



# *Tāngata Whaiora*

**DEFENCE HEALTH  
SERVICES  
HANDBOOK FOR  
MEMBERS OF THE  
NEW ZEALAND  
ARMED FORCES**

# Who do I call for help?

**IF YOU ARE FEELING UNSAFE OR IF THERE IS AN IMMEDIATE RISK TO YOU OR SOMEONE ELSE, CALL 111 IMMEDIATELY.**

<b>NZDF HEALTH LINE</b>	<b>0800 268 437</b> Automated telephone directory for <b>Defence Health Centres</b> , including after-hours care arrangements.
<b>URGENT CARE</b>	If you have health issues that need to be seen within 24 hours, contact your local <b>Defence Health Centre</b> or <b>Defence Dental Centre</b> (see pages 75–81). For after-hours issues, go to the nearest civilian urgent care clinic or hospital emergency department.
<b>EMERGENCY CARE</b>	Call 111 or go to the emergency department of the nearest public hospital. For more information on what to do in an emergency (including what you should do after calling 111), see page 72.
<b>AFTER-HOURS CARE</b>	If you become unwell outside of work and cannot wait until the next workday to seek care, call the <b>NZDF Health Line</b> . The recorded message will detail after-hours provisions for your Camp or Base. Further information on after-hours medical and dental care can be found on page 73.
<b>YOUR DEFENCE DENTAL CENTRE</b>	Call the <b>NZDF Health Line</b> or see pages 75–81 for your local Defence Dental Centre's contact details.  0800–1630 dental care (urgent and routine) on all Camps and Bases.
<b>YOUR DEFENCE HEALTH CENTRE</b>	Call the <b>NZDF Health Line</b> or see pages 75–81 for your local Defence Health Centre's contact details.  0800–1600 primary healthcare (urgent and routine) on all Camps and Bases.
<b>CHAPLAINS</b>	24/7 pastoral care, mental health support and welfare support on all Camps and Bases. See pages 75–81 for contact details.
<b>SEXUAL ASSAULT PREVENTION AND RESPONSE ADVISORS (SAPRAS)</b>	<b>0800 693 324, +64 4 5275799 from overseas, SAPRA@nzdf.mil.nz</b> 0700–1900 confidential support for those who have experienced or witnessed harmful sexual behaviour.
<b>NZDF4U WELLBEING SUPPORT</b>	<b>0800NZDF4U (0800 639 348), +64 9 414 9914 from overseas, Text 8881, wellbeing-support@nzdf4u.co.nz</b> 24/7 free, confidential mental health and wellbeing support from a health professional outside of the NZDF.
<b>VETERAN SUPPORT</b>	<b>0800 4 VETERANS (0800 483 8372) +64 4 495 2070 from overseas</b> Confidential nation-wide support service for eligible members of the serving and ex-serving NZDF community.
<b>MINISTRY OF HEALTH HEALTHLINE</b>	<b>0800 611 116</b> , 24/7 free, confidential health advice from trained nurses outside of the NZDF.
<b>LIFELINE</b>	<b>0800 54 33 54</b> , 24/7 free, confidential counselling service outside of the NZDF.
<b>NEED TO TALK?</b>	<b>Call or text 1737</b> , 24/7 free, confidential mental health and addiction support outside of the NZDF.

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# Welcome

## Nau mai haere mai e ngā tāngata whaiora

### ***Tāngata whaiora* refers to those seeking health and wellbeing.**

This handbook provides you – and all serving Regular and Reserve or Territorial Force members of Te Ope Kātua o Aotearoa, the New Zealand Defence Force (NZDF) – with an introduction to your healthcare services.

At the heart of the NZDF's military capability are the service personnel who train for and execute tasks and missions across a wide range of environments, activities and locations. Defence Health services are provided to keep you fit and healthy for your job and provide access to health support, including when you are away from home. They will also assist you to recover from illness or injury, while managing any long-term risks to your health.

Defence Health is committed to providing high-quality, accessible, multi-disciplinary primary health and dental care. This is the foundation for sustaining the good health of our people.

Defence Health also provides a wide range of wellbeing support services, many of which are available to the wider NZDF community in acknowledgment of the vital role civilians, family and whānau play in our collective wellbeing (see pages 60–61 for details of eligibility).

The services described in this guide generally apply to Regular Force members as well as to Reserve or Territorial Force members while on active duty. Where there are differences, they will be stated. Territorial Force members on a Regular Force engagement are entitled to the same health services as those in the Regular Force.



