

CLIENT EDUCATION SERVICES PROVIDED BY HEALTHY LIVING NT

If you have any type of diabetes, pre-diabetes or a cardiac condition, Healthy Living NT employs diabetes nurse educators, cardiac nurse educators and dietitians who can help you with the management of your condition.

These services can be obtained in Darwin, Palmerston and Alice Springs, or if you live out of town, by phone or by email. Contact Healthy Living NT for more information on Darwin 8927 8488, Alice Springs 8952 8000 or email info@healthylivingnt.org.au

DIABETES

Diabetes nurse educators and dietitians deliver individual and group diabetes education in Darwin, Palmerston and Alice Springs.

Type 2 Diabetes and Impaired Glucose Tolerance (IGT)

Getting Started Group - Held monthly on a Tuesday morning in Darwin, monthly on a Wednesday morning in Alice Springs.

Insulin Initiation and Stabilisation

Individual appointments are made for people commencing or reviewing their insulin regimen.

Gestational Diabetes

Initial weekly group session or individual education session and review within a week to monitor self blood glucose monitoring and dietary changes.

People with Type 1

Have high priority. Individual education and support appointments are available, including pump support and pre-pregnancy planning. A children's group is organised in Darwin every three months.

CARDIAC

Cardiac nurse educators and dietitians deliver individual and group cardiac education in Darwin, Palmerston and Alice Springs.

Hospital Education

Daily visits to Royal Darwin, Alice Springs Hospitals and Darwin Private Hospital for inpatient education.

Healthy Heart Program (Cardiac Rehabilitation)

A four week rotating program with a two hour session each week which includes one hour each of exercise and one hour of education.

These sessions are held in Darwin and after hours in Palmerston. In Alice Springs individual education sessions and group exercise classes are held weekly.

Individual Consults

Individual appointments can be made for anyone not wanting or able to be a part of the exercise program.

Pre Procedure Consults

Appointments for people travelling interstate for a cardiac procedure or operation.

ALL SERVICES

Touching Base Group

Drop-in sessions for people with diabetes and heart disease are held monthly in Darwin and Alice Springs.

Special Needs Clients

Individual appointments will be made for people who have a physical impairment e.g. deafness, impaired vision, lack of mobility etc. or any client who cannot attend a group education session

Out of Town Clients

Appointments will be made to coincide with visits to Darwin or Alice Springs.

Telephone consultations are also available by appointment and we are also happy to correspond with you by email.

Interpreter Bookings

Interpreters can be booked for any client for whom English is not a first language



healthylivingNT

Darwin

Shop 1 & 2 Tiwi Place,
Tiwi NT 0810
PO Box 40113,
Casuarina NT 0811
Phone: 08 8927 8488
Fax: 08 8927 8515
E: info@healthylivingnt.org.au

Alice Springs

Jock Nelson Centre,
7/16 Hartley Street,
Alice Springs NT 0870
Phone: 08 8952 8000
Fax: 08 8952 7000
E: alicesprings@healthylivingnt.org.au

www.healthylivingnt.org.au
ABN 11 374 693 055

Healthy Living NT
is the trading name of the
Diabetes Association
of the Northern Territory
Incorporated.

Healthy Living NT
is the registered NT
licence holder for
Life. Be in it.



Life. Be in it.™

HEALTH PROMOTION SERVICES PROVIDED BY HEALTHY LIVING NT

Healthy Living NT provides a range of health promotion services to the NT. Health promotion services provide foundation lifestyle education promoting positive community health outcomes.

Services are primarily available in Darwin and Palmerston and can be arranged in other regional centres through partnering with local agencies. Contact Healthy Living NT for more information on 8927 8488, or email hpm@healthylivingnt.org.au

Community Programs

Over an agreed number of sessions lifestyle education is delivered to a variety of community organisations. The sessions provide foundation lifestyle education on diet, physical activity, sedentary behaviour, screen time, sleep and other topics identified by the receiving organisation as being a concern within their client/customer/member base.

All programs utilise a co-design approach where the receiving organisation and Healthy Living NT work together to organise the most valuable program for the organisation. The approach ensures relevant education aimed at the literacy and cultural requirements of the organisations.

The program is available to community groups, Indigenous communities, adult education, youth education, family groups, all ability organisations, migrant organisations, corporate, sporting clubs/associations and more.

Mini Movers

A free four-week program for 3 to 5-year old's and their parents/carers.

Mini Movers focuses on developing fundamental movement skills in a fun games-based program. The program aims to assist children aged 3 to 5 to explore and build confidence in their bodies.

4 programs per year: 2 to the public and 2 to early child educations services.

Love Your Body

Love Your Body is a free four-week program focusing on lifestyle concerns that impact the over 50 population.

Each weekly session is delivered in three parts:

Move – participants learn safe exercises they can perform to help them to maintain an active lifestyle as they age

Meal - dietary education on a topic of importance to the age group and creation of an affordable and tasty meal based on the topic

Mingle – while eating the meal participants have the opportunity to socialise with each other and the facilitators.

Move it Darwin

Move it Darwin runs regularly in the evening throughout the school terms.

Move it Darwin is a free program for all ages and ability levels. It focuses on learning to exercise safely based on the individual participants current fitness levels and time availability.

It is not a typical group training session, as it focuses on encouraging participants to move rather than work out.

Other Programs

Healthy Living NT partners with local agencies to deliver one-off community talks, health professional presentations, support local events through a variety of information and physical activity stalls/stations, and partner with other NT based health service providers to enhance opportunities for positive health outcomes throughout the NT.

Healthy Living NT also offers workplace wellness programs; some fees may apply depending on the type of program.

We are always open for ideas and are continually looking to expand and enhance our programs, while developing new initiatives which best meet the NT community needs. If you have an idea that we may be able to support or deliver, please contact us to discuss further.



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Information Sheets

The following consumer diabetes and cardiac information sheets are available from Healthy Living NT or from our website www.healthylivingnt.org.au.

