and a program brochure for both virtual and face-to-face formats; providing logistical and technical support to presenters; and providing content for and liaising with the myINTERACT team.
- **Alliance Hub:** Information flyers; monthly newsletter; updating Info Hub.
- Abstracts; and
- Culture and Place-based forums and projects.

Also provided writing and editing services to staff who write for industry or consumer publications, including:

- Industry journals and publications; and
- Consumer media (ie *Diabetic Living* magazine).





## DATA FOR DECISION MAKING



Data underlies everything that WSD does and is a key component of the broader strategic plan, supporting WSD's work across all areas of prevention and management.

We have continued to work within the pandemic disruption, and completed a wide variety of successful data for decision-making projects this year:

- Improved estimates of the pandemic's impact on diabetes in WSLHD;
- Evaluated impact of Mt Druitt Community Diabetes Clinic;
- Continued our Rural Research Collaboration with ACI and other partners;
- Evaluated the success of virtual care for diabetes;
- Received grant funding; and
- Ongoing large research output.

Our data for decision making has formed a large part of this document in the preceding sections, with every area touching on the gathering of data and how we have utilised it to inform decisions.

In the last five years, WSD has slowly grown our research and data agenda from a team with largely disconnected research projects into a collaborative research hub with nationally-important data work.

This has resulted in both WSD's clinical and non-clinical staff attending the Australasian Diabetes Congress to present papers, with 11 presentations in 2022.

Another impressive example of this is Sumathy Ravi, WSD's Program Manager, who began pursuing a research pathway in 2017. After working on a systematic review with WSD research manager Gideon Meyerowitz-Katz, and participating in several other published studies, Sumathy began her PhD in 2021, working part-time with the Health Literacy lab at USYD.

Now 18 months into her PhD, Sumathy has completed a qualitative study of virtual care; completed most of a systematic review into the same topic; and will shortly be submitting several studies for publication.

She is also mentoring our new research nurse on interview technique, as well as collaborating with the clinical team to drive better value care. This exemplifies the work we have done to move forward with a research and data perspective in WSD.

In addition, Gideon has continued his own PhD and attended several international conferences. He was sponsored to attend the International Diabetes Epidemiology Group and International Diabetes Federation annual meetings in Portugal, as well as the Odense Demography Symposium in Denmark. He also attended the International Conference for Integrated Care and the American Diabetes Association meeting electronically. He will hand in his PhD in early 2023.

## RESEARCH AND PUBLICATION



In 2022, WSD continued its strong research agenda, achieving record numbers of research-related output.

This included:

- Over 30 presentations at forums and events
- 15 published papers
- 13 presentations at national and international conferences
- 7 submitted grant applications
- 3 new ethics applications
- 2 randomised controlled trials

WSD received \$20,000 as part of the **WSLHD ICH Research Virtual Launchpad 21/22 Showcase & Selection**.

WSD was one of three projects presented showcasing new research ideas within ICH.

Gideon Meyerowitz-Katz and Sumathy Ravi (far right front in photo below) presented Asking the Right Questions: Codesigning surveys to meet the needs of people with diabetes in Western Sydney.

The project was awarded \$20,000 to support the design and delivery of the research.

## Grant Applications

WSD set out at the beginning of 2022 to apply for grant funding. We have collaborated on the following grant proposals:

1. Remote Monitoring in Primary Care via MRFF (**successful**)
2. Developing targeted questionnaires for WSD via ICH Research Accelerator (**successful**)
3. eCARE for rural regions via TRGS (unsuccessful)
4. Social prescribing for diabetes via MRFF (unsuccessful)
5. eCARE for rural health via MRFF (unsuccessful)
6. Social prescribing and nature for cardiac health (unsuccessful)
7. Social prescribing and nature for cardiac health (unsuccessful)

## Ethics Applications

WSD pursued four new ethics applications:

1. fCGM randomised trial
2. Eye screening in dialysis patients
3. Evaluating Mount Druitt Community Clinic
4. Qualitative evaluation of virtual care



### Randomised Controlled Trials

In 2021/22, WSD funded, had approved, and started recruiting for its randomised trial of flash glucose monitoring, fCGM. This trial involves randomising patients when they are discharged from the hospital to either CGM or no CGM and measuring their ability to manage their diabetes a month later.

In addition, we successfully applied for and received funding for two RCTs as part of two separate research groups – the PANDA trial of physical activity in nature, and the Remote Monitoring in Primary Care trial. These are both expected to begin in early 2023.

### Graduate Student Research

Despite some interruptions due to the pandemic, WSD continued its expansion of graduate student research. In addition to Sumathy and Gideon, WSD has a graduate medical student, and three masters of public health students working in our team in 2022.

