

# Diabetes Management policy and procedure



## Purpose and Scope

Access4u is committed to providing safe, effective and person-centred care to service users living with diabetes. Access4u aims to ensure that diabetes is managed through a multidisciplinary, evidence-based approach that promotes the health, safety and well-being of each service user.

Access4u will ensure that all diabetes management strategies are:

- Developed collaboratively with service users and healthcare providers to reflect individual needs and preferences;
- Based on current clinical guidelines for Type 1 Diabetes, Type 2 Diabetes and other forms of diabetes; and
- Monitored, reviewed and adjusted to support optimal blood glucose control and prevent complications.

In doing so, Access4u will provide a range of support and practices that are coordinated across disciplines to ensure each service user receives consistent, responsive and quality care aligned with their clinical needs and personal preferences, including;

- Supporting the early identification and appropriate diagnosis of diabetes;
- Assisting service users to manage their diabetes with confidence, independence and relevant clinical support;
- Reducing the risk of diabetes-related complications through proactive monitoring and preventative care; and
- Respecting individual preferences, cultural and religious considerations and levels of health literacy.

## Responsibilities and delegations

This policy applies to	Governing Body. Staff and Volunteers
Specific responsibilities	<p><b>The Board</b> – Responsible for ensuring effective governance mechanisms are in place.</p> <p><b>The CEO and Managers</b> – Responsible for monitoring and ensuring adherence to Policy and related procedures.</p> <p>Ensure due diligence and take reasonable steps to ensure Access4u are meeting their obligations.</p> <p>Ensure objectives of the policy are achieved.</p> <p><b>Staff</b> – Responsible for adherence to this and related policies, procedures and forms that support this policy.</p>
Policy approval	CEO

## Policy context – this policy relates to:

Standards	<ul style="list-style-type: none"> <li>• National Disability Insurance Scheme Quality and Safeguarding Framework</li> <li>• NDIS Practice Standards – Mealtime Management Practice Standard, High Intensity Daily Personal Activities Module, High Intensity Support Skills Descriptors</li> <li>• Australian National Diabetes Strategy 2021 – 2030</li> </ul>
Legislation	<ul style="list-style-type: none"> <li>• National Disability Insurance Scheme (Provider Registration and Practice Standards) Rules 2018</li> </ul>

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Contractual obligations	NDIS Code of Conduct
Organisation policies and procedures	A4u Policy_High Intensity Daily Activities Subcutaneous Injections Procedure Medication management policy and procedure
Forms, record keeping, other documents	<ul style="list-style-type: none"> <li>• Infection Control and hygiene</li> <li>• Individual Emergency Management Plan</li> <li>• Individual Customer Care Plan</li> <li>• Staff training Records qualifications and skill assessments</li> <li>• Risk Management policies</li> <li>• Medication Management policies and procedures</li> <li>• High Intensity Support procedures</li> <li>• Mealtime management policy</li> <li>• Nutrition, Meals and Hydration Policy</li> </ul>

**Definitions** for the purpose of this policy the following definitions apply:

Word	Definition
<i>Evidence-based</i>	When referring to care or practices, is an approach to care that integrates current, best available research evidence together with clinical expertise and skills, as well as the service user's values and preferences. It involves ensuring that those involved with the delivery of care (including the service user and their family and carers) are aware of and use research evidence to inform their health and healthcare decision-making.
<i>Type 1 Diabetes</i>	Is an autoimmune condition that results in the destruction of insulin-producing cells in the pancreas. It often has an onset in childhood or early adulthood but can occur at any age. There is no cure. People with Type 1 Diabetes require daily insulin therapy for survival.
<i>Type 2 Diabetes</i>	Is the most common form of diabetes, and is a metabolic condition typically occurring in adults in which the body either produces insufficient insulin or the insulin produced does not work effectively. This leads to elevated blood glucose levels. Type 2 Diabetes is managed with lifestyle measures, glucose-lowering medication or insulin.

## Procedures

### Guiding principles

Access4u will act in accordance with the guiding principles to achieve continuity in diabetes management, published by the Department of Health, Disability and Ageing in its National Diabetes Strategy.

Access4u will use an evidence-based approach to all aspects of diabetes management, ensuring that service users receive safe, effective, and person-centred support.

National guidelines, clinical literature and regulatory updates will be reviewed regularly to ensure that Access4u remains aligned with current best practice in diabetes management, including medication use, blood glucose monitoring, and care planning.

## Evidence-based care

Access4u will use an evidence-based approach to diabetes management, and will ensure that all diabetes-related practices will reflect current evidence on blood glucose monitoring, medication management, complication prevention and person-centred support.

Clinical guidelines and sources, including recommendations from the Department of Health and Aged Care, the National Diabetes Service Scheme (NDSS), and Diabetes Australia, will be reviewed regularly to ensure that care remains consistent with best practice.