These Information Sheets are **FREE**

Diabetes Information Sheets

- | | |
|--|--|
| 1 Alcohol and Diabetes | 30 Reading Food Labels |
| 2 Alternative Sweeteners | 31 Sexual Health and Diabetes |
| 3 Balancing Food, Activity and Insulin | 32 Sick Days and Type 1 Diabetes |
| 4 Blood Glucose Monitoring | 33 Sick Days and Type 2 Diabetes |
| 5 Blood Pressure and Diabetes | 34 Smoking, Pre-Diabetes and Diabetes |
| 6 Coeliac Disease and Diabetes | 35 Staying Well (Preventing Complications) |
| 7 Day Surgery and Procedures | 36 Stress and Diabetes |
| 8 Depression and Diabetes | 37 Support Persons: Type 1 |
| 9 Diabetes and Your Feet | 38 Support Persons Hypoglycaemia |
| 10 Diabetes and Good Health | 39 Support Persons: Physical Activity |
| 11 Do you need to lose weight: Men | 40 Type 2 Diabetes in Children/Adolescents |
| 12 Do you need to lose weight: Women | 41 Travel and Diabetes |
| 13 Eating Out and Diabetes | 41a Travel Checklist for Type 1 Diabetes |
| 14 Information about Sugar | 42 What is Diabetes? |
| 15 Food Choices | 43 Diabetes and your Eyes |
| 16 Gestational Diabetes | 44 Illicit Drug use and Diabetes |
| 17 Glycaemic Index | 45 Steroids and Diabetes |
| 18 Healthy Eating Guide | |
| 19 Healthy Eating for Gestational Diabetes | • Storage of Test Strips |
| 20 Healthy Hints Modifying Recipes | • How to get a Drop of Blood |
| 21 Healthy Snacks and Diabetes | • Who ever said Exercise was easy? |
| 22 Heart Disease and Diabetes | • Free Foods |
| 23 Hypoglycaemia and Diabetes | • Glycaemic Index for Carbohydrate Foods |
| 24 Insulin and Diabetes | • Sources of Carbohydrates |
| 25 Medications for Type 2 Diabetes | • Heat and Insulin |
| 26 Oral Health and Diabetes | • Flying with Syringes |
| 27 Physical Activity and Diabetes | • Healthy Eating for Mothers-to-be |
| 28 Polycystic Ovarian Syndrome | • Mixing Insulin |
| 29 Pre-Diabetes | • Melioidosis (NT Gov Publication) |

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Cardiac Information Sheets

- Ace Inhibitors
- Activity At Home
- Activity Post MI / Surgery
- Travelling To Adelaide
- Amiodarone
- Angina Management Plan
- Aspirin
- Atrial Fibrillation
- Calcium Channel Blockers
- Beta Blockers
- ATSI - Activities after a Heart Attack
- Automatic Implantable Cardioverter Defibrillator (AICD)
- Cardiac Risk Factors
- Cardioversion
- Cholesterol Lowering Agents
- Clopidogrel
- Digoxin
- Loop Diuretics
- Making The Most Of Your GP
- Nitrates
- Relaxation Technique
- Cardiac Risk Factor Assessment
- ATSI - Activities after a Heart Surgery

To obtain copies of any of the resources listed:

- Download Information Sheets from www.healthylivingnt.org.au
- **Some Information Sheets are available in a variety of languages**
Phone 8927 8488 to confirm availability
- For information about Health Professional Indigenous Resources please contact our office or visit our web site www.healthylivingnt.org.au **Member discounts apply**
- For bulk orders please contact Healthy Living NT on 89278488 or info@healthylivingnt.org.au

Membership Fees are paid annually:

- Individual General - \$32.00
- Individual Pensioner - \$22.00
- Extra Family Member - \$16.00
- Health Professional/Organisation - \$50.00

ACCESS POINTS 2021

Healthy Living NT is pleased to provide the following National Diabetes Services Scheme (NDSS) Access Points and general diabetes product outlets:

TIWI	Healthy Living NT (HL01) Shop 1–2 Tiwi Place, Tiwi NT 0810 Ph: 08 8927 8488 Fax: 08 8927 8515
	Territory Pharmacy NorthPharm (CAS02) NDSS Sales only Royal Darwin Hospital, Shop 1, 105 Rocklands Drive Ph: 08 8945 4999 Fax: 08 8945 0006
ALICE SPRINGS	Healthy Living NT (ASP01) 7/16 Hartley Street (Jock Nelson Centre) Ph: 08 8952 8000 Fax: 08 8952 7000
	United Discount Chemists Alice Springs (ASP02) NDSS Sales only Shop 28 Coles Complex, 3 Bath Ph: 08 8952 4173
	Northside Pharmacy NT (ASP03) NDSS Sales only Shop 3, 6 Hearne Place, North Stuart Highway Ph: 08 8952 0064
	Priceline Pharmacy Alice Springs (ASP05) NDSS Sales only Shop 3 & 4 Alice Plaza, Todd Mall Ph: 08 89530089
	Territory Pharmacy Alice Springs (ASP06) NDSS Sales only Southern Cross Building, Alice Springs Airport, Santa Teresa Rd Ph: 08 8953 8193
	Alice Springs Pharmacy (A01052) NDSS Sales only Yeperenye Shopping Centre, Shop 19, 36-38 Hartley Street ALICE SPRINGS, NT 0870 Ph: 08 8952 1554
DARWIN CITY	Chemist Warehouse Darwin GPO (DRW02) NDSS Sales only 1/48, Cavenagh Street Ph: 08 89819202
	Bardens Amcal Pharmacy Galleria (DRW08) Shop 1–2, The Galleria, Smith Street Mall Ph: 08 8981 2333
	Bardens Amcal Pharmacy CBD Plaza (DRW09) CBD Plaza, 47 Cavenagh Street Ph: 08 8981 8522
	Chemist Warehouse Darwin Mitchell St (DRW10) NDSS Sales only 1/48, Cavenagh Street Ph: 08 89819202
STUART PARK	Territory Pharmacy Stuart Park (DRW03) NDSS Sales only Shop 4, 5 Westralia Street Ph: 08 8981 8075
PARAP	Bardens Amcal Pharmacy Parap (DRW07) Shop 2–5 Mitchell Centre, 55–59 Mitchell Street Ph: 08 89882201
WINNELLIE	Winnellie Compounding Pharmacy (WIN01) NDSS Sales only Shop 18 Winnellie Shopping Centre Ph: 08 8981 6888
LUDMILLA	Chemist Warehouse Ludmilla (DRW05) NDSS Sales only 187 Bagot Road Ph: 08 8985 1034
NIGHTCLIFF	Nightcliff Amcal Pharmacy (DRW06) NDSS Sales only Shop 9-12 Nightcliff Shopping Centre, Dickward Drive Ph: 08 8985 1538
CASUARINA	Casuarina Amcal Max Night & Day Pharmacy (CAS01) Shop 3/11 Vanderlin Drive Ph: 08 8927 7857
	PharmaSave Casuarina Square Pharmacy (CAS05) Shop 117, Casuarina Shopping Square, 247 Trower Road Ph: 08 8945 9079
	Chemist Warehouse Casuarina (CAS08) NDSS Sales only Unit 3–4, 4 Rowling Street Ph: 08 8927 0299
	PharmaSave Casuarina Village Pharmacy (CAS09) NDSS Sales only Shop 1, The Village Shopping Centre, 54 Bradshaw Terrace Ph: 08 8927 1050