### Publications

1. Levin AT, Owusu-Boaitey N, Pugh S, Fosdick BK, Zwi AB, Malani A, Soman S, Besançon L, Kashnitsky I, Ganesh S, McLaughlin A, Song G, Uhm R, Herrera-Esposito D, de los Campos G, Peçanha Antonio AC, Tadese EB, Meyerowitz-Katz G. Assessing the burden of COVID-19 in developing countries: systematic review, meta-analysis and public policy implications. *BMJ Global Health*. 2022;7(5):e008477.
2. Owusu-Boaitey N, Russell TW, Meyerowitz-Katz G, Levin AT, Herrera-Esposito D. Dynamics of SARS-CoV-2 seroassay sensitivity: a systematic review and modeling study. *medRxiv*. 2022:2022.09.08.22279731.
3. Meyerowitz-Katz G, Sekhar P, Besançon L, Turner T, McDonald S. The Citation of Retracted COVID-19 Papers is Common and Rarely Critical. *medRxiv*. 2022:2022.06.30.22277084.
4. Besançon L, Bik E, Heathers J, Meyerowitz-Katz G. Correction of scientific literature: Too little, too late! *PLOS Biology*. 2022;20(3):e3001572.
5. Pickles K, Copp T, Meyerowitz-Katz G, Dodd RH, Bonner C, Nickel B, Steffens MS, Seale H, Cvejic E, Taba M, Chau B, McCaffery KJ. COVID-19 Vaccine Misperceptions in a Community Sample of Adults Aged 18–49 Years in Australia. *International Journal of Environmental Research and Public Health*. 2022;19(11):6883.
6. Meyerowitz-Katz G, Wieten S, Medina Arellano MdJ, Yamey G. Unethical studies of ivermectin for COVID-19. *BMJ*. 2022;377:o917.
7. Besançon L, Flahault A, Meyerowitz-Katz G. Mobility during the pandemic: how did our movements shape the course of COVID-19? *Journal of Travel Medicine*. 2022;29(3).

8. Haber N, Wieten S, Rohrer J, Arah O, Tennant P, Stuart E, Murray E, Pilleron S, Lam S, Riederer E, Howcutt S, Simmons A, Leyrat C, Schoenegger P, Booman A, Dufour M-S, O'Donoghue A, Baglini R, Do S, Takashima M, Evans T, Rodriguez-Molina D, Alsalti T, Dunleavy D, Meyerowitz-Katz G, Antonietti A, Calvache J, Kelson M, Salvia M, Parra C, Khalatbari-Soltani S, McLinden T, Chatton A, Seiler J, Steriu A, Alshihayb T, Twardowski S, Dabravolskaj J, Au E, Hoopsick R, Suresh S, Judd N, Peña S, Axfors C, Khan P, Aguirre A, Odu N, Schmid I, Fox M. Causal and associational language in observational health research: a systematic evaluation. *American Journal of Epidemiology*. 2022.

9. Thorlund K, Sheldrick K, Meyerowitz-Katz G, Singh S, Hill A. Making Statistical Sense of the Molnupiravir MOVE-OUT Clinical Trial. *The American journal of tropical medicine and hygiene*. 2022;106(5):1301-4.

10. Meyerowitz-Katz G, Hng TM, Maberly G. The impact of the pandemic on attendance to ED and hospital by people with diabetes: a retrospective cohort study. *International Journal of Integrated Care*. 2022;22(S3):141.

11. Sheldrick KA, Meyerowitz-Katz G, Tucker-Kellogg G. Plausibility of Claimed Covid-19 Vaccine Efficacies by Age: A Simulation Study. *American Journal of Therapeutics*. 2022;29(5):e495-e9.

12. Zheng Y, Meyerowitz-Katz G, Bramwell S, Jayaballa R, Assur Y, Vasani D, Ganapathy R, Maberly G, Brakoulias V. Evaluating the Effectiveness of Joint Specialist Case Conferences in Improving Diabetes Control in Patients With Schizophrenia on Clozapine. *The Journal of Nervous and Mental Disease*. 9900:10.1097/NMD.0000000000001590.

13. Corbett S, Noonan H, Tsang T, Meyerowitz-Katz G, Bag S. Packing in Cases: A large outbreak of COVID 19 in a large meal kit factory in Sydney, Australia. *NSW Health compendium of COVID case studies*. 2022.

14. Noonan H, Ravi S, Bag S, Barker R, Maberly G. Importance of pre-existing partnerships during COVID19–Primary Health Network, General practices and the Public Health Unit. *NSW Health compendium of COVID case studies*. 2022.

15. Maberly G, Dick H, Lee B, Meyerowitz-Katz G. HOSPITAL SPECIALISTS JOIN THE GP TEAM: VIRTUAL CLINICS TO MANAGE T2D. *Diabetes Management Journal*. 2022;November 2022.

### Scientific Presentations

1. Jaybee Serrano, Insights on drinking and eating patterns from Type 2 Diabetes Mellitus (T2DM) patients taking Insulin wearing Flash Glucose Monitoring (FGM), Australasian Diabetes Congress 2022
2. Helen Dick, Impact of adding a dietitian to the Mount Druitt Community Diabetes Clinic, Australasian Diabetes Congress 2022





Diabetes Prevention Officer Aruni Ratnayake presenting at SydWest Multicultural Service's World Diabetes Day event