## Informed consent

For any customers receiving support with diabetes management, Access4u will obtain written informed consent from the customer user or their authorised representative. This consent will be documented in the customer's record and will explicitly cover all aspects of assistance provided, including medication administration, blood glucose monitoring, dietary support, and use of diabetes-related technology or equipment.

Access4u will also clearly inform the customer or their representative of any associated costs, service charges, or additional expenses related to diabetes management prior to commencement of support.

## Assessment of Customers

Access4u will support the early identification and management of diabetes by recognising signs and symptoms and facilitating timely referrals to qualified health professionals. Whilst formal diagnosis must be undertaken by a medical practitioner, Access4u plays an important role in observations, communication and coordination.

Access4u will ensure that staff are trained to observe for signs of undiagnosed or mismanaged diabetes. Observation and identification strategies will include the following:

- Observations of potential diabetes symptoms are documented and communicated to the customer's relevant health professionals;
- Referrals are made in a timely manner when risk factors or signs are identified;
- Updates to a customer's condition, including any confirmed diagnosis, are recorded in their care documentation and shared with relevant health professionals and care workers, in line with privacy and consent requirements; and
- Care plans are regularly reviewed and updated in collaboration with the customer, and in response to any changes in their needs or condition.

Access4u understands that a formal diagnosis must be made by a qualified medical practitioner, using an accepted diagnostic tool. Access4u's role is to support safe, proactive care by facilitating communication and coordination across the multidisciplinary team

## Support

Access4u will provide person-centred care and will support customers to manage their diabetes confidently and independently for as long as possible. This will be achieved by implementing strategies which enable customers to safely manage their diabetes in accordance with their care goals, needs and preferences, including the following:

- Assisting with blood glucose monitoring, insulin administration and medication support in line with clinical advice;
- Supporting the use of dose administration aids (DAAs), continuous glucose monitors (CGMs) and other diabetes-related technology as prescribed;
- Aiding with the safe storage, handling and disposal of insulin, glucagon and monitoring equipment in accordance with clinical guidelines;
- Providing education and resources on hypoglycaemia, hyperglycaemia, nutrition, physical activity and emergency response procedures – tailored to the customer’s health literacy level;
- Offering written and verbal resources, including follow-up information following changes in care or treatment;
- Using communication aids or interpreters to explain diabetes-related concepts where necessary;
- Liaising with families, carers and other decision-makers to support shared understanding and safe management of care; and
- Scheduling or facilitating follow-up appointments and referrals to health care professionals, including GPs, diabetes educators and dietitians.

## Treatment and Medication Management

Access4u will ensure that all treatment and medication related to diabetes is administered safely, in accordance with the customer’s care plan and clinical guidelines. This includes insulin, oral hypoglycaemic agents, and other relevant prescribed medications. Where support is required, trained workers will assist with blood glucose monitoring, insulin administration and appropriate documentation.

Medication will be stored, handled and disposed of in line with the manufacturer's instructions and organisational procedures. Any changes to a customer’s medication plan will be communicated to relevant worker and recorded in the customer’s care documentation. Where required, Access4u will liaise with medical professionals to support medication reviews and adjustments. Refer to Access4u’s Medication Management procedure.

Access4u is committed to ensuring that all diabetes-related medication is regularly reviewed to maintain its safety and effectiveness with each customer’s current health needs. Medication reviews will be conducted in consultations with the customer’s treating healthcare professionals.

All workers involved in medical management and review will be trained and assessed as competent to provide diabetes-related support within their scope of practice. Refer to Access4u’ Policy: High Intensity Daily Support.

## Nutritional Support

Access4u recognises the important role of nutrition in the ongoing management of diabetes. Customers will be supported to develop and maintain healthy routines that align with their needs, goals and preferences and principles of cultural safety and connection to community.

Where appropriate, customers will be supported to follow dietary guidelines in the diabetes care plan and to seek consultation with a qualified dietitian or health care professionals. This may include assistance with food choices, meal planning and understanding the impact of carbohydrate intake on blood glucose levels.

Access4u will ensure that relevant workers are aware of any dietary requirements when providing daily support. Refer to Access4u's Nutrition, Meals and Hydration Policy.

## Physical Activity

Access4u acknowledges the importance of physical activity in managing diabetes and maintaining overall well-being. Customers will be encouraged and supported to participate in physical activity that is safe, appropriate and suited to their individual needs, goals and health status.

Support for physical activity will be provided in partnership with the customer and relevant healthcare professionals, and will be reflected in their care plan. Any considerations related to a customer's capacity to engage in physical activity will be recorded in their care plan and communicated to workers.

## Complications and Risk Management

Access4u recognises that without appropriate management, diabetes can lead to a range of serious short-term and long-term complications. Effective prevention, early detection and ongoing monitoring are essential to minimising risks and supporting the health and wellbeing of customers.