**Note:** when you see text that looks like *this*, it means you'll find more information under that heading.

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# From the Surgeon General

Defence Health Directorate



**Defence Health's vision places tāngata whaiora (those seeking health and wellbeing) at the centre of its services.**

**Our mission is to enhance Force Strength through Health.**

As military personnel, we need to be at the top of our game mentally and physically in order to carry out the tasks and duties required of us to deliver NZDF outputs. To achieve this mission, every service person should prioritise and maintain good health by accessing NZDF health and wellbeing services when they are needed.

You can trust us to provide care that will assist you to keep fit and healthy to do your job, return you to optimal health if you become injured or unwell, and protect your long-term health.

Defence Health is here to support your health needs both when you are in New Zealand and when you are offshore.

**He taonga te hauora**

**Hauora (health) is a treasure – a taonga. Each aspect of our health – taha tinana/physical, taha wairua/spiritual, taha hinengaro/mental, and taha whānau/family and social – requires nurturing for us to feel and function at our best.**

You have the most influence over your own health, and I encourage you to make the most of the extensive health and wellbeing services available to you. This handbook will arm you with information so you can understand these services and how to access them.

Please read through the handbook carefully and keep it handy to refer to when you need to strengthen your own health or so you can assist others in navigating NZDF health and wellbeing services.

Ngā manaakitanga.

A handwritten signature in black ink that reads "CMTate". The signature is fluid and cursive.

**Colonel Charmaine Tate**  
NZDF Surgeon General  
Director Defence Health



1



**Your healthcare**



## Healthcare for Regular Force members

The NZDF is the **primary healthcare provider** for its Regular Force members. As a Regular Force member, all your primary healthcare needs will be met by NZDF **medical services** and **dental services**, supported by **physical fitness, physiotherapy and rehabilitation services** and **wellbeing services**.

### **NZDF primary healthcare**

includes the services that would normally be provided by a civilian general practice and dental centre. It additionally includes occupational health services, such as **occupational medical assessments, wellbeing services**, pharmacy services and deployment preparation.

If you require additional specialist, surgical and/or hospital care, you will be referred externally to the most appropriate civilian service. Your NZDF healthcare team, which is made up of health and wellbeing service providers, will continue to coordinate and support your care.



## Domestic Postings

You will be assigned a Defence Health Centre (DHC) and Defence Dental Centre (DDC) when you are posted to a new location. Some health services, such as **wellbeing services** and **chaplains**, may be spread around your Camp or Base rather than at a single location. Take the time to locate where your local Defence Health facilities are in your new posting location.

## Recruit initial training

During your initial training, routine medical and dental checks will be arranged for you through your local DHC and DDC.

If you have any health concerns during the period of your training, let your training staff or supporting health staff know. They will book an appointment with the appropriate NZDF health and wellbeing provider for you.

## Healthcare while on leave

While on leave in New Zealand (including Parental Leave and Leave Without Pay), you are entitled to access the same level of healthcare through the NZDF as you are while on duty. Any appointments and treatments should be arranged in consultation with your local DHC and DDC.

If you are travelling overseas while on leave, including following the completion of an overseas tour of duty, neither you nor your dependents are eligible to claim reimbursement from the NZDF for medical or dental expenses incurred. It is advisable to purchase travel insurance for private overseas travel.

Accompanying family members should start the enrolment process with a new civilian general practitioner as early as possible prior to moving locations, as many practices have enrolment wait lists. Go to [healthpoint.co.nz](https://healthpoint.co.nz) or scan here, to find what general practices are available in your new location.



**Q: Do I have to go to NZDF providers for my healthcare?**

**A:** Regular Force members are expected to access NZDF healthcare facilities (medical and dental) where they are available. There are a number of important reasons for this.

Firstly, it is important that your healthcare takes into account the nature of your role. NZDF healthcare providers will consider how your condition is best managed to get you back to your duties as soon as possible. They can assist in recommending modified duties where required and ensure you have access to health services that may not be easily accessible to you in the public health service.

Secondly, it is critical that Defence Health maintains a complete and accurate health record for you throughout the course of your service. This will allow Defence Health to provide individualised healthcare for the best long-term health outcomes for you.

Thirdly, the NZDF needs to understand the current health status of the Regular Force to ensure safe employment of personnel and operational effectiveness.

Finally, your publicly funded access to primary healthcare is through Defence Health. You are not eligible to enrol with a civilian doctor and receive subsidised care. Defence Health will provide you free care across all of our primary healthcare services, including dental, physiotherapy and social services, which are areas you would need to pay for or wait for in the civilian health system.