3. Sian Bramwell, Using Virtual Care and digital solutions in a new model of care: Valuable lessons from the pandemic, Australasian Diabetes Congress 2022
4. Aruni Ratnayake, Community led culture and place-based diabetes programs in western Sydney: Preventing and managing diabetes through grassroots engagement, Australasian Diabetes Congress 2022
5. Aruni Ratnayake, Preventing and managing diabetes through place-based and culture-based grassroots engagement in Western Sydney, Australasian Diabetes Congress 2022
6. Gideon Meyerowitz-Katz, Socio-economic disparities in the impact of COVID-19 on people with diabetes, Australasian Diabetes Congress 2022
7. Gideon Meyerowitz-Katz, Tracking diabetes during the pandemic: how have Covid-19 waves influenced the attendance of people with diabetes to hospitals?, Australasian Diabetes Congress 2022
8. Sumathy Ravi, Evaluation of Community Diabetes Clinic – an innovative model, Australasian Diabetes Congress 2022
9. Sumathy Ravi, Healthy Living Toongabbie: Tamil Educational Videos to tackle gestational diabetes for Tamil Community, Australasian Diabetes Congress 2022
10. Josephine Armiger, The influence of socio-economic status on diabetes medication usage across Greater Sydney, Australasian Diabetes Congress 2022
11. Gideon Meyerowitz-Katz, The impact of the pandemic on attendance to ED and hospital by people with diabetes: a retrospective cohort study, International Conference for Integrated Care 2022
12. Gideon Meyerowitz-Katz, Tracking diabetes during the pandemic: changes in hospital utilisation and implications for the healthcare system, International Diabetes Federation Congress 2022
13. Gideon Meyerowitz-Katz, Tracking diabetes during the pandemic, International Diabetes Epidemiology Group 2022



Aruni with Sonia Kalsi from SydWest and Katie Allison and Vania Khoury from Diabetes Australia at SydWest's World Diabetes Day event

14. Gideon Meyerowitz-Katz, The Risk of Dying From COVID-19 – three years of data, epidemiology, and demography, Odense Demography Symposium 2022
15. Sumathy Ravi, Evaluation of Community Diabetes Clinic – an innovative model, International Diabetes Federation Congress 2022

#### Other Presentations

1. WSD Model of Care, PHN Nurses Connects Meeting. Anandhi Murugesan and Sian Bramwell, August 2022.
2. Introduction to Diabetes Case Conferencing, Psychiatry Registrars Meeting. Glen Maberly and Sian Bramwell, February 2022.
3. WSPHN and WSD Update, WSPHN Meet and Greet. Sian Bramwell, January 2022.
4. Practice Audit Presentation, Burdekin Medical Practice Meeting. WSD and Practice Teams, August 2022.
5. Practice Audit Presentation, Alpha Medical Centre. WSD and Practice Teams, August 2022.
6. Practice Audit Presentation, Rosedale Family Medical Practice. WSD and Practice Teams, August 2022.
7. Western Sydney Diabetes Virtual Care Responding to the diabetes epidemic during the COVID-19 pandemic, ACI Virtual Care Forum. Glen Maberly, March 2022.
8. Diabetes and Nutrition, Workers Blacktown, National Diabetes Week. Victoria Silvestro, August 2022.
9. Explore a new paradigm for glucose monitoring with CGM in type 2 diabetes, Taiwan Association of Diabetes Educators Symposium. Glen Maberly, July 2022.
10. Let's talk about preventing diabetes, The Hills Women's Shed, Baulkham Hills. Aruni Ratnayake, May 2022
11. Early detection of diabetes: Know your HbA1c, Lions forum, Blacktown. Aruni Ratnayake, June 2022
12. Diabetes in Western Sydney, Lions forum, Castle Hill. Aruni Ratnayake, June 2022



Prof Maberly speaking at the Chronic Disease Management Summit

13. Let's talk about preventing diabetes, Women's Health Week event- Community Hub, Westmead Public School. Aruni Ratnayake, September 2022

14. Let's talk about preventing diabetes, World Diabetes Day event- SydWest, Blacktown. Aruni Ratnayake, November 2022

15. Why injection technique is important?, WSD Masterclass face to face event. Jaybee Serrano, November 2022

16. Nurse Connect. Jaybee Serrano, August 2022

17. We can diaBEAThis Filipino forum. Jaybee Serrano, September 2022

18. Diabetes Awareness Forum, Blacktown Lions Club Event. WSD Team, Glen Maberly, June 2022.

19. Harnessing Virtual Care to Scale-up Better Value Care for the Diabetes Epidemic in Western Sydney, Chronic Disease Management Summit. Glen Maberly, February 2022.

20. Diabetes Annual Cycle of Care, Filipino Forum. Bernadette Sadsad, September 2022.

21. Western Sydney Diabetes Update, Diabetes Tech and Talk Conference. Glen Maberly, August 2022.

22. Hearts and Lungs, Rural GP Meeting. Glen Maberly, August 2022.

23. Healthy Children Healthy Future Forum, Healthy Living Toongabbie Healthy Children. Glen Maberly, July 2022.

24. Why is exercising in Nature so beneficial? Leader's Alliance. Janine Dawson, July 2022.

25. Are You Up To Date With Medications? WSD Masterclass Series. Glen Maberly September 2022.

26. Are You Managing Elderly Patients At Home? WSD Masterclass Series. Cecilia Chi, September 2022.

27. Hospital Specialists Join the GP Team: Virtual Clinics to manage T2D , Virtual Care End of Year Forum Ministry of Health. Glen Maberly, December 2022.

28. wEXPO, NSW Parliament Western Sydney Forum. Glen Maberly, November 2022.

29. Type 2 Diabetes – Know Your Risk, Diabetes Prevention Week. Glen Maberly, July 2022.

30. UNSW Evidence Appraisal, UNSW Masters of Health Policy. Gideon Meyerowitz-Katz, October 2022.

31. Science Communication, University of Wollongong Science Communication Forum. Gideon Meyerowitz-Katz, April 2022.

32. Bad Science and How to Spot It, Australian Statistics Association Forum. Gideon Meyerowitz-Katz, March 2022.

33. Practical Recommendations for the use of Ryzodeg 70/30. Rajini Jayaballa, August 2022.



## RESOURCE MOBILISATION



Building up from WSD's previous years' public-private relationships, industry partners were keen to collaborate with both in-kind and funding support as WSD proposed a suite of 2022 sponsorship opportunities.