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MARRARA	Chemist Warehouse Marrara (CAS03) NDSS Sales only Shop 1, Northlakes Shopping Centre, 1 Links Road Ph: 08 8927 1504
LEANYER	Hibiscus Day & Night Pharmacy (CAS06) Shop 4 Hibiscus Shopping Town, 8 Leanyer Drive Ph: 08 8945 5955
KARAMA	PharmaSave Karama Pharmacy (CAS07) NDSS Sales only Shop 18–19 Karama Shopping Plaza, 37 Kalymnos Drive Ph: 08 8945 0711
BERRIMAH	Chemist Warehouse Darwin (DRW04) NDSS Sales only Shop 4, The Zone Darwin, 798 Vanderlin Drive Ph: 08 8947 4044
PALMERSTON	Territory Pharmacy Palmerston (PLM01) Shop 20–21, Oasis Shopping Village, 15 Temple Terrace Ph: 08 8935 9600
	PharmaSave Palmerston Pharmacy (PLM02) Shop 46–47 Palmerston Shopping Centre, 10 Temple Terrace Ph: 08 8932 1623
	Amcal+ Palmerston HC Pharmacy (PLM09) NDSS Sales only Shop 1, 6 Maluka Street Ph: 08 89312404
DURACK	Chemist Warehouse Durack (PLM05) NDSS Sales only Shop 7–8, 130 University Avenue Ph: 08 8931 4738
BAKEWELL	Choice Pharmacy Palmerston (PLM06) NDSS Sales only Shop 8, Bakewell Shopping Centre, 1 Mannikan Court Ph: 08 8931 0678
YARRAWONGA	Pharmacy 4 Less Palmerston (PLM08) NDSS Sales only ShopMM1A, Gateway Shopping Centre, Roystonea Avenue Ph: 08 8932 2185
FARRAR	Palmerston GP Superclinic Pharmacy (PLM04) NDSS Sales only Shop 1, Palmerston Health Precinct, 3 Gurd Street Ph: 08 8932 6060
HOWARD SPRINGS	PharmaSave Howard Springs Pharmacy (HSP01) Shop 3 Howard Springs Shopping Centre, 284 Whitewood Road Ph: 08 89833788
COOLALINGA	Better Health Pharmacy Coolalinga (COOL02) Shop 2, Woolworths Shopping Centre, Stuart Highway Ph: 08 8983 2215
	Chemist Warehouse Coolalinga Central (COOL03) NDSS Sales only Shop 34/35 Coolalinga Central, 425 Stuart Highway Ph: 08 84268406
HUMPTY DOO	Humpty Doo Amcal Pharmacy (HDO01) Shop 12 Humpty Doo Shopping Centre, 4144 Freds Pass Rd Ph: 08 8988 2201
BERRY SPRINGS	Berry Springs Pharmacy (BSP01) Shop B4, Berry Springs Shopping Village, 10 Doris Road Ph: 08 8988 6572
NHULUNBUY	Gove Pharmacy (NB01) NDSS Sales only Shop 9 Endeavour Square Ph: 08 8987 1155
KATHERINE	PharmaSave Katherine Pharmacy (KTH01) NDSS Sales only Shop 13, Oasis Shopping Centre, 1 First Street Ph: 08 8972 3310
	Territory Pharmacy Terrace (KTH02) NDSS Sales only Shop 2, 32 Katherine Terrace Ph: 08 8972 1229
TENNANT CREEK	Tennant Creek Pharmacy (TC01) NDSS Sales only 123 Paterson Street Ph: 08 8962 2616
KUNUNURRA	Kununurra Pharmacy (KNX01) Shop 10 Kununurra Shopping Centre Konkerberry Drive Ph: 08 9168 1111

Consumer Charter

Policy Statement

Healthy Living NT:

- assists its members and people with chronic health conditions such as diabetes and heart disease with products, information, education and support,
- provides health promotion and prevention programs and information to support people and communities to adopt healthier lifestyles, and
- provides support, training and information to health professionals.

We make the following commitments to our members, consumers and education clients.



What you and your carer can expect from Healthy Living NT

You can expect us to:

- be helpful and courteous
- treat you with respect and honesty, and be fair and impartial in our dealings with you
- provide you with clear and accurate information
- ensure that you can access our services
- respond to you promptly
- respect your privacy
- listen to your feedback and be responsive, and
- be sensitive to your cultural background.

Education clients and their carers can also expect to receive from Healthy Living NT:

- considerate, respectful, culturally relevant and confidential service and advice
- a professional and understandable explanation about your condition
- advice on management and treatment of your condition based on current best practice guidelines
- advice on diabetes and cardiac products, schemes and services which may be beneficial
- prompt access to diabetes and cardiac literature, education and educators
- access to interpreter services, and
- the opportunity to interact with us through a variety of means.

What we ask of you

To assist our staff in delivering the highest quality of service, we ask that you:

- treat our staff with courtesy and respect
- provide us with accurate information, and
- advise us when your personal details change.

Your privacy

The Privacy Act 1988 regulates how Healthy Living NT handles your personal and health information and provides ways for you to access and correct the information held about you.

As an individual, you have the right to know:

- when your personal information is being collected by us
- who will have access to this information
- what the information will be used for, and
- whether it will be disclosed to someone other than Healthy Living NT.

You also have the right to not identify yourself or to use a pseudonym, when dealing with us.

For further information on how Healthy Living NT handles your personal information, and the sorts of personal information that is collected and stored, please refer to our *Privacy Policy* and *Statement*.

Products

Healthy Living NT is happy to exchange or refund faulty merchandise when proof of purchase is supplied. Requests for refunds on product for any other reason will only be made if the product is returned with proof of purchase and unused in the original packaging within one (1) month of purchase.

For health and product integrity reasons, we are unable to refund or exchange the following products which have been purchased in error:

- all NDSS products
- lancets and lancet devices
- home blood glucose monitors and similar devices
- other injection devices

How you can tell us what you think of our services

We aim to continuously improve our products and services. Your feedback is important to us as it can help us make improvements for the benefit of all our customers. We also like to hear about a job well done.

If you have a suggestion or feedback about our services, you can complete a *Client Feedback Form* available from our front counter or contact us by any of the means shown on the last page of this brochure.

It's OK to Complain!

We don't always get it right. Healthy Living NT seeks to ensure that an efficient, fair and accessible way exists for dealing with complaints. Complaints can be made in person, in writing or by phone to any of the contacts shown on the last page of this brochure.

Wherever possible, complaints should be resolved directly with the staff or manager of the service concerned. If you are uncomfortable with talking to the staff member directly you can ask to talk to a manager.