If you are unable to access a Defence Health Centre (DHC) or Defence Dental Centre (DDC), because you are posted remote from a Camp or Base, you will require prior approval from the manager of your DHC or DDC in order to claim back the cost of seeing a civilian doctor (see [Making an expense claim](#), page 49).

**Note:** It is your responsibility to ensure the details of treatment by any external providers are sent to your DHC or DDC so they can be added to your health record.



## Healthcare for Reserve or Territorial Force members

As a Reserve or Territorial Force member, your usual civilian doctor and dentist will remain your main healthcare providers. Defence Health is not your primary healthcare service unless you are on a Regular Force engagement. Remaining under the care of your civilian doctor and dentist ensures you have continuity of care.

You can access NZDF health services if you require urgent medical or dental care while you are on active duty. Speak to your Command if you are unsure what health services are available to you. Routine healthcare continues to be provided by your civilian healthcare provider.

You are expected to advise your Command if you are unwell and can't or shouldn't undertake NZDF duties.

NZDF healthcare providers will undertake comprehensive health checks for you if you are requested to prepare for operational service, high-risk activities, exercises or overseas postings. You are required to disclose all of your health issues and provide a summary from your civilian doctor so that Defence Health can ensure you will be safe and supported with access to the right healthcare appropriate to the duties you could be required to perform.

All NZDF [wellbeing services](#) are available to you, including [NZDF4U wellbeing support and counselling](#) for NZDF-related issues.

# Your rights and responsibilities

## Your responsibilities

You have the most significant influence over – and ultimate responsibility for – maintaining your own health. You must take all steps possible to minimise illness, maintain fitness, avoid injuries, and practice safe behaviours.

You also have a responsibility to access health and wellbeing services as early as possible when you are injured or ill in order to speed your recovery. Seeking help early for the support and treatment you need to function at your best demonstrates courage, commitment, comradeship and integrity. It shows that you take your responsibilities to your job seriously and that you respect those around you who rely on your ability to perform to your best.

## Your responsibilities in maintaining your health include:

- Ensuring that you attend your scheduled healthcare appointments (including external referrals) or contact providers with as much notice as possible to reschedule.
- Making full disclosure to your healthcare providers of any health issues you have, including any medication you are taking, your health habits, and medical history.
- Behaving in a respectful way towards healthcare staff and other tāngata whaiora.
- Letting your healthcare provider know if you would like additional support, such as having whānau attend an appointment with you.
- Asking for clarification on anything that makes you feel concerned or uncertain.
- Following your agreed treatment plan so you can recover optimally.
- If you are a Regular Force member, ensuring details of treatment by external providers are sent to your Defence Health Centre or Defence Dental Centre (see pages 75–81).



**Q: What if I have a family history of a health condition and I am concerned I might be at risk of the same condition?**

**A:** Book in to have a chat with your NZDF doctor about it (if you are a Regular Force member) or your general practitioner (if you are a member of the Reserve or Territorial Force). They'll assess whether you may be eligible for additional screening or preventative care.

**Q: Will my health issues impact my career?**

**A:** The NZDF aims to keep you safely employed with tasks and duties appropriate to your health and fitness levels. When you are injured or ill, you may have to take a break from some duties or tasks until you recover.

Your NZDF healthcare team will work with you to minimise the impact of health conditions on your career and get you back to optimal duty.

If you experience long-term health issues that significantly impact your ability to perform your required duties, the NZDF will give careful consideration as to how you can best be safely employed (see [Medical Review of Service](#), page 25). Many personnel with long-term health conditions are employed effectively throughout the NZDF, including in operational roles.

Career decisions around promotions are not regularly influenced by health status. Specific medical gradings are not part of promotion criteria for Single Services, but having an up-to-date medical grade is (regardless of the actual grade).

## Your rights

The New Zealand Code of Health and Disability Services Consumers' Rights applies to all members of the Armed Forces. Your rights as a healthcare consumer are summarised as follows:

### 1. RESPECT

You should be treated with respect, including respect for your personal privacy. Your cultural, religious, social and ethnic needs, values and beliefs should be taken into account.



### 2. FAIR TREATMENT

Your age, gender, race, beliefs, marital or family status, employment, sexual orientation or disability should not affect your treatment. Services should be delivered without any form of force, threat or harassment.



### 3. DIGNITY AND INDEPENDENCE

Your dignity and independence should be respected when receiving services.