### Masterclass

Seven pharma partners sponsored the Masterclass Series 2022 and in addition, provided funding support for other key initiatives such as CGM educational events and partnership support for the Rural Towns-Diabetes Case Conferencing grant submissions.

Sponsors held a virtual display space on the myINTERACT app and a physical display booth for this year's Masterclass. Pharma partners provided enormous support in promoting the forums and Masterclass events.



## Western Sydney Changing Diabetes

As part of the five year collaboration Western Sydney Changing Diabetes – a public private partnership between WSD, Workers Lifestyle Group and Novo Nordisk – WSD has been given a huge financial boost in its fight to address diabetes in western Sydney.

WSD has also joined Novo Nordisk's global network of more than 40 'Cities Changing Diabetes', giving the partners access to a global network of over 160 local partners who have delivered over 50 research studies and over 40 health promotion and diabetes prevention projects.

### Workers Blacktown

WSD was encouraged by the Club to apply for a \$20,000 ClubGrant to run nutrition and cooking demonstrations in the Club over 18 months. This will expand to line dancing classes and tai chi.

### PwC Cost Benefit Analysis

WSD is grateful to PwC's in-kind support in providing an updated cost benefit analysis relating to the financial benefits of investment in diabetes prevention. This document will be used to encourage further investment and provide potential investors with the confidence that investment in prevention is a very cost-effective strategy.





## CONTRIBUTORS

### Co-Chairs:

Jasmin Ellis, General Manager, ICH WSLHD

Ray Messom, Chief Executive Officer, WSPHN (WentWest)

### WSLHD

Dr Shopna Bag, Director, Centre for Population Health  
Prof Wah Cheung, Head of Diabetes and Endocrinology Department, WH

Dr Brett Gardiner, Network Director Subacute & Ambulatory Medicine, Executive Medical Directorate

Dr Tien-Ming Hng, Head of Diabetes and Endocrinology BMDH

Dr Rajini Jayaballa, Endocrinologist Staff Specialist, WSD

Brad Ceely, Acting General Manager, BMDH

Prof Glen Maberly, Director WSD

Jennelle Matic, Acting General Manager, WH

Prof Mark McLean, Executive Director, Research and Education Network

Sumathy Ravi, WSD Program Manager

### WSPHN

Jane Assange, Director Primary Care Transformation & Integration

Jasmine Glennan, Senior manager, Primary Care Development and Delivery

### PWC

Emily Prior, Partner

Nathan Schlesinger, Partner

### DIABETES AUSTRALIA

Rowan Clifford, Chief Executive Officer

Sally Cox-Mulvenney, General Manager, Business Development & Partnerships

Jenn Madz, Strategic Health Partnerships Manager

### DPE

Monica Desanti, Senior Manager – Greener City, Resilience & Urban Sustainability

Natalie Davidson, Senior Manager – Greener City, Resilience & Urban Sustainability

Adam Littman, Principal, Open Space Strategy

### CORE TEAM ICH WSLHD

#### WSD Blacktown Office

Sian Bramwell, Community Diabetes Educator

Janine Dawson, Prevention Program Manager

Beverly Bugarin, Administration Officer

Helen Dick, Research and Virtual Care Support Nurse

Dr Rona Francisco, Endocrinologist

Theresa Kang, DDMS Support Nurse

Dr Bonnie Lee, Endocrine Registrar

Gideon Meyerowitz-Katz, Research Monitoring and Evaluation coordinator

Dr Divya Namboodiri, Endocrinologist

Megha Patel, Administration Officer

Aruni Ratnayake, Diabetes Prevention Officer

Ofa Rimoni, Telehealth Onboarding Support Officer

Jaybee Serrano, Credentialed Diabetes Educator

Victoria Silvestro, Senior Clinical Dietitian

Tanaja Shipley, Administration Officer

Heloise Tolar, eEngagement & Education Manager

Resident Medical Officers:

Dr Harry Yip

Dr Sonali Sonali

Dr Chamali Gajaweera

Dr Amna Siddique

Dr Jessica Zhang

Dr Cindy Ganendren

### WSD Westmead Hospital Office

Nazila Aghaie, Administration Officer, Diabetes & Endocrinology

Dr Wenlin Cecilia Chi, Endocrinologist

Bernadette Sadsad, Clinical Nurse Consultant HbA1c Testing

### WSD Mount Druitt Community Diabetes Clinic

Anandhi Murugesan, Nurse Practitioner

GP VMOs:

Dr Easmin Haque

Dr Swati Dharmaraj

Dr Ekaterina Odarchenko

Dr Carrie Wang

Dr Kaipa Sharma

Dr Marina Williams

Dr Youn Kim

### CORE TEAM WSPHN

Rosy Baghdassarian, Project Coordinator (PCMH & JSCC)

Rachel Barker, Strategic Priorities Project Lead

Corrinne Champness, Clinical Nurse Facilitator

Jake Cronin, Practice Facilitator

Fiona Donnelly, Marketing and Communications Coordinator

Dr Shahana Ferdousi, Senior Manager Western Sydney Health Intelligence Unit

Damien House, Aboriginal Health Facilitator

Ruby Malik, Practice Facilitator

Carolyn Massingham, Marketing and Communications Team Leader

Maxwell Osaghae, Senior Data Analyst

Tim Perry, Pharmacist

Marijana Nehme, Practice Development Team Project & Support Supervisor

Maria Pipicella, Practice Development Team Leader/Coach

Chloe Szann, Marketing and Communications Officer

### BOARD MEMBERS

Richard Alcock, Chair WSLHD

Loretta Di Mento, Deputy Chair WSLHD

Diane O'Halloran, Chair, WentWest (WSPHN)

