

# Your better health.



A guide to your  
free health  
and wellness  
programmes
















For eligible nib members



[nib.co.nz](https://nib.co.nz)



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# Helping our members take control of their health and wellbeing.



## nib Health Management Programmes

Prevention is always better than dealing with illness and discomfort. That's why we're always looking for ways to help nib members take control of their own health. Our Health Management Programmes help our members make simple lifestyle changes to minimise health risks and improve their health and wellbeing.

Designed to support those who have or are at risk of chronic health conditions, the programmes are run by nib and a range of healthcare providers. Our programmes help reduce the need for further treatments by providing the tools to support the needs of members.

Helping our members take control of their health and wellbeing.



nib Health Coaching



nib Endometriosis Support



nib Diabetes Care



nib Cardiac Care



nib Cancer Care



nib Healthier Heart



nib Healthier Joints  
Pain Management



nib Healthy Lifestyle



nib Bowel Screening



nib Meno Care



nib Balance



nib Symptom Checker





## nib Health Coaching



### Your partners in better health

Our nib Health Coaches are registered nurses who are here to support you through physical and mental health challenges. They share knowledge, inspire confidence and motivate eligible members to achieve their wellness goals.

Whether you're managing a health condition or looking to boost your overall wellbeing, our coaches work with you to set meaningful goals and stay motivated on your wellness journey.

### How we support our members:

- Start with a 45-minute discovery session to explore your goals and challenges
- Receive three-six follow-up coaching sessions (45 minutes each), scheduled to suit your needs
- Get practical guidance and lifestyle tips tailored to your situation
- Learn about sleep, nutrition, movement, connection and mental wellbeing
- Navigate healthcare more easily with personalised support

## nib Endometriosis Support



### Empowering women's health

Endometriosis affects one in ten Kiwi women of reproductive age, causing an inflammatory condition with symptoms including period pain, pelvic pain and fertility challenges.

Our Endometriosis Support Programme partners with specialist health coaches to address what might be causing the symptoms with simple, actionable advice. The programme goes beyond symptom management to help women take control of their health.

### How we support our members:

- 45-minute initial virtual consultation to create your personalised plan
- Six fortnightly 45-minute coaching sessions delivered online
- Expert guidance on hormonal health, nutrition and lifestyle strategies
- Tools and resources to support you between sessions
- Recommendations tailored to your goals and lifestyle



## **nib** Diabetes Care



### Support for lasting change

Type 2 diabetes and insulin resistance are increasingly common but highly manageable. In many cases, they can even be reversed through proven lifestyle and nutrition strategies. Our innovative programme empowers you to take control of your health through a whole-person approach. Whether you're living with type 2 diabetes, pre-diabetes, or insulin resistance, we focus on sustainable changes that can dramatically improve your wellbeing.

#### How we support our members:

- 12 weeks of online tools and guidance
- Small group sessions (1.5-2 hours weekly) for weeks 1-4
- Group or one-on-one coaching sessions for weeks 5-12
- Focus on nutrition, movement, sleep and mindset
- Build confidence to manage your health long-term

## **nib** Cardiac Care



### Supporting your heart recovery

Follow-up care is vital post heart surgery, so you can recover quickly and effectively. We cover all aspects of recovery including exercise, nutrition, mental health and return to activities. You will need clearance from your doctor to start exercising – but good news is, you can begin the programme before that.

Our comprehensive programme supports your physical and emotional wellbeing, helping you return to the activities you love with confidence.

#### How we support our members:

- 30-45 minute discovery session to discuss your recovery goals
- Access to our online portal packed with valuable information
- One-on-one sessions with a certified exercise physiologist
- Wearable devices provided on loan where appropriate for monitoring
- Support that extends beyond exercise to build lasting healthy habits



## nib Cancer Care



### Compassionate support through cancer treatment and recovery

Being diagnosed with cancer can be a frightening and turbulent experience. Our Cancer Care programme offers support and guidance for members and their carers throughout their journey.

A health coach works with you one-on-one to proactively support your health and wellbeing during treatment and recovery, helping you feel empowered and supported every step of the way.

#### How we support our members:

- One-on-one support tailored to your specific needs and timeline
- Help understanding your diagnosis and treatment options
- Guidance on making the most of your nib cover
- Connections to additional services and resources
- Practical strategies for managing treatment and recovery

## nib Healthier Heart



### Stronger hearts start here

Cardiovascular disease can have a significant impact on quality of life. Our Healthier Heart programme helps identify at-risk members earlier and helps them reduce the risk through lifestyle changes and medication management.

We provide tailored support through blood pressure monitoring, lifestyle guidance, and personalised goal setting to support long-term wellbeing.

#### How we support our members:

- Free blood pressure monitor and tablet delivered to your door for use during the programme
- Up to six coaching sessions with a registered nurse over 12 weeks
- Weekly motivational messages and resources
- Educational videos on nutrition, exercise, sleep and stress management
- Practical recipes, tips and challenges that fit your routine





## \*nib Healthier Joints | Pain Management



### Helping you move with less pain

Joint pain can severely impact the enjoyment of life. This programme offers eligible members physiotherapy and psychological support to help you manage chronic pain in your hips, knees, shoulders or spine.