### 4. APPROPRIATE STANDARDS

You should expect services to: be provided with reasonable care and skill; meet legal, ethical, professional and other relevant standards; be consistent with your needs; minimise potential harm and maximise your quality of life. Providers should work together to ensure you have quality care.



### 5. EFFECTIVE COMMUNICATION

You should be given information in a way that helps you to understand it. You should be able to request a competent interpreter, if you need one and it is workable to provide one. Communication should take place in a way and place that supports open, honest and effective two-way discussion.



Rank is not a factor in your relationship with your healthcare provider, and you should feel comfortable to engage with them as you would with a civilian provider outside of the NZDF.

If you have any questions with regards to your rights, see your Defence Health provider.



**6. INFORMATION**

You should always be given: an explanation of your condition; your available options, including the expected risks, side effects, benefits and costs; an estimate of when you will receive a service; advice of any possible involvement in teaching or research; the results of tests or procedures; the information you need to make a decision. You should be given honest answers to any questions you have about services. You have the right to request and receive a written summary of information.

**7. CHOICE AND CONSENT**

You should receive a service only when you have made an informed choice and given your informed consent. You may ask to change to another provider if this change is practicable.

**8. SUPPORT**

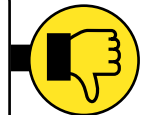
A support person(s) of your choice may accompany you, as long as it is safe and it does not affect other people's rights.

**9. TEACHING AND RESEARCH**

All these rights apply if you are going to be involved in teaching or research.

**10. COMPLAINTS TAKEN SERIOUSLY**

You may make a complaint about a provider in any form appropriate to you. Providers must try to resolve your complaint fairly and as quickly as possible.



To view the full Code, go to: [hdc.org.nz/your-rights/the-code-and-your-rights](https://hdc.org.nz/your-rights/the-code-and-your-rights)

For relevant forms and more detailed information regarding NZDF health policies, refer to the Defence Health ILP (see [Links and tools](#), page 70) or contact your Defence Health Centre or Defence Dental Centre (see pages 75–81).

## Privacy of your health records

The NZDF is required by law to protect your health information and keep it private. There are very strict rules around when health information can be accessed and who it is shared with. The electronic records systems used by NZDF health and wellbeing providers ensure that your health information is stored confidentially. Your dental records and treatment plans are stored on a different records system from your medical records. Dental health providers don't have access to your medical records and vice versa.

Your NZDF healthcare provider can share information with other members of the NZDF healthcare team when it is relevant to the care provided to you. Your consent will be requested by your healthcare provider if they believe that discussing your care with others outside the healthcare team is important to ensure a joined up approach to your healthcare.

Further information on health information privacy and consent can be found in DHR 30, Part 1, Chapter 3 (see page 70 for information on locating this and other health-related policy). If you have concerns or queries, speak to your local healthcare team.

You can request a copy of your health records by submitting an *MD1206 form* (see page 70) to your Defence Health Centre or Defence Dental Centre.

### **Q: Who can access my health records?**

**A:** Defence Health takes your privacy very seriously – only those directly involved in your healthcare can access your health records. Different health providers can see some sections of your record but not others.

Defence Health uses separate health information record and storage systems that can only be accessed by NZDF healthcare providers. Command and HR cannot access these records.

If you have specific concerns, discuss this with your healthcare provider.



**Q: What will my Command be told about my health issues?**

**A:** Medical-in-confidence information, including any diagnoses or treatments, is not routinely shared with Command. Command are only made aware of any limitations on duties that may result from your health condition. This is done through medical and dental assessments, the grading system and medical restricted duties forms (see pages 20–26).

In some instances, it may be important to involve your Command in your treatment and recovery plan. This is particularly helpful where your workplace or duties can be modified by Command to assist your recovery.

Your consent will be requested before any detailed health information is shared, and this information will be limited to what is required to best assist you. You are encouraged to have conversations directly with your Command and let them know how they can support you. Your healthcare provider can assist with these discussions.

**Q: Can my health information be shared without my consent?**

**A:** *The New Zealand Health Information Privacy Code 2020* details very specific circumstances, generally relating to serious risks to public health or safety, when your health information may be shared without your consent.

### Healthcare complaints

Your experience of your care is important to Defence Health, and you are encouraged to share this honestly. Defence Health has a robust system for reviewing healthcare complaints and incidents, separate to the NZDF complaints system.