It is important you tell us what you expect to occur as a result of your complaint. For example, you may want an apology, explanation or a change to occur that will prevent other clients from experiencing the same issue. If we are unable to meet your expected outcome, you will be advised of this, including the reason why.

Staff involved in handling complaints are required to treat all information as confidential and your personal details will only be provided to the personnel involved in managing the complaint. If you wish to do so, you can make a complaint without providing your name. However, this does limit our capacity to investigate the complaint.

We value feedback and we will strive to acknowledge and resolve your complaint as quickly as possible.

If you are unsatisfied with the way we have managed your complaint or with the outcome of our response, you may seek an external review by the Health and Community Services Complaints Commission. The Commission is an independent statutory body established under the *Health and Community Services Complaints Act* which provides assistance to Territorians to resolve complaints about health, disability and aged services.

The Health and Community Services Complaints Commission can be contacted as follows:

5th Floor, NT House
22 Mitchell Street
DARWIN, NT 0800
GPO Box 4409 DARWIN, NT 0801

Phone: (08) 8999 1969
Fax: (08) 8999 6067
E-mail: hcscc@nt.gov.au
Toll Free Phone: 1800 004 474

GUIDING VALUES

To pursue excellence in all facets of Healthy Living NT's operations, through:

- Professionalism and ethical practice
- Fairness, honesty, confidentiality and compassion
- Mutual respect for all individuals, their roles and the organisation
- Continuous quality improvement in all activities
- Involvement with, and responsiveness to, community diversity
- Working collaboratively

Our Contacts

Phone: 0889 278 488

Fax: 0889 278 515

Mail: PO Box 40113, CASUARINA NT 0811

Email: info@healthylivingnt.org.au

Darwin office: Shop 2 Tiwi Place, Tiwi, NT 0810

Alice Springs office: Jock Nelson Centre, 7/16 Hartley Street, Alice Springs NT 0870

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Membership Updates 2020

Please fill in your information

☐ New Membership ☐ Renewal ☐ Affiliate

Title: ☐ Mr ☐ Mrs ☐ Ms ☐ Miss Other: _____

First Name: _____

Surname: _____

Postal Address: _____

Suburb: _____

State: _____ Postcode: _____

Email: _____

Home Ph: _____ Work Ph: _____

Mobile Ph: _____ Date of Birth ____/____/____

Diabetes: ☐ Yes ☐ No

Type: ☐ T1 ☐ T2 ☐ IGT ☐ GDM

Year Diagnosed: _____

Using Insulin: ☐ Yes ☐ No

Cardiac Condition: ☐ Yes ☐ No

Sex: ☐ Male ☐ Female

Occupation: _____

NDSS No. _____

I would like to receive my Membership Renewal via:

☐ Post ☐ Email

Membership Type: (please tick)

☐ General ☐ Concession ☐ Extra Family ☐ Affiliate

DVA Gold Card: ☐ Yes ☐ No

Pension or DVA Card Number (if applicable) _____

Name of Family member (if applicable) _____

General: \$32 yearly Individual Membership

Concession: \$22 yearly Commonwealth Pension & DVA Gold Card

Extra Family: \$16 yearly Immediate family of current member

Affiliate: \$50 yearly Organisations, Clinics, Health Service Providers

Membership GST Free \$ _____

Donation \$ _____

Total \$ _____

Payment ☐ Visa ☐ Mastercard ☐ Cheque

☐ Cash ☐ EFTPOS ☐ Direct Deposit

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Expiry

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Donations are tax deductible

Signature _____

Date ____/____/____

Direct Deposit BSB: 035 306 Account: 322088

All information provided is treated as confidential in accordance with Healthy Living NT's privacy policy.

Office use only

Date ____/____/____

Membership _____

Receipt _____

Paid to _____

healthy living NT

*Your partner in heart
& diabetes health*

Membership fees

Membership fees are due 1 year from the joining date and are GST free.

Membership to Healthy Living NT is not restricted to people with diabetes and we welcome affiliate members, clinics, schools and organisations.

Membership

Healthy Living NT is a charitable organisation which supports Territorians, providing a wide range of community based services along with advocacy and support, diabetes education, cardiac rehabilitation, physical and nutrition education, information and advice.

We also provide a range of products and services including the National Diabetes Services Scheme.

Your Privacy and Healthy Living NT

Healthy Living NT Privacy Statement

Healthy Living NT is the trading name for the Diabetes Association of the NT Inc., a charitable, member based organisation established in 1980 to provide support to people with diabetes and other chronic health conditions.

We are governed by the *Privacy Act 1988* (the Privacy Act) in our responsible handling of personal information.

What do we do

Healthy Living NT provides services and programs, some under a contract with Commonwealth or NT funders:

- Diabetes education, cardiac rehabilitation and nutrition education services to clients in urban, rural and remote areas
- Diabetes, cardiac and nutrition information, advice, training and support for health professionals, carers and community members
- Membership information and support
- National Diabetes Services Scheme (NDSS). Healthy Living NT is the NT Agent for the NDSS, an initiative of the Australian Government administered by Diabetes Australia. The NDSS delivers diabetes-related products at subsidised prices and provides information and education support services to people with diabetes and their carers. Healthy Living NT is bound by the NDSS Privacy Policy which can be found at www.ndss.com.au
- Product supply and support in the use of products
- Advocacy support and advice

Further information

More information about the Privacy Act and what it means can be found at www.privacy.gov.au

Our current Privacy Policy is available on our website www.healthylivingnt.org.au or by contacting one of our staff members or our Privacy Officer as follows:

Chief Executive Officer
Healthy Living NT
PO Box 40113
CASUARINA NT 0811

Phone 08 89 278 488
Fax 0889 278 515
Email privacy@healthylivingnt.org.au

ABN 11 374 693 055

Your Privacy

and Healthy Living NT



healthylivingNT

*Your partner in heart
& diabetes health*

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What is personal information?

Personal information is any information that identifies or could identify a person, whether it is true or not. It includes your name, age, gender and contact details.

Personal information can also include sensitive information, which is information about your health and health service provided to you.

Why and how do we collect your personal information?

We collect your information so that we can provide you with access to our products and services.

Healthy Living NT normally collects your personal and sensitive information only if you have consented to the information being collected.

We will only seek to collect the information that is reasonably necessary for one or more of our services or activities.

We may also receive information about you such as diagnosis, referrals and health information sent from your doctor or health care professional necessary in order to provide you with a health service.

We collect your information in a few different ways, including forms, correspondence, through consultations with our health professionals, from information received from your doctor, through our website and visits to NDSS Access Points.

What happens if you don't give us your personal information?