### KEY PARTNERS WSLHD

Sia Anthopolous, Director, Corporate Communications

Dr Ramy Bishay, Blacktown Metabolic Weight Loss Program, BMDH Endocrinologist

Julianne Bogdanovski, Integrated Health Pathways Manager/GoShare Coordinator

Prof Vlasios Brakoulis, Executive Director of Mental Health

Belinda Cashman, A/District Director Aboriginal Health Strategy

Dr Thora Chai, Endocrinologist, Westmead

Jessica Chahine, Communications & Administrative Assistant, Corporate Communications

Belinda Duckworth, Health Promotion COVID-19 Communications, Centre for Population Health

Professor Vicki Flood, Sydney School of Health Sciences, Faculty of Medicine and Health, USYD and Conjoint Professor of Allied Health

Dr Raphael Fraser, Acting Clinical Director of Mental Health, BMDH

Jo Fuller, Program Lead Priority Populations, ICH

Pankaj Gaur, Senior Evaluation and Research Manager, ICH

Dr Christian Girgis, Endocrinologist, Westmead

Rachel Graham, Healthy Eating Active Living Coordinator, CPH

Christopher Hopper, Acting Director, Corporate Communications

Yiting Scarlet Huang, CDE Diabetes Education Centre BMDH

Katia Joseph, NUM, ICCP

Eaglan Kurek, Enterprise Architect DHS

Dr Teresa Lam, Endocrinologist, Westmead

Monika Latanik, Manager, Multicultural Health Service

Jian Liu, Director Clinical System

Jamie Matthews, Care Facilitator, ICCP

Annette Macdonald, Metabolic Health Clinical Nurse Consultant

Sarah Mason, Head of Content and Media, Corporate Communications

Simon Mbugua, Care Facilitator, ICCP

Lynette Mieni, Aboriginal Health Practitioner

Elissa Miller, Marketing and Communications Coordinator, Centre for Population Health

Christine Newman, Deputy Director CPH

Michelle Nolan, Operations Manager Health Promotion, CPH

Dr Suja Padmanabhan, Endocrinologist, Westmead

Jennifer Plaskett, Healthy Children Initiative Coordinator, CPH

Jara Pinheiro, Senior Corporate Communications Specialist-Multimedia, Corporate Communications

Lisa Portolan, Head of Internal Communications, Corporate Communications

Salma Premji, Care Facilitator, ICCP

Helen Ryan, Coordinator Partnerships and Healthy Places, CPH

A/Prof Smita Shah, Director, Prevention Education & Research Unit

Akashdeep Singh, Clozapine coordinator, BMDH

Dean Spirou, Psychologist, Blacktown Metabolic and Weight Loss Program

Shelley Somi, NUM, ICCP

Raymond Tong, Innovation and Architecture Group Director DHS

Harrison Vesey, Acting Internal Communications Manager, Corporate Communications

Dipti Zachariah, Statewide and Specialist Programs Team Leader, Multicultural Health Service

### NSW MINISTRY OF HEALTH

Gary Disher, Associate Director Clinical Transformation

Liz Hay, Director, Economics and Analysis, Strategic Reform & Planning Branch

### DIGITAL PARTNERS

Dr Tina Campbell, CEO, GoShare Health

Ken Haywood, Klik Creative Pty Ltd

Maxime Langbein, Bower Films

Erika Rossi, Senior Digital Designer, myINTERACT

Jesse Peacock, Bower Films

Tamie Whitton, Chief Operations Officer, myINTERACT

### WORKERS LIFESTYLE GROUP INC

Emma Blackall, Assistant Marketing Manager

Alison Brown, Executive Manager – Marketing and Communications

Simon Graham, Executive Manager Government Relations & Community

Shelley Fletcher, Executive Manager – People & Culture

Isaac Kiwarkis, Marketing Specialist – Digital & Analysis

Kathy Lindsay, Managing Director, Lindsay Communication

Tina Maamari, Welfare Support Officer

Morgan Stewart, Chief Executive Officer

### NOVO NORDISK

Mark Scott, Public Affairs Specialist, Patient Access, Public Affairs and Policy

Jodie Thomas, Senior Director, Patient Access, Public Affairs

Ana Svensson Senior Director, Clinical, Medical & Regulatory

Katherine Tocchino, Public Affairs & Communications, Team Lead

**ROOFTOP SOCIAL**

Dr Duncan Rintoul, Director

Josh Fear, Senior Consultant

**NADC**

Natalie Wischer, CEO

Lei Calma, Admin and Marketing Manager

**ACI**

Emily Gregg, Project Officer – Virtual Care – Integrated Digital Enablement Accelerator (IDEA) team

Stacey Hutchinson, Project Support – Virtual Care – Integrated Digital Enablement Accelerator (IDEA) team

Kate Lloyd, Stream Manager, Chronic and Long Term Care

Linda Mirabilio, Project Support Officer, Virtual Care, Integrated Digital Enablement Accelerator team (IDEA)