Working one-on-one with a physiotherapist, members get the support you need to improve their everyday wellbeing. This includes a comprehensive rehabilitation programme to proactively manage pain and maintain an active, fulfilling lifestyle.

#### How we support our members:

- A personally designed exercise plan
- 9 hours of physiotherapy over 6-12 weeks
- Education on pain management strategies
- Up to six hours with a psychologist, if required
- Strategies to maintain long-term joint health

## \*nib Healthy Lifestyle



### Creating sustainable change

There are endless diets out there, but the hard part is maintaining weight loss long term. While excess weight is linked to many adverse health conditions, the good news is even small reductions in weight can have a positive impact on your health.

Our Healthy Lifestyle 14 week programme looks at the bigger picture. Beyond diet, we delve into the psychology of eating, as well as sleep, stress and exercise.

#### How we support our members:

- One 60-minute initial consultation with a NZ Registered Dietitian or Nutritionist
- Five 25-minute follow-up sessions over 14 weeks
- Twice-weekly emails with practical tips, recipes and challenges
- A lifestyle planner to help track changes and monitor progress
- Free 12-month subscription to healthyfood.com



## \*nib Bowel Screening



### Early detection can save lives

Bowel cancer affects thousands of New Zealanders each year, but early detection makes it highly treatable. Eligible members aged 50+ may be invited to join our free bowel screening programme, which is available nearly 10 years earlier than the national programme.

The test is simple, non-invasive, and can be completed at home.

### How we support our members:

- Free at-home bowel screening test kit sent directly to you
- Available from age 50 (nearly 10 years earlier than the national programme)
- Simple instructions and prepaid return packaging
- Results provided to you and your GP

## \*nib Meno Care



### Empowering your menopause journey

Menopause is a natural stage of life, but the changes it brings can sometimes feel overwhelming. From hot flushes and mood shifts to sleep challenges and more, nib Meno Care is here to help you navigate this transition with confidence.

Our programme provides expert guidance, practical strategies, and clear information to support your health and wellbeing. Whether you're looking to understand your body better, explore treatment options, or simply find ways to feel more like yourself again, Meno Care is designed to empower you every step of the way.

### How we support our members:

- Free access to over three hours of bite-sized videos
- Watch anytime, anywhere, on any device
- Enrol through the my nib nz app
- 12 months unlimited access
- Expert insights on managing symptoms and optimising health





## nib nib Symptom Checker



### Check your symptoms in the my nib app

Not sure if your symptoms need a doctor's visit, or if rest at home is enough? With nib Symptom Checker, you can get quick, confidential health guidance anytime you need it.

By answering a few simple questions, you'll receive instant insights into your symptoms and some clear recommendations on what you can do next. Available 24/7 through the my nib nz app, Symptom Checker helps you save time, skip unnecessary waiting rooms, and feel more confident about your next steps.

#### How to access nib Symptom Checker:

1. Log in or download the my nib nz app
2. Click "Start free symptom check" from the home screen
3. Answer simple questions about yourself and your health
4. Describe your symptoms
5. Receive recommendations for appropriate next steps

## nib nib Balance



### Your personalised path to better health

Looking to get a clearer picture of your overall wellbeing? nib Balance makes it easy. Complete a quick health assessment to see how you're tracking across five key areas: physical health, mental fitness, activity, rest, and nutrition.

You'll receive a personalised health score that shows where you're thriving and where you might need extra support. From there, explore expert-written content and six-week programmes developed by some of New Zealand's leading wellness specialists. Each programme focuses on one small change at a time, helping you build lasting habits. nib Balance is available free to members, exclusively in the my nib nz app.

#### How to get started:

- Access nib Balance free in the my nib nz app
- Complete your five-minute health assessment
- Receive your personalised health score
- Choose from expert-designed six-week programmes



## Our ACC Health Navigator team

### Making ACC easier

ACC processes can be complex, especially when claims are declined or awaiting decisions. Our ACC Health Navigator team guides you through the process, from reviewing declined claims to liaising with ACC and healthcare providers on your behalf.

We help reduce wait times, ensure you understand your entitlements, and support you in getting the right cover, whether through ACC or nib. It's a unique service designed to make navigating ACC easier, so you can focus on your recovery while we help handle the paperwork.

### How to access ACC Health Navigation:

Email us directly: [acc@nib.co.nz](mailto:acc@nib.co.nz)

When submitting a claim or pre-approval through the my nib nz app, select "ACC-Yes" if your procedure is:

- The result of an injury
- Related to an ACC decline letter
- Still waiting on an ACC decision
- A possible treatment injury (injury or complication from surgery)



To find out more visit  
[nib.co.nz/health-management-programmes](https://nib.co.nz/health-management-programmes)

This information is correct as at November 2025 and provides a summary only of the current Programmes. Programmes may be changed or withdrawn by nib from time to time.

For the full terms, conditions and eligibility criteria for the nib Health Management Programmes, please email [nibclinical@nib.co.nz](mailto:nibclinical@nib.co.nz)

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