It is your choice whether to provide us with your information. However if you don't provide us with this information, we may not be able to provide you with some or all of the products or services available. We will only seek to collect the information that is reasonably necessary for one or more of our services or activities.

How do we manage the security of your personal information?

We respect and protect your privacy. We will take reasonable steps to protect the information that we hold from misuse, interference, unauthorised access or disclosure. Our employees and contracted third parties are subject to a confidentiality agreement that requires them to comply with our Privacy Policy.

How do we use and disclose your personal information?

We use and disclose your information for the purposes for which we collected it and for related purposes where you would reasonably expect us to use or disclose your personal information. For example:

- we may send people who register with the NDSS information about the use of products and the effective self-management of diabetes.
- we will send regular information to members including magazines, newsletters, correspondence and electronic communications.

- we may advise diabetes, cardiac or nutrition education clients about upcoming education services or scheduled review appointments, and communicate with your doctor or health care professional regarding management of your health condition.

We will not disclose your information to any unauthorised third party without your consent or we are required to do so by law.

No identifiable personal or health information is included in our statistics which are used for the purpose of reporting to funders.

How can you access and correct your personal information?

You can request to access your personal information at any time. You may also ask us to correct your personal information if it is incorrect, incomplete or misleading.

We take reasonable steps to make sure that the personal information that we hold is accurate, complete and up to date.

How we handle complaints

If you have any concerns or complaints about the manner in which your personal information has been collected or handled by us, please contact our Privacy Officer.



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Free Foods

The following foods are low in carbohydrate, fat and protein. They will add bulk to your meals without affecting your blood glucose level. Some of the foods are high in salt are highlighted, so where possible select products which are salt reduced, low salt or no added salt varieties.

Vegetables fresh or frozen

Alfalfa Sprouts	Chickory	Okra
Artichoke	Chillies	Olives
Asian Vegetables	Chinese Cabbage	Onion
Asparagus	Chives	Peas
Bamboo Shoots	Choi Sum	Pumpkin
Baby Squash	Choko	Radish
Beans (green)	Cucumber	Shallots
Bitter Melon	Gai Lum	Snow Peas
Bok Choy	Gherkin	Spinach
Broccoli	Kale	Spring Onions
Brussell Sprouts	Kohlrabi	Swede
Cabbage	Leek	Tomato
Capsicum	Marrow	Watercress
Carrots	Mushroom	White Radish
Cauliflower	Marrow	Zucchini
Celery		



Seasonings/Spices and Herbs

Ginger	Soy Sauce●	Spices
Chilli (powder or fresh)	Herbs (fresh or dried)	Stock Cubes●
Chilli Sauce	Gravy●	Tomato Paste
Chives	Mint	Tomato Puree
Curry Powder	Mustard	Worcestershire Sauce●
Fennel	Pepper	Vinegar (all varieties)
Garlic	Parsley	



Spreads

Fish Paste●

Low Joule/Diet Jam

Marmite™●

Promite™●

Vegemite™●

Fruit

Lemon

Lime

Loquats

Passionfruit

Rhubarb

Strawberries (less than 2 cups)

Mulberries (less than 2 cups)



Juice

Lemon

Lime

Tomato (less than 2 cups)



Beverages

Bonox™●

Black and Herbal Tea

Coffee

Clear Broths●

Cocoa

Low Joule/Diet Cordial

Low Joule/Diet Soft Drink

Mineral Water (unflavoured)

Soda Water



Miscellaneous

Artificial Sweeteners

Chutney

Gelatine

Low Joule/Sugar Free Lollies

Junket Tablets

Mayonnaise (no oil)

Pickles

Salad Dressing

Unprocessed Bran



Glycemic Index (GI) for Carbohydrate Foods

low Release – choose mostly (low GI < 55)	Medium Release (medium GI 56 – 69)	Fast Release (high GI > 70)
Cereals Freedom Foods Gluten Free muesli™ Traditional Porridge/Rolled Oats Bran - Oat, Rice or Barley Healthwise for Heart Health™ Kellogg's Komplete™ Sanitarium muesli™ Guardian Special K* All-Bran™	Untoasted / Swiss Muesli Healthwise for Bowel Health™ Mini Wheat's whole wheat Just Right™ Good Start Muesli™ Instant Oats Soy Tasty™ Vita Brits™ Weet-Bix™ Hi-Bran Weet-Bix™ Sustain™ Sultana Bran™	Crunchy-Nut Cornflakes™ Cornflakes™* and Frosties™* Mini Wheats blackcurrant™ Whole Wheat Goldies™ Rice Bubbles™* Coco Pops™* Corn Pops™* Bran Flakes™ Lite-Bix™ Wheat-Bites™
Bread Pumppernickel Wholegrain Bread Wholegrain/ Multigrain bread Burgan Soy & Lin Oatbran & Honey™ Tip Top™ EnerGI white bread Sourdough Bread Fruit loaf – dense Corn tortilla	Ploughman's Wholemeal Bread™ Helga's Classic Seed Loaf™ White Sourdough Vienna Bread Wholemeal Rye Bread Crumpet Pita Bread	White Lebanese bread Buttercup™ Wonder White White Bread Wholemeal Blackbread (Riga) Dark Rye Bread English Muffin Bagel
Grains Pasta- all types (1 cup cooked) Fresh Rice Noodles Mung Bean Noodles Quinoa Buckwheat Pearl Barley Bulgar Semolina	Rice (1 cup cooked): Basmati, Arborio (Sunrice brand) Doongara CleverRice. Rice Noodles / Vermicelli Gnocchi Couscous Rolled Barley Polenta	Rice (1 cup cooked): Jasmine, Sunbrown Quick Calrose & White Instant Doongara Brown rice Waxy (Glutinous rice) Sungold, Pelde Millet Tapioca
Starchy Vegetables Sweet Corn Cassava Parsnip Yam Taro Tomato Soup- canned (250ml)	Mint Tiny Taters- Canned New Potatoes Sweet Potato- orange	Sweet Potato- purple Potatoes- white New Potatoes Swede Instant Potato
Fruit – Dried Apricots (6 small) Apple, Pear, Orange Custard Apple Banana (just ripe) Nectarine (2 small) Peach (1) Dates- pitted (3) Prunes (3) Kiwi Fruit (2) Grapefruit (1) Berries (1 cup) Grapes-green (1/2 cup) Plum (2) Mango (1/2 small) Carrot juice* (250ml) Prune juice (100ml) Apple, Orange, Cranberry 100% Juice* (120ml)	Papaya/Paw Paw (1/2 small) Cranberries- dried (2 Tbsp) Peach- canned (1/2 cup) Rockmelon (1.5 cups) Pineapple (2 slices) Banana (very ripe) Grapes- red (1/2 cup) Apricots (3) Sultanas (2 Tbsp) Figs- dried (2) Cherries (1 cup) Raisins (2 Tbsp)	Watermelon (1.5 cups) Lychee (1/2 cup)