Donna Parkes, Telehealth Manager, Care Across the Lifestyle and Society

Marina Sarkis, Network Manager, Diabetes and Endocrine

**DIABETES AUSTRALIA (NSW & ACT)**

Katie Allison, Culturally and Linguistically Diverse (CALD) Project Officer

Caroline Clark, Aboriginal and Torres Strait Islander Project Officer

Liam Ferney, National Manager Corporate Affairs

Monica Smith, Priority Areas Project Manager

**PWC**

Jenna McGrath, Senior Manager

Sharon Ponniah, Partner Health & Wellbeing, Public Policy & Economics

Bindyah Parratt, Associate

James Richardson, Senior Manager

**UNIVERSITIES**

Caroline Allen, Senior Community Engagement Officer, Australian Catholic University

Prof Thomas Astell-Burt, Professor of Population Health and Environmental Data Science, UOW

Dr Julie Ayre, Sydney Health Literacy Lab, School of Public Health, USYD

Dr Carissa Bonner, NHMRC & Heart Foundation Research Fellow, School of Public Health, USYD

Paul Campbell, Deputy COO & Director, ACU

Prof Stephen Colagiuri, Director Boden Institute, University of Sydney

Prof Clare Collins, Lead Nutrition & Dietetics, University of Newcastle

Prof Xiaqi Feng, Associate Professor of Urban Health and Environment, UNSW

Natasha Franklin, Deputy Head of Nursing, Australian Catholic University

Prof Kirsten McCaffery, Director, Sydney Health Literacy Lab, School of Public Health, USYD

Prof Sharon Naismith, NHMRC Dementia Leadership Fellow, University of Sydney

Dorothy Ndwiga, Lecturer, Australian Catholic University

**CAREMONITOR**

Deepak Biswal, Founder, CEO

Karen Naisoro, Client Success Manager

Dr Kean-Seng Lim, Co-founder and Clinical Lead, Mount Druitt Medical Centre

Dinesh Reddy, Chief Technology Officer

**HEALTHY LIVING TOONGABBIE INC.**

Geetha Bhat, consumer representative

Monica Boules, Toongabbie Discount Drug Store (Committee Member)

Dharmarajah Dharmakumar, Counsellor, Bilingual Community Educator

Raji Jayadev, Dietitian

Padmanabhan Karamil, Lions Club of Sydney Indian (Public Officer)

Andrew Kathestides, CEO, Pharmacy Nutrition Warehouse

Prasad Mallesh, eSoft Technologies

Dr Mani Manoharan, Endocrinologist, Liverpool Hospital SWSLHD (Vice-President)

Ashraf Mundekkat, Pharmacist, Pharmacy Nutrition Warehouse Toongabbie

Ambiga Murugesan, Consumer representative

Kalpna Pathmatheepan, Sydney Physios and Tamil Language School

Ram Ramamurthy, Hills Business Accountants (Treasurer)

Rishi Rishikesan, Australian Tamil Chamber of Commerce

Dr Shanthini Seelan, Bridgeview Medical Practice (President)

Dr Thava Seelan, Bridgeview Medical Practice

Dr Subbaram Sundar, Dr Sundar and Rani's Medical Practice (Committee Member)

Dr Lumina Titus, Bridgeview Medical Practice

Gael Walker, Consumer Representative

**PRIMARY PREVENTION**

Stephen Bali, MP State Member for Blacktown

Danica Bird, Landscape Architect, Blacktown City Council

Siobhan Boyle, CEO, Jamie's Ministry, Australia

Kerryn Brimms, Senior Co-ordinator, Heart Foundation

Prof Grant Brinkworth, Senior Principal Research Scientist, CSIRO Health and Biosecurity

David Burns, Managing Director, Collective Leisure

Elizabeth Calleja, Senior Advisor, Heart Foundation

Charles Casuscelli, CEO, WSROC

Kathie Collins, Councillor, Blacktown City Council

Nicole Constable, NEST Manager, OzHarvest

Peter Dawe, Lead, Youth Community Greening, Royal Botanic Gardens, Greater Sydney



Assoc Professor Carolyn Ee, Senior Research Fellow, Integrative Medicine Program, NICM  
 Andrea El-Boustani, GYM Program Manager, OLOC  
 Paula Escudero, Nutritionist  
 Christian Eckardt, Manager Education & Community Programs, Greater Sydney Parklands  
 Sarah Flomersfeld, National Operations Lead, OzHarvest  
 Mayor Peter Gangemi, The Hills Shire Council  
 Kelly-Ann Gee, Policy and Projects Officer, WSROC  
 Anne Goonitelleke, Head of Skills, Health, Wellbeing and Community Services, TAFE  
 Kamilla Haufort, Living Longer Living Stronger Coordinator, COTA NSW  
 Dr Peita Hillman, Outreach & Engagement Officer, parkrun  
 Hollie Kempton, NSW Education Co-ordinator, OzHarvest  
 Nadene Lee, CEO Playgroup NSW  
 Dr Shannon Lim, NSW Branch Chair, ADEA  
 Katie Littlejohn, Area Manager, National Parks & Wildlife Service, Cumberland  
 Dr Amanda Lloyd, Manager, Nature Play, Royal Botanic Gardens  
 Adam Loftus, School Breakfast Manager, Foodbank  
 Bruce McClelland, Partnership Manager, Sydney Business Chamber  
 Michelle Marshall, Project Manager, Heart Foundation  
 Susan Martland, Marketing and Strategic Accounts Manager, Abbott  
 Lori Modde, CEO, Outdoors NSW&ACT  
 Joe Nazarian, Director, Nazarian Optometrists  
 Matthew O'Connor, Manager, Recreation, Planning and Design, Blacktown City Council  
 Gladys Panoncillo, Rooty Hill Multicultural Walking Group  
 Andrea Pateman, Let's Walk Walking Group  
 Dharshini Perera, Community Development Officer, Blacktown City Council  
 Dr Sebastian Pfautsch, Associate Professor Urban Studies, WSU  
 Adrian Prakash, General Manager, SHARE  
 Lilly Psomadelis, NSW Educator, Sight for All  
 Karla Regan, Rooty Hill Public School  
 Donalee Rose, Community Hearing Advisor, Hearing Australia  
 Helen Roth, President Lions Club, Castle Hill  
 Dr Chloe Sacks, Board Member, Nutrition Australia NSW  
 Joanna Savill, Creative Director, Placemaking NSW  
 Maryanne Skinner, NDSS Awareness Coordinator, Diabetes NSW&ACT  
 Prof Ben Smith, Professor of Public Health, USYD  
 Daniel Smith, Manager, Coles Online  
 Adjunct Professor Jim Taggart, OAM

