

Aim of the NDSS

The NDSS aims to enhance the capacity of people with diabetes to understand and self-manage their life with diabetes. We also support people with diabetes by providing timely, reliable and affordable access to the NDSS support services and products.

Registration with the NDSS is free and open to all Australians who are diagnosed with diabetes.

To see if you are eligible to register with the NDSS, or for more information, go to the [Registration](#) section of the website.

Delivering the NDSS

The NDSS has an established network of state and territory NDSS Agents to assist in the delivery of the NDSS. NDSS Access Points assist in delivering NDSS products and are located in all states and territories. Access points are mainly located in community pharmacies.

The NDSS provides a range of services to help you manage your diabetes. These include our Helpline for advice on diabetes management, NDSS products and a range of support programs to help you learn more about managing your diabetes.

NDSS support services are available through NDSS Agents. To find out more about support services available from the NDSS go to the [Support Services](#) section of the website or call our Helpline.

You can obtain NDSS products through NDSS Access Points in all states and territories. To find out more about NDSS products, go to the [Product and Supply](#) section of the website. To find your nearest Access Point, call our Helpline or use our Online Services Directory at osd.ndss.com.au.

Registration

Registration with the NDSS is free to all eligible individuals and only needs to be done once.

Who is Eligible to Register

You are able to register if you:

- live in Australia or are visiting from a country with which Australia has a Reciprocal Health Care Agreement on an applicable visa (as outlined below)
- have been confirmed as having any type of diabetes by a doctor, endocrinologist, credentialed diabetes educator or registered nurse practitioner, or have some other serious medical condition requiring regular monitoring of blood glucose levels, and
- hold (or are eligible to hold) a Medicare card or Department of Veterans' Affairs card.

People with type 1 diabetes, type 2 diabetes, gestational diabetes or defined categories of 'other diabetes' may apply to be registered through the NDSS.

You are not eligible to register if you have pre-diabetes or impaired glucose tolerance.

If you are visiting Australia from a country with a Reciprocal Health Care Agreement with the Australia Government, you may be able to register with the NDSS. These countries include Belgium, Finland, Italy, Malta, New Zealand, Norway, the Republic of Ireland, Slovenia, Sweden, the Netherlands and the United Kingdom.

For more information, visit the [Human Services website](#).

How to Register

To register, you need to:

- complete a registration form
- if you are under 15 years old or are an adult receiving continuing care, have your primary guardian or carer complete the 'Guardian or carer' section of the registration form
- have the registration form certified by a registered Australian medical practitioner such as your doctor, endocrinologist obstetrician, by a credentialed diabetes educator or registered Nurse Practitioner
- keep a copy of the registration form for your records
- send the completed form to the NDSS Agent in your state or territory (details can be found on form) or email to ndss@diabetesaustralia.com.au.

You can download the registration form by clicking on the [Registration Form](#) section of the website, or ask your pharmacy for a copy of the form.

Once Your Registration Is Completed

Providing you are eligible to register on the NDSS and your registration form is correctly certified by your doctor, diabetes educator or nurse practitioner, you are eligible to access NDSS products and services. Please note it can take **up to 10 working days** to receive your **NDSS registration card** in the post once processed by your state or territory diabetes organisation.

If you need to purchase NDSS products while you are waiting to receive your registration card, you can present your certified registration form and your Medicare Card to any NDSS Access Point (usually your local pharmacy) to access products available through the NDSS at subsidised prices.

You can search the [NDSS Online Services Directory](#) for a list of NDSS Access Points in your local area.

If you have any difficulties making a purchase at the NDSS Access Point ask them to call the NDSS Helpline on 1300 136 588 for further assistance.

After You Register

After registering with the NDSS, you will receive an information book and registration card.

The information book contains general information about the NDSS, including services and products available to you, as well as information about diabetes. The registration card is used when purchasing products through the NDSS, and should be carried with you at all times.

If you have lost or damaged your registration card, please phone the NDSS Helpline on 1300 136 588 to order a replacement or complete the form by [clicking here](#).

Privacy

Your personal details are protected by the Privacy Act 1988.

Taken from

<https://www.ndss.com.au/registration>