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Slow Release – choose mostly (low GI < 55)	Medium Release (medium GI 56 – 69)	Fast Release (high GI > 70)
<u>Legumes</u> All types Chickpeas Red kidney beans Soybeans Baked beans Lentils <u>Dairy</u> Low Fat Yoghurt- plain/flavoured (200g) Ice Cream- low fat (2 scoops) Weis' Frutia™ mango (1 scoop) Mousse Nestle™ diet (50g) Milk- all types So Good™ Trim Custard (100g) Fruche (100g) <u>Cakes & Biscuits</u> SnackRight Fruit Slice/Pillow™ (2) Apple, Blueberry muffin Sara Lee™(1) Freedom Foods Cookies (2) Vita-Weat Original™ (4 small) Plain sponge* (25g) <u>Extras</u> Milo powder (3 tsp) Apricot- filled wholemeal fruit bar Muesli bar- chewy with fruit Honey- ironbark, red gum, stringbark, yellowbox (1 Tbsp) Fruit Jam (1 Tbsp)	Broad Beans Ice Cream- full fat (2 scoops)# Shredded Wheatmeal Biscuits™ (2) Pancakes- Green's shake mix (1) Milk Arrowroot Biscuits*™ (2) Breton Wheat Crackers™ (2) Ryvita Biscuits™ (2) Digestives (2) Cordial- fruit diluted (250ml) Fruity-bix bar Sanitarium™ Muesli bar- crunchy with fruit Golden Syrup (1 Tbsp) Honey- capilano (1 Tbsp) Maple flavoured syrup (1 tsp)	Morning Coffee Biscuits*™ (2) Water Crackers™ (4) Rice Cakes™ (3) Kavli™ (5) Corn thins™ (3) Sao™#(3) Pikelets (2-3) Scone (1) Gatorade/Powerade (250ml) Jellybeans (7) Snakes (3) Doughnut-uniced # Lamington (1/2) Burger Rings™#(25g) K-time™ breakfast bar Licorice, soft (25g) Popcorn- microwave (20g) Pretzels (25g) Roll-Ups™ Twisties™#(25g)

- Carbohydrate foods become glucose (sugar) in the body.
- Carbohydrate foods that release glucose more slowly are better for blood glucose levels.
- Choose some **slow release carbohydrate at each meal** and include foods from the medium release column in moderation.
- When eating a fast release food, choose a smaller serve and eat a slow release food with it.

*Low fibre foods- Choose higher fibre foods more often

High fat foods- Choose low fat foods mostly

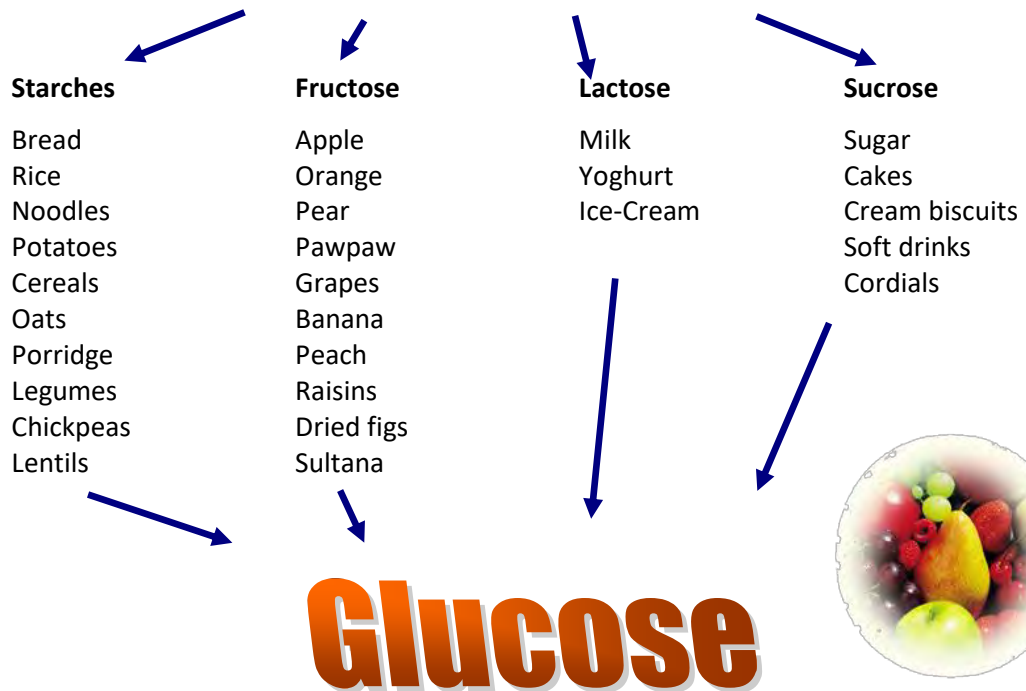
Amounts in brackets indicate some suitable serve sizes

Sources of Carbohydrate Foods

Carbohydrate foods form an essential part of the diet. The body breaks down all carbohydrates (both starches and sugar) into glucose which is used as fuel or energy in the body. Eliminating or avoiding all carbohydrate foods is not the way to manage your diabetes.

Carbohydrate foods are loaded with many other vitamins and minerals. Fruits are excellent suppliers of vitamin C while dairy products provide calcium for strong bones. Wholegrain breads and cereals also provide folate and fibre for good gut health.

Carbohydrate



Some people think that because carbohydrates cause a rise in the blood glucose level, it should be avoided. This is incorrect. However, some food rich in carbohydrates are high in refined sugars and often high in fat. These foods include cream biscuit, cakes and chocolate. These carbohydrates provide little to the diet except extra calories which can lead to excess body fat and weight gain. These foods should be limited in a healthy diet.

A final point to note; while the challenge is deciding which carbohydrate choices are the better ones, consuming a large amount or portion of any 'good' carbohydrate food can still result in a high blood glucose response. The quantity is just as important as the quality.

Adapted from 'Traffic Light Guide to Food' 1997—Diabetes Education and Assessment Program
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What is a **SERVE** of fruit?

It is recommended that most people eat two (2) serves of fruit each day. Fruit is a good source of vitamin C and folate and can help reduce the risk of chronic disease.

Fruit comes in many shapes and sizes, meaning the serve sizes are different. For some fruits like bananas and apples, one whole fruit is equal to one serve. For larger or smaller fruits like melons, mangos or apricots this is not the case.