If you have a concern or complaint about the healthcare you have received from Defence Health, advise someone in your healthcare team. If you'd prefer not to make your complaint directly to a healthcare provider, you can submit your complaint through the NZDF Health Quality Team by emailing: [health.quality@nzdf.mil.nz](mailto:health.quality@nzdf.mil.nz)

External agencies, such as the Health and Disability Commissioner's Office, can also assist with complaints or concerns that are not resolved through the Defence Health Quality process.

More information can be found in DHR 30, Part 1, Chapter 5 (see page 70).





# Occupational health

# Occupational medical assessments and gradings

All Regular Force members are required to periodically undertake occupational medical assessments, commonly referred to as “**med boards**” or “**medicals**”.

This is an opportunity for an NZDF doctor to assess your overall health, check any required health screening is up-to-date (see pages 30–31), and address any health issues or concerns you may have.

Occupational medical assessments are an important part of keeping you and others safe in the context of your role and duties. This is where any occupational impacts on your health are reviewed to ensure you are kept both safe and effective in your role.

Raise with the doctor any **workplace hazards** and specific health risks related to your trade or work environment that may require monitoring. For example, if you are frequently exposed to loud noise, you may need an annual hearing test, or if you work with lead, you may need an annual blood test. If you handle specific weapons systems, ensure you understand their hazards and discuss with your doctor how your health can be monitored to ensure such hazards are being appropriately managed.

## Pre-deployment

Occupational medical assessments will often be done prior to deployment to make sure you can safely deploy. Being deployed may see you in remote locations without access to the full range of healthcare that is provided in New Zealand. Such locations can also be difficult to evacuate from.

It is very important that you disclose health concerns and conditions because undisclosed health concerns can put you, others and the NZDF’s mission at risk. Your occupational medical assessment considers specifically the scenario of you being remote from medical care and determines what a safe level of health support looks like for your circumstances.

## Medical gradings

The occupational assessment of your overall health is translated into a **medical grading**. Medical gradings provide the NZDF with an understanding of the health status of its personnel without including any medical-in-confidence information. Of critical importance is the ability to determine any potential impacts of your health status on your duties and potential impacts of your duties on your health.

Your medical grading allows Command to be aware of any limitations to your employability or deployability that may need to be taken into consideration, without providing them with detailed information about your health.

It is your responsibility to book an appointment with your Defence Health Centre in good time to get your med board done before your medical grading expires. Med boards are thorough and require longer appointments, so you may need to book an appointment a few weeks in advance.

**Note:** Command plays no role in deciding what medical grading is given.

You can view your medical grading by logging into ESS (Employee Self-Service application) on the NZDF intranet, selecting 'Employee Services Area', and selecting 'Fitness and Medical Related Data'.

### Waivers

Your Command may request a waiver if they feel that you are the best nomination for a certain deployment, course or other activity but you do not meet the stated medical grading requirements.

NZDF healthcare providers will then provide advice to Command regarding health risks given your current grading, taking into consideration:

- how the activity will affect your health and ability to receive the healthcare you need;
- how your health may impact your ability to perform your proposed role; and
- the risk of you needing health services beyond those available or needing repatriation.



Your medical grading is recorded as a set of letters and numbers. The higher the number, the greater degree of restriction to your duties or deployment environment.

## Medical grading categories

<b>THE 'A' FACTOR INDICATES FITNESS FOR FLYING DUTIES</b>	<b>THE 'G' FACTOR INDICATES GENERAL FITNESS FOR TRADE OR COMBAT DUTIES</b>	<b>THE 'Z' FACTOR INDICATES FITNESS TO SERVE IN PARTICULAR GEOGRAPHICAL ZONES</b>	<b>THE 'N' FACTOR IS USED BY THE RNZN ONLY TO INDICATE FITNESS FOR MARITIME DUTIES</b>
<b>A1:</b> Fit for full flying duties without restriction (aircrew only)	<b>G1:</b> Not used	<b>Z1:</b> Fit for duty in all parts of the world	<b>N1:</b> Fit for all maritime duties anywhere (can be A4 G2 Z1 or A4 G3 Z1)
<b>A2:</b> Fit for full flying duties but visual or hearing problems may necessitate some limitations (aircrew only)	<b>G2:</b> Fit for full trade and combat duties	<b>Z2:</b> Fit for limited overseas service (limitations are stated)	<b>N2:</b> Fit for sea duties in New Zealand coastal waters only (A4 G3 Z2)
<b>A3:</b> Fit for limited aircrew duties (aircrew only)	<b>G3:</b> Fit for all trade and combat duties, with a stable underlying condition not currently affecting capacity to conduct duties	<b>Z3:</b> Not used	<b>N3:</b> Fit for shore duty anywhere with ready access to metropolitan health services (A4 G4 Z4)
<b>A4:</b> Fit to fly as non-aircrew flight staff, as a passenger in normal passenger-carrying aircraft or as a patient	<b>G4:</b> Fit for limited trade and/or combat duties (limitations are stated)	<b>Z4:</b> Fit for land-based overseas service with access to hospital-level care	<b>N4:</b> Fit for shore duty in New Zealand only (A4 G4 Z5)
<b>A5:</b> Unfit to be taken into the air	<b>G5:</b> Unfit for military employment either temporarily or long-term/permanently	<b>Z5:</b> Service in New Zealand only	<b>N5:</b> Not used