To support best-practice diabetes management, Access4u will ensure that workers are aware of the potential complications associated with diabetes and understand how to respond appropriately. This practice includes;

- Supporting regular clinical reviews to monitor for signs of complications such as diabetic foot issues, vision changes, kidney function decline, or nerve pain;
- Assisting with early identification and management of acute concerns such as hypoglycaemia (low blood glucose) and hyperglycaemia (high blood glucose);
- Ensuring that workers are trained to recognise symptoms of diabetes-related emergencies and know when to escalate care or contact emergency services;
- Maintaining clear procedures for responding to and documenting adverse events related to diabetes, including incident reports and communication with healthcare providers; and
- Promote ongoing education for customers and workers on recognising symptoms of diabetes complications and the importance of preventative care.

Access4u will ensure that these risks are considered during care planning and addressed through referrals, risk assessments and regular care plan reviews.

## Education and Health Literacy

Access4u recognises that health literacy is a key factor in supporting safe, informed and effective diabetes management. Customers will be provided with clear and accessible information to help them understand their condition and relevant care requirements.

To support education and health literacy, Access4u will:

- Tailor diabetes-related information to the customer's level of understanding;

- Provide information on blood glucose monitoring, insulin use, dietary impacts and recognising and responding to hypo- or hyperglycaemia; and
- Offer resources and training to support the use of diabetes-related technologies, such as continuous glucose monitoring (CGMs).

Where necessary, Access4u will refer to external diabetes education programs or a specialist educator to support a more in-depth understanding and skill development.

## Preventive Care

Access4u is committed to promoting prevention as a core element of effective diabetes management. Preventive strategies aim to reduce the risk of complications, support stable blood glucose control and enhance long-term health outcomes for customers.

Preventive care will be delivered as part of each customer's diabetes management plan and will involve coordination with healthcare professionals, families, and other members of the care team as appropriate.

Access4u will support prevention by:

- Facilitating access to regular health checks such as HbA1c testing, blood pressure monitoring, foot care assessments and kidney and eye screenings;
- Supporting medication adherence, safe blood glucose monitoring and early identification of changes in condition;
- Encourage healthy eating and physical activity in consultation with relevant health professionals;
- Providing ongoing education customers, families and workers on diabetes-related risks and early warning signs of complications;
- Referring customers to allied health providers for preventive interventions where appropriate; and
- Ensuring preventive strategies are regularly reviewed and updated as part of care plan reviews.

Preventive actions will be documented in the customer's record and monitored to ensure that they remain effective and appropriate to the customer's needs.

## Monitoring and Continuous Improvement

Access4u is committed to the ongoing monitoring and continuous improvement of its diabetes management practices, this ensures that care remains safe, effective and aligned with best practice. Monitoring activities help identify areas for improvement, promote accountability and ensure compliance with regulatory standards.

Continuous improvement activities will include:

- Reviewing customer care records, management plans and incident reports;
- Gathering feedback from customers, families and workers;
- Monitoring worker compliance with procedures and training requirements;
- Conducting internal audits of documentation and diabetes-related care;
- Updating policies and procedures in line with new evidence or regulatory changes; and
- Using findings to inform worker education, planning and service delivery.

## Emergency Response Procedures

Access4u will ensure that effective emergency response procedures are in place to manage diabetes-related health emergencies, including hypoglycaemia (low blood glucose) and hyperglycaemia (high blood sugar), as well as any associated complications requiring urgent care.

All workers responsible for supporting users with diabetes will be trained to recognise early warning signs, respond appropriately and escalate concerns that an individual may be experiencing a diabetes-related emergency in line with organisational procedures and clinical advice.

Access4u will ensure that:

- Emergency procedures for hypoglycaemic and hyperglycaemic events are documented in the customer's care plan, including symptoms, responses and escalation pathways;
- Workers are trained to identify symptoms such as confusion, shaking, sweating, drowsiness, nausea or loss of consciousness and act promptly;
- Glucose products or emergency supplies are readily available where appropriate;
- Medical assistance is sought immediately when symptoms do not resolve or escalate in severity;
- Families, carers and relevant decision-makers are notified as required; and
- All incidents are recorded, reviewed and used to inform future care planning and worker training.

Emergency procedures will be regularly reviewed as part of care plan reviews, and investigated as appropriate in accordance with Access4u's and incident management processes.

Access4u will review all diabetes-related emergencies. All emergencies will be investigated to determine whether procedures were followed correctly and whether any harm or risk of harm occurred. Investigation will focus on identifying areas for improvement, ensuring that worker actions were appropriate, and in order to mitigate the possibility of recurrence. The findings will be used to update procedures, inform worker training, and strengthen clinical governance across the organisation.

## Gestational Diabetes

Access4u acknowledges that gestational diabetes requires specialised care in consultations with the customer's treating healthcare team. This policy primarily focuses on the management of Type 1 and Type 2 Diabetes.

## Worker Training

Access4u is committed to ensuring that all workers involved in the support and management of customers with diabetes are appropriately trained. Workers will receive ongoing training to ensure that they are equipped to support diabetes management.