Fruit contains the naturally occurring sugars fructose and glucose. These are types of carbohydrates, which our bodies use for energy. Having a serve of fruit as a snack between meals is a great way to incorporate fruit into your diet each day. People who are more active or who have higher energy requirements may have more than two serves of fruit each day.

A serve of fruit equates to:

Apple Serve: 1 medium Carbohydrate: 13g 	Apricots Serve: 2 medium Carbohydrate: 10g 	Banana Serve: 1 small Carbohydrate: 17g 	Blackberries Serve: 1 cup Carbohydrate: 15g 
Blueberries Serve: 1 cup Carbohydrate: 18g 	Cherries Serve: 1 cup Carbohydrate: 17g 	Dragon fruit Serve: ½ medium Carbohydrate: 11g 	Dried apricots Serve: 4 halves Carbohydrate: 9g 
Dried sultanas Serve: 1 tablespoon Carbohydrate: 14g 	Figs Serve: 3 medium Carbohydrate: 10g 	Grapefruit Serve: 1 medium Carbohydrate: 11g 	Grapes Serve: ½ cup Carbohydrate: 13g 
Jackfruit Serve: ½ cup Carbohydrate: 14g 	Kiwi fruit Serve: 2 medium Carbohydrate: 14g 	Lemons Serve: 2 medium Carbohydrate: 4g 	Lychees Serve: 6 small Carbohydrate: 12g 
Mandarins Serve: 2 medium Carbohydrate: 10g 	Mango Serve: 1 medium cheek Carbohydrate: 14g 		Nectarine Serve: 2 small Carbohydrate: 12g 
Orange Serve: 1 medium Carbohydrate: 13g 	Papaya Serve: 1 cup Carbohydrate: 10g 	Passionfruit Serve: 4 small Carbohydrate: 4g 	Peach Serve: 1 medium Carbohydrate: 12g 
Pear Serve: 1 medium Carbohydrate: 12g 	Pineapple Serve: 1 cup Carbohydrate: 12g 	Plums Serve: 2 medium Carbohydrate: 14g 	Rambutans Serve: 4 small Carbohydrate: 10g 
Raspberries Serve: 1 cup Carbohydrate: 10g 	Rockmelon Serve: 1 cup Carbohydrate: 9g 	Strawberries Serve: 1 cup Carbohydrate: 4g 	Watermelon Serve: 1 cup Carbohydrate: 10g 

FRUIT – Recommended Daily Serving								
	2-3 years	4-8 years	9-11 years	12-13 years	14-18 years	19-50 years	51-70 years	70+ years
Male	1	1 ½	2	2	2	2	2	2
Female	1	1 ½	2	2	2	2	2	2

Serve sizes based on the Australian Dietary Guidelines. Carbohydrate values from the Australian Carbohydrate Counter, Food Works and Calorie King Australia.

What is a **Serve** of vegetables?

It is recommended that most people eat five (5) serves of vegetables each day. Vegetables are important because they can help protect us against chronic diseases including heart disease, stroke and some types of cancer.

Vegetables are:

- ✓ high in fibre, improving gut health and increasing the feeling of fullness
- ✓ low in energy (kilojoules) assisting weight management
- ✓ high in vitamins and minerals to keep our immune system strong

Some vegetables contain starch. This is a type of carbohydrate, which our bodies use for energy. Starchy vegetables include legumes, corn, potato and sweet potato, taro and cassava.

Non-starchy vegetables are low in carbohydrate, having minimal effect on our blood glucose levels.

A serve of the vegetables group equates to:

Non-starchy vegetables (contain 3 grams or less carbohydrate per serve)

Cabbage

Serve: **1 cup raw**



Celery

Serve: **1 cup raw**



Cucumber

Serve: **1 cup raw**



Lettuce

Serve: **1 cup raw**



Spinach

Serve: **1 cup raw**



Tomato

Serve: **1 medium raw**



Bok-choy

Serve: **½ cup cooked**



Broccoli

Serve: **½ cup cooked**



Capsicum

Serve: **½ cup cooked**



Cauliflower

Serve: **½ cup cooked**



Green beans

Serve: **½ cup cooked**



Zucchini

Serve: **½ cup cooked**



Semi-starchy vegetables (contain 4-8 grams carbohydrate per serve)

Beetroot

Serve: **½ cup cooked**



Carrot

Serve: **½ cup cooked**



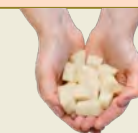
Onion

Serve: **½ cup cooked**



Parsnip

Serve: **½ cup cooked**



Peas

Serve: **½ cup cooked**



Pumpkin

Serve: **½ cup cooked**



Starchy vegetables (contain more than 10 grams carbohydrate per serve)

Chickpeas

Serve: **½ cup canned**



Kidney beans

Serve: **½ cup canned**



Lentils

Serve: **½ cup cooked**



Cassava

Serve: **½ cup cooked**



Potato

Serve: **1 medium cooked**



Sweet corn kernels

Serve: **½ cup canned**



Sweet potato

Serve: **½ cup cooked**



VEGETABLES – Recommended Daily Serving

	2-3 years	4-8 years	9-11 years	12-13 years	14-18 years	19-50 years	51-70 years	70+ years
Male	2 ½	4 ½	5	5 ½	5 ½	6	5 ½	5
Female	2 ½	4 ½	5	5	5	5	5	5

Serve sizes based on the Australian Dietary Guidelines. Carbohydrate values from the Australian Carbohydrate Counter, Food Works and Calorie King Australia. Pre-prepared and packaged salads and sprouts from salad bars and supermarkets should be avoided in pregnancy.

What is a **Serve** of meat?

The meat food group includes lean meat, poultry, fish, eggs, tofu, nuts and seeds and legumes (beans). It is recommended to trim all meats and remove poultry skin to limit saturated fat intake.

These foods are essential as they provide our bodies with many important nutrients such as protein for our muscles. They also supply us with a source of iron, zinc and vitamin B12. Nuts and seeds provide our bodies with essential fatty acids and vitamin E. Fish and seafood are high in omega 3 polyunsaturated fatty acids, in particular herring, sardines and salmon.

Processed meat such as bacon, sausages and salami are high in salt and saturated fat. Therefore they are regarded as discretionary foods and are not included in the meat category.