The '**R**' value following a medical grade indicates the review period. If you are downgraded, the R value will indicate the number of months until your next planned review. Other values are used as codes: 99 indicates a routine review at age 35 years; 60 indicates 5-yearly review from age 35 years; and 72 indicates a permanent downgrade for annual review. For more information, go to:

[health.nzdf.mil.nz/resources/medical-grading-categories](http://health.nzdf.mil.nz/resources/medical-grading-categories)

**Q: How can I be sure my medical grade is accurate and appropriate?**

**A.** NZDF doctors are experienced in assessing military medical gradings. They will discuss your grade with you and explain the implications. Any significant changes of medical gradings are routinely reviewed by a second NZDF doctor to ensure gradings are appropriate before they are confirmed.

If you have queries about the outcome of your med board, you can contact your **Defence Health Centre** manager, or the doctor who informed you of your medical grading, and ask for this to be further explained.

## **Medical regrading and downgrading**

It's normal to experience occasional illnesses or injuries that cause your medical grade to change temporarily. A change to your grading may mean that you won't be asked to perform duties that might slow your recovery or prevent you from accessing the healthcare you need, such as regular physiotherapy. You may still be deployable with certain restrictions that relate to an environment or access to health services, or you may need to remain in New Zealand to ensure you can receive the healthcare you need until you recover.

Your doctor will discuss the reasons for a change in grading with you, while helping you develop a recovery plan. If a health condition has led to a change in your medical grading, your grade will be reviewed more frequently than usual.

You are encouraged to share changes to your medical grading directly with your Command. Medical gradings are not part of performance reporting or promotion assessments. Commanders in the first instance want you to have a current and accurate medical grading. Unless you are close to deployment, a temporary regrading should have no significant impact other than to assist you recover.



## Medical Review of Service

A Medical Review of Service will happen if your health significantly impacts your ability to perform your required duties long-term, including your suitability for deployment.

A Medical Review of Service is coordinated using an *MD715 form*. This is a formal way for the NZDF to assess your limitations in your current role or trade and your potential suitability for alternative roles or duties. This process ensures that the NZDF keeps service members safe in the workplace duties being required of them. Command then considers this information and determines the outcome.

You will be informed well ahead of time if a review is to occur, and your engagement in the process will help you arrive at the most appropriate outcome for your situation.

The possible outcomes from this type of review are that you:

- continue in your current trade/role;
- be transferred to another trade/role; or
- are medically discharged and released from service.

Situations that may prompt a review include:

- a medical event or injury resulting in a permanent disability;
- medical issues that significantly impact your employment or deployment for more than 12 months if you are a Regular Force member; or
- a serious medical condition that requires sick leave beyond 91 days.

If it seems likely that leaving the Defence Force is the best option for your long-term health NZDF health and wellbeing providers will work with you to develop a transition plan and help you think about future career options and life after service. Your doctor will also make sure that you have the right level of healthcare support upon exiting the NZDF. See [Leaving the NZDF](#) (pages 38–39) for more information.

**Q: Will a medical regrading impact my career?**

**A:** A temporary non-deployable grade will not impact your career. If you have a long-term or permanent restriction that significantly limits your duties of trade or deployability, you may require a Medical Review of Service.

**Q: How does the NZDF use my medical and dental gradings?**

**A:** Gradings provide Command with information about your limitations (if any), without disclosing your medical information. Clearance to deploy is given by Command once they have considered the advice given by medical and dental practitioners.

## Physical fitness testing

Each Service has different types of fitness tests designed to encourage you to maintain an acceptable level of personal fitness for your age and gender.

Fitness testing is a useful way to ensure you are fit for your duties by benchmarking your current level of fitness and motivating you to improve. If you are having problems keeping on top of your fitness, discuss this with your Command or local ***physical training instructor (PTI)*** (page 57) who can help you develop an individualised fitness plan.