Paul Stuart, A/Director, Greater Sydney Parklands  
 Jennifer Taylor, Shalvey Public School  
 Jayne Travers-Drapes, Director, Box Divvy  
 Kathy Usic, CEO, GI Foundation  
 Anton van den Burgh, Director, Box Divvy  
 Michael Walls, Access News Australia  
 Clin A/Prof Li Ming Wen, Director of Population Health Research & Evaluation Hub, Sydney LHD  
 Elisha West, NEST Program Manager, OzHarvest  
 Cathy Wilkinson, CEO, Stephanie Alexander Kitchen Garden Foundation  
 Adam Yee, Sports Co-ordinator, Reclink

### **CULTURE-BASED**

Graham "Buzz" Bidstrup, CEO, Uncle Jimmy Thumbs Up Ltd.  
 Sonya Cameron, WS Integrated Team Care program  
 Jelis Fatema, Greater Western Aboriginal Health Service  
 Priya Iyer, Dietitian  
 Kimberley Massey, Social Work student, Western Sydney University; Bayanihan Sydney Youth Organisation  
 Dr Andrew Melito, Kildare Road Medical Centre  
 Louise Moore, Kildare Road Medical Centre  
 Deborah Payne, Greater Western Aboriginal Health Service  
 Peter Rushton, Kildare Road Medical Centre  
 Nandhini Ravi Sumathy, Physiotherapist  
 Moera Tufunga, Counsellor/Mental Health Advisor, Western Sydney University; Bayanihan Sydney Youth Organisation advisor

### **FILIPINO AUSTRALIAN DIABETES SUPPORT NETWORK**

Rhea Balmaceda, Dietitian/Exercise Physiologist  
 Jade Cadelina, Director, Philippine-Australian Community Services Inc  
 Julie Chio-Nunez OAM, Community leader  
 John Cruz, Consumer Representative  
 Benjie De Ubago, Community leader  
 Dr Roger Fabian, Philippine-Australian Medical Association  
 Dr Cora Francisco, General Practitioner  
 Dr Rona Francisco, Endocrinologist and Diabetes Specialist  
 Dr Romulo Llave, General Practitioner  
 Dr Angelica Logarta-Scott, General Practitioner, Kildare Road Medical Centre  
 Vanessa Manalo, Registered Nurse  
 Fe Maramara, Consumer Representative  
 Naty Millarez, Philippine-Australian Community Services Inc  
 Josefina Musa, ADHIKA Inc radio broadcaster  
 Gerald Oblea, Consumer Representative  
 Dean Paningbaton, Accredited Practising Dietitian/Sports Dietitian  
 Ellen Patiag, Community leader  
 Imelda Provideo, Community leader

Tess Sayas, Community Leader  
 Maureen Santiago, Philippine Community Council of NSW, Inc  
 Celestina Shori, Credentialed Diabetes Educator  
 Nelia Sumcad, Philippine-Australian Community Services Inc

#### CHINESE DIABETES EDUCATION SERIES

Elizabeth Chen, Optometrist  
 Dr Jenny Chen, Consultant Nephrologist  
 Dr Robert Cheng, Consultant Gastroenterologist  
 Michael He, Podiatrist  
 Naxin Jiang, Credentialed Diabetes Nurse Educator –  
 Clinical Nurse Consultant  
 Li (Cathy) Liang, Senior Physiotherapist  
 Dr Shannon Lin, Advanced Accredited Practising  
 Dietitian and CDE  
 Rajan Manickarajah, Systems Manager, NSW Multicultural  
 Health Communication Service  
 Sam Shen, Media and Communications Manager, NSW  
 Multicultural Health Communication Service

Lingyan (Ida) Song, Clinical Nurse Specialist, Credentialed  
 Diabetes Educator  
 Cindy Tchung, WeChat support, NSW Multicultural Health  
 Communication Service  
 Dr Anne Trang, General Practitioner  
 Dr Tommy Wong, Consultant Cardiologist  
 Tingting Xu, Transitional Nurse Practitioner, Credentialed  
 Diabetes Educator  
 Kelly Zeng, Diabetes Educator  
 Wei Zhang, Credentialed Diabetes Educator, Clinical Nurse  
 Specialist

#### MASTERCLASS 2022 SERIES

See myINTERACT for a full list of faculty including short Bios

For more information on WSD, visit  
[www.westernsydneydiabetes.com.au](http://www.westernsydneydiabetes.com.au)