A serve of this food group equates to:

65g

Cooked lean meat such as beef, lamb, veal, pork, goat or kangaroo (approx 90-100g raw)



80g

Cooked lean poultry such as skinless chicken or turkey (approx 100g raw)



100g

Cooked fish (tinned, fresh or frozen)*



2 large

Eggs**



170g

Tofu



1 cup

Cooked or canned legumes (beans) such as lentils, chickpeas or split peas



30g

Nuts, seeds, peanut butter, tahini or other nut or seed paste (no added sugar or salt)



MEAT – Recommended Daily Serving

	2-3 years	4-8 years	9-11 years	12-13 years	14-18 years	19-50 years	51-70 years	70+ years
Male	1	1 ½	2 ½	2 ½	2 ½	3	2 ½	2 ½
Female	1	1 ½	2 ½	2 ½	2 ½	2 ½	2	2

Serve sizes based on the Australian Dietary Guidelines.

* Raw or smoked seafood and ready-to-eat cooked prawns should be avoided in pregnancy.

** Eggs need to be fully cooked (not runny) in pregnancy.

What is a **serve** of dairy?

The dairy food group includes milk, yoghurt, cheese and calcium fortified alternatives. It is recommended to choose reduced fat options for most people over two years of age to limit saturated fat intake.

Studies have found that consuming dairy foods:

- ✓ may help lower your risk of high blood pressure, heart disease, stroke, type 2 diabetes and some cancers
- ✓ provides a good source of calcium, assisting bone density
- ✓ gives us other nutrients including protein, iodine, riboflavin and vitamin B12

Plain milk and yoghurt contain the naturally occurring sugar lactose. This is a type of carbohydrate, which our bodies use for energy. Cheese is naturally low in lactose, so does not contain significant carbohydrate. Butter, cream and ice cream are high in saturated fat and sugar, and low in protein and calcium. Therefore they are regarded as discretionary foods and are not included in the dairy food group.

A serve of this food group equates to:

1 cup (250mL)

Milk

(fresh, UHT long-life, reconstituted powdered milk)



1 cup (250mL)

**Calcium fortified
plant-based milk**
(soy, rice, oat or almond)



1/2 cup (125mL)

**Unsweetened
evaporated milk**



3/4 cup (200g)

Yoghurt



1/2 cup (120g)

Soft cheese*



2 slices (40g)

Hard cheese



DAIRY – Recommended Daily Serving

	2-3 years	4-8 years	9-11 years	12-13 years	14-18 years	19-50 years	51-70 years	70+ years
Male	1 1/2	2	2 1/2	3 1/2	3 1/2	2 1/2	2 1/2	3 1/2
Female	1 1/2	1 1/2	3	3 1/2	3 1/2	2 1/2	4	4

Serve sizes based on the Australian Dietary Guidelines.

* Soft, semi-soft and surface ripened cheeses should be avoided in pregnancy i.e. brie, camembert, blue cheese, fresh or cold ricotta and fetta.

What is a **Serve** of grains?

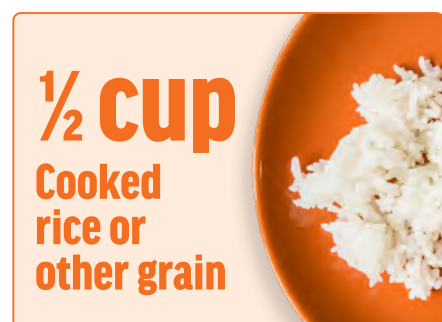
The grains food group includes breads, cereals, grains such as rice and quinoa, and other grain products such as pasta, noodles and crackers. To ensure you are getting the health benefits from consuming these foods, it is best to choose the wholegrain option.

Whole grain breads and cereals are made up of all three grain layers (bran, germ and endosperm) and provide our bodies with:

- ✓ fibre, to prevent constipation and keep us full
- ✓ carbohydrate, to give our bodies energy
- ✓ B group vitamins such as thiamin

Refined grain products have had the bran and germ layers removed. They are often used by food manufacturers to make processed foods such as sugary cereals, cakes and biscuits. These foods are low in fibre, vitamins and minerals. Therefore they are regarded as discretionary foods and are not included in the grains category.

A serve of the grains group equates to:



GRAINS – Recommended Daily Serving								
	2-3 years	4-8 years	9-11 years	12-13 years	14-18 years	19-50 years	51-70 years	70+ years
Male	4	4	5	6	7	6	6	4 1/2
Female	4	4	4	5	7	6	4	3

Serve sizes based on the Australian Dietary Guidelines.

What is a **Serve** of discretionary food?

The discretionary food group includes foods and beverages high in energy (kilojoules), added sugar and salt, saturated fat and or alcohol. It is recommended that these foods are enjoyed only sometimes and in small amounts.

Discretionary foods are high in energy, low in nutrients and lack fibre, meaning you may be left feeling hungry or need to consume a larger serve to be satisfied. If eaten in large amounts, discretionary foods can increase our risk of obesity and chronic conditions such as cardiovascular disease, type 2 diabetes and some forms of cancer.

A serve of the discretionary food group is approximately 600 kilojoules, which equates to:

1/3 (60g) Meat pie or pastie 	1.5 thick OR 2 thin Sausages 	12 (60g) Fried hot chips 
200mL (2 standard drinks) Wine 	375mL (1 can) Soft drink 	400mL (1 ½ standard drinks) Full strength beer 
1 tablespoon Butter 	2 tablespoons Cream 	2 tablespoons Jam, honey or sugar 
1/4 cup Coconut cream 	2-3 (30g) Sweet biscuits 	2 scoops (75g) Ice cream 
5-6 small (40g) Lollies 	1 thin slice (40g) Plain cake 	1/2 small bar (25g) Chocolate 
10-12 small (30g) Salty crackers 	2 slices (50-60g) Processed meats (salami, fritz)* 	

Serve sizes based on the Australian Dietary Guidelines.

* Packaged and unpackaged ready-to-eat processed deli meats should be avoided in pregnancy.

HEALTHY LIVING NT INFORMATION PACK EVALUATION FORM

We would appreciate it if you could complete the following survey and return it to healthy Living NT by mail, fax or at your next appointment. This survey will help us to ensure that the information we provide is useful and helpful in managing diabetes.

1. What type of information pack did you receive?

☐ Type 2 ☐ IGT ☐ Insulin ☐ Gestational ☐ Type 1

2. How much of the information did you read?

☐ All of it ☐ Some of it ☐ None of it

3. How informative did you find the information pack?

☐ Very informative ☐ Informative ☐ Adequate ☐ Not informative

4. Was there sufficient information provided in the information pack?

☐ Yes ☐ No

5. What, if anything, did you find most helpful/useful in the information pack?

6. What, if anything, did you find the least helpful/useful in the information pack?

7. Is there anything that you would like to see added to this information pack?

☐ Yes ☐ No

If yes, what would you like to see added?

8. Is there anything that you would like to see removed from the information pack?

☐ Yes ☐ No

If yes, what would you like to see removed?

9. Comments

Thank you for taking the time to complete this evaluation.

Postcode: _____

Date: _____



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