

Frequently Asked Questions for People with Diabetes

Q. Why are there changes to NDSS-subsidised products?

A. The Australian Government has lowered the price of some NDSS products to make it more affordable for you to manage your diabetes. There are also minor changes to some brands of blood glucose test strips and types of insulin syringes available through the NDSS. The NDSS will continue to give you access to appropriate diabetes products.

Q. Is there any NDSS product I will have to pay more for?

A. No, NDSS product prices will not increase. In fact, the cost to you of some NDSS products will be reduced:

- **Blood glucose test strips and urine test strips:**
 - cost to the NDSS registrant will be reduced for all people without a concession card
 - cost to the NDSS registrant will be reduced for most people with a concession card
- **Insulin pump infusion sets and reservoirs:**
 - no cost change to the NDSS registrant for people without a concession card
 - cost to the NDSS registrant will be reduced for all people with a concession card
- **Insulin syringes and pen needles:**
 - no change

Q. When do the new arrangements start?

A. The new arrangements start on 1 December 2018.

Q. Is there any change in the NDSS list of products?

A. Yes, but most registrants will not be affected, as only some brands of products are changing. Product changes have been made following a review by the Department of Health (the Department) to help ensure that you continue to have access to appropriate NDSS products. This review included blood glucose test strips, insulin syringes and urine ketone test strips.

Q. What products are changing?

A. Some brands of blood glucose test strips and types of insulin syringes are changing. Click [here](#) for a list of the products affected by these changes. There are no changes to urine ketone test strips currently available through the NDSS.

Q. How do I find out if my diabetes product is still on the NDSS?

A. You can either check the new updated NDSS list of products [here](#) or call the NDSS Helpline on **1300 136 588**. Your health care provider or NDSS Access Point (usually a community pharmacy) may also be able to advise you.

Q. If I have to change products, is there an alternative?

A. Yes. If your usual brand of product is no longer subsidised through the NDSS, a clinically equivalent product will be available. Further advice about the changes to subsidised products available through the NDSS can be found on the NDSS website at ndss.com.au or by calling the NDSS Helpline on **1300 136 588**. If you require assistance in changing your brands, you may wish to consult your health care team for assistance.

Q. Can I still purchase my existing product?

A. From 1 December 2018 to 28 February 2019, there is a transition period. During the transition period, you may be able to access existing brands that are being removed from the list of products available through the NDSS. You will only be able to access these brands while existing stock is available in Access Points (usually community pharmacies). This means you have time to make the transition to a new product with the assistance of your health care team and pharmacist. However, we do recommend you make the transition to a new brand of product as soon as possible, as it is likely your preferred Access Point will run out of stock during the transition period.

Q. Are health care professionals and pharmacies aware of this change?

A. Yes. The Department has informed health care professionals and Access Points. They are aware of the changes and have been provided with information to help you with this change. We encourage you to talk to your health care team if you need to change your current NDSS brand to an equivalent subsidised product.

Q. What will I do if my blood glucose test strips are no longer subsidised through the NDSS?

A. If you have to change to a different brand of blood glucose test strip, you are eligible to receive a free blood glucose meter if required. You can discuss the most suitable meter for you with your health care professional. For more information or support, you can visit the NDSS website at ndss.com.au or call the NDSS Helpline on **1300 136 588**.

Q. How will I get my new blood glucose meter?

A. To find out how to get a new blood glucose meter for blood glucose test strips subsidised through the NDSS, click [here](#).

Q. What changes have been made to insulin syringes?

A. Expert clinical advice recommends that it is better for people with diabetes to use syringes with shorter needle lengths. Therefore, syringes with 13mm and 12.7mm needle lengths will no longer be available through the NDSS.

Q. What do I need to do if my syringes are no longer available?

A. If you are currently using syringes with 13mm or 12.7mm needles, please talk to your health care professional about which new subsidised needles are best for you and how to use them.

Q. What syringes will be used in the future?

A. You will be able to continue accessing syringes with 8mm and 6mm needles through the NDSS.

Q. Do I still get my diabetes products the usual way?

A. Yes – there is no change in *how* to access your subsidised diabetes products. Your local Access Point will continue to provide subsidised NDSS products.