Details of each Service's fitness requirements, along with advice on monitoring your own fitness can be found at: [health.nzdf.mil.nz/your-health/mind](https://health.nzdf.mil.nz/your-health/mind)



# Dental assessments and gradings

Dental assessments check that you are fit to carry out all military duties without the likelihood of a dental problem occurring while you are conducting them. If you are a Regular Force member, you can expect to have a thorough oral health assessment and be offered any required treatment at least every two years, depending on your dental risk. A dental grading will then be calculated.

You will be assessed as either:

- deployable (category 1 or 2) – you are deployable without restriction; or
- non-deployable (category 3 or 4) – due to the assessed risk of you having a dental health emergency within 12 months.

CATEGORY 1	CATEGORY 2	CATEGORY 3	CATEGORY 4
Optimal dental health	Adequate dental health	Probable risk of dental health problem. Requires care	Undetermined dental health
Recall 12–24 months	May require care but stable. Recall 12 months	Must be seen	Not been examined
Deployable	Deployable	Non-deployable	Non-deployable

Scan here for advice on taking care of your dental health or search for 'oral health' at: [health.nzdf.mil.nz](http://health.nzdf.mil.nz)





**Note:** Dental treatment will generally need to be completed prior to deployment, so making sure you are up-to-date with dental checks ensures you are deployment-ready.

You can view your dental grading by logging into ESS (Employee Self-Service application) on the NZDF intranet, selecting 'Employee Services Area', and selecting 'Fitness and Medical Related Data'.

Your Command may request a waiver if they feel that you are the best nomination for a certain deployment, course or other activity but you do not meet the dental grading requirements. Similar considerations as the medical grade waivers are used to determine a dental waiver.

If you are a Regular Force member, your Defence Dental Centre will send you a reminder before your grading expires, but it is your responsibility to book an appointment in time to keep your grading current (see page 53).

It is important that you seek early care for any dental issues you may have, as well as attending routine dental assessments. NZDF dental services are readily available to Regular Force members. Dental hygienists/oral health therapists are also available to clean your teeth to keep you in the best dental health possible.

## Health screening

In addition to occupational health assessments, as part of the primary healthcare provision to Regular Force members, Defence Health will support your long-term health outcomes through access to age – and sex – appropriate health screening. Health screening is about assessing your risk for developing serious health conditions that are common in New Zealand populations but can be detected early through regular health screening. Breast cancer and bowel cancer are examples of conditions that are regularly screened for.

Regular Force members get access to the same screening as the civilian population. In addition, your regular health checks will include mental health screening, skin checks and occupational screening, such as hearing checks. Your healthcare providers will also encourage you to stop smoking and keep your alcohol intake down.

Some screening is done through public health services, and the NZDF can assist you in co-ordinating these checks. You should make an appointment with your Defence Health Centre to discuss what screening you should be having.

If you have your screening done directly through a national screening agency, tell them you are a member of the NZDF and which Camp or Base you are located at so your results go to your NZDF doctor and can be recorded on your health record.

If you are a Reserve or Territorial Force member, your civilian doctor should also provide these services.

**Note:** Health screening is based on your sex assigned at birth rather than your gender. You should seek the screening that is appropriate for your sex assigned at birth. Your healthcare providers can assist with a screening plan for your needs.

Refer to [health.nzdf.mil.nz](https://health.nzdf.mil.nz) for more information about health risk factors and what to look out for.

**Note:** The civilian public health screening schedule may vary by region. Your Defence Health Centre will advise you of any variations or additional screening if it becomes available to you.

## Health screening schedule

WHO IS IT FOR?	MALES	FEMALES	HOW OFTEN?	WHO DO I CONTACT?
<b>Breast screening</b>				
Female	-	45–69 years old	Every 2 years	BreastScreen Aotearoa (call 0800 270 200)
<b>Bowel screening</b>				
Everyone	60–74 years old	60–74 years old	Every 2 years	Time to Screen (call 0800 924 432)
<b>Cervical (Human papillomavirus) screening</b>				
Female		25–69 years old	Every 5 years	Your Defence Health Centre or Time to Screen (call 0800 729 729)
<b>Heart check</b>				
Māori, Pacific and South-Asian people	Over 30 years old	Over 40 years old	Discuss with your doctor	Your Defence Health Centre
People with known risk factors such as smoking, family history of heart problems, or with high risk of developing diabetes	Over 35 years old	Over 45 years old	Discuss with your doctor	Your Defence Health Centre
People with a severe mental illness	Over 25 years old	Over 25 years old	Discuss with your doctor	Your Defence Health Centre
People with no known risk factors	Over 45 years old	Over 55 years old	Discuss with your doctor	Your Defence Health Centre
People with diabetes	After diagnosis, regardless of age	After diagnosis, regardless of age	Discuss with your doctor	Your Defence Health Centre
<b>Prostate checks</b>				
People with a known family history of prostate cancer	From age 40 years	-	Discuss with your doctor	Your Defence Health Centre
People with no known family history of prostate cancer	From age 50 years	-	Discuss with your doctor	Your Defence Health Centre