## GLOSSARY

<b>ACI</b> Agency for Clinical Innovation	<b>LHD</b> Local Health District
<b>ACNC</b> Australian Charities and Not-for-profits Commission	<b>MBS</b> Medicare Benefits Schedule
<b>ADC</b> Australasian Diabetes Congress	<b>MDCDC</b> Mount Druitt Community Diabetes Clinic
<b>ADHA</b> Australian Digital Health Agency	<b>MDCHC</b> Mount Druitt Community Health Centre
<b>AHP</b> Allied Health Professional	<b>MOH</b> Ministry of Health
<b>AIHW</b> Australian Institute for Health and Welfare	<b>MPSCG</b> Mobilising Public Support Communications Group
<b>ATCC</b> Australian Tamil Chamber of Commerce	<b>NADC</b> National Association of Diabetes Centres
<b>BAS</b> Business Analytics Service	<b>NAIDOC</b> National Aborigines and Islanders Day Observance Committee
<b>BCC</b> Blacktown City Council	<b>NBMLHD</b> Nepean Blue Mountains Local Health District
<b>BCE</b> Bilingual Community Education	<b>NBMPHN</b> Nepean Blue Mountains Primary Health Network
<b>BMDH</b> Blacktown and Mount Druitt Hospitals	<b>NDCC</b> National Diabetes Care Course
<b>BMWLC</b> Blacktown Metabolic and Weight Loss Clinic	<b>NDSS</b> National Diabetes Service Scheme
<b>CALD</b> Culturally and Linguistically Diverse	<b>NHMRC</b> National Health and Medical Research Council
<b>CDE</b> Credentialed Diabetes Educator	<b>NWAU</b> Nationally Weighted Activity Unit
<b>CGM</b> Continuous Glucose Monitoring	<b>OOS</b> Occasions of Service
<b>CNC</b> Clinical Nurse Consultant	<b>PATBI PEN</b> Analytics Tool, Business Intelligence
<b>CPH</b> Centre for Population Health	<b>PCMH</b> Patient Centred Medical Homes
<b>CSIRO</b> Commonwealth Scientific and Industrial Research Organisation	<b>PDC</b> Post-Discharge Diabetes Clinic
<b>CT2DC</b> Complex Type 2 Diabetes Clinic	<b>PHN</b> Primary Health Network
<b>DCC</b> Diabetes Case Conference	<b>PGA</b> Pharmacy Guild of Australia
<b>DDE</b> Department of Diabetes and Endocrinology	<b>PN</b> Practice Nurse
<b>DDMS</b> Diabetes Detection and Management Strategy	<b>PSA</b> Pharmaceutical Society Australia
<b>DDMT</b> Data for Decision Making Taskforce	<b>PwC</b> PricewaterhouseCoopers
<b>DEC</b> Diabetes Education Centre	<b>RACGP</b> Royal Australian College of General Practitioners
<b>DHS</b> Digital Health Solutions	<b>RCT</b> Randomised Controlled Trial
<b>DOMTRU</b> Diabetes, Obesity and Metabolism Translational Research Unit	<b>SAKGF</b> Stephanie Alexander Kitchen Garden Foundation
<b>DPC</b> Department of Premier and Cabinet	<b>SWSLHD</b> South Western Sydney Local Health District
<b>DPE</b> Department of Planning and Environment	<b>TNP</b> Transition to Nurse Practitioner
<b>ED</b> Emergency Department	<b>UNSW</b> University of NSW
<b>EMR</b> Electronic Medical Records	<b>UOW</b> University of Wollongong
<b>EMT</b> Executive Management Team	<b>USYD</b> University of Sydney
<b>EN</b> Enrolled Nurse	<b>UTS</b> University of Technology Sydney
<b>FTE</b> Full-Time Equivalent	<b>VMO</b> Visiting Medical Officer
<b>GDM</b> Gestational Diabetes Mellitus	<b>WH</b> Westmead Hospital
<b>GP</b> General Practitioner	<b>WLG</b> Workers Lifestyle Group
<b>GPP</b> General Practice Pharmacy	<b>WS</b> Western Sydney
<b>GWAHS</b> Greater Western Aboriginal Health Services	<b>WSD</b> Western Sydney Diabetes
<b>HLO</b> Healthy Living Options	<b>WSLD</b> Western Sydney Leadership Dialogue
<b>HLT</b> Healthy Living Toongabbie	<b>WSLHD</b> Western Sydney Local Health District
<b>HOPE</b> Health Outcomes and Patient Experience	<b>WSPHN</b> Western Sydney Primary Health Network
<b>HRFS</b> High Risk Foot Service	<b>WSROC</b> Western Sydney Regional Organisation of Councils
<b>IC</b> Integrated Care	<b>WSU</b> Western Sydney University
<b>ICH</b> Integrated and Community Health	<b>WW</b> WentWest
<b>ICCP</b> Integrated Chronic Care Program	





For more information about WSD please visit the website below. To speak with us, or to make an enquiry, please contact WSD program manager, Sumathy Ravi via email at [Sumathy.Ravi@health.nsw.gov.au](mailto:Sumathy.Ravi@health.nsw.gov.au)

Western Sydney Diabetes  
Integrated and Community Health  
Level 3 Administration and Education Building  
Blacktown Hospital Campus

[www.westernsydneydiabetes.com.au](http://www.westernsydneydiabetes.com.au)