# Illness and injury

## Sick leave

It is important to take time to recover when you are ill or injured. Up to five days of sick leave can be granted by your Command if you contact them and submit a sick leave application. A medic or nurse can also recommend up to five days sick leave for you.

Periods of sick leave beyond five days can only be recommended by your NZDF doctor or dentist. Sick leave beyond 91 days will usually require a [Medical Review of Service](#) process so that there can be a deliberate assessment of how best to determine your ongoing role and duties against the expected period of recovery (see page 25).

For guidance on how to manage mild symptoms of illness, refer to: [health.nzdf.mil.nz](http://health.nzdf.mil.nz)

## Restricted duties

You may be put on restricted duties for up to 28 days if you don't require sick leave but, due to illness or injury, are not fit for your normal duties. This will help you to recover and also give your Command the information they require to employ you safely.

Speak with your NZDF healthcare provider directly if you think you require restricted or modified duties. Only a doctor or dentist can approve restricted duties beyond five days. For periods over 28 days, you will likely be temporarily medically downgraded and upgraded as soon as you recover (see page 24).

## Injury

As an **Accredited Employers Programme (AEP)** provider, the NZDF AEP unit acts on behalf of the Accident Compensation Corporation (ACC) in accordance with ACC legal regulations. This means that the AEP unit manages claims and coordinates rehabilitation for approved work-related injuries for Regular Force members, and Reserve or Territorial Force members injured on active duty.


If your claim is approved by the NZDF AEP unit, your NZDF healthcare team will take on coordination of your care and recovery using the wide range of NZDF rehabilitation services, as well as any external resources or specialist services that are required and funded by AEP. This can include rongoā Māori (a traditional Māori healing system).

If you suffer an injury outside of work, your healthcare provider will assess you and refer your injury claim to the ACC. An ACC case manager will be assigned to you, and they will contact you to support your recovery. If a civilian healthcare provider completed your ACC claim, you should advise your NZDF healthcare team as soon as possible. If you are unable to undertake some or all of your normal work duties as a result of a non-work-related accident, inform your Command as soon as practicable.

As part of your terms of service, members of the Armed Forces are entitled to a range of benefits through the **Member Insurance Benefits Programme (MIBP)**. This may include income protection if you are



permanently unable to perform your duties due to illness or non-ACC injury. For further information, contact **Complex Care Coordinators** (see page 57), look up MIBP on the HR Toolkit, or contact the AEP unit:

 **CALL 0800 693 343 (selecting option 6 and then option 5)**

 **EMAIL [nzdfaep@nzdf.mil.nz](mailto:nzdfaep@nzdf.mil.nz)**

**Note:** The NZDF manages work-related injury claims through the AEP for up to five years from the date of injury. If you are no longer with the NZDF at that point, your claim will be transferred to ACC for ongoing management.


### Qualifying Veterans Service

If you have qualifying veterans service and have a health condition related to that service, your NZDF healthcare provider can assist your registration with Veterans' Affairs New Zealand (VANZ). If you haven't met NZDF criteria for referral to private specialist treatment, VANZ can then assess whether they can provide funding for private care.

You can register with and be supported by VANZ while still in service. You are strongly encouraged to register with VANZ as early as possible, even if you have no health issues, and ensure you understand your ongoing entitlements.

To check if you have qualifying service, go to: [veteransaffairs.mil.nz/eligibility/qualifying-service](https://veteransaffairs.mil.nz/eligibility/qualifying-service)

To contact Veterans' Affairs:

 **CALL 0800 483 8372**

 **EMAIL [veterans@nzdf.mil.nz](mailto:veterans@nzdf.mil.nz)**

### Advance care plans

An advance care plan helps you put into writing your preferences for healthcare should you be unable to give informed consent for medical treatment due to very serious illness or injury.

Developing an advance care plan can involve you, your whānau, and healthcare professionals. You can change, add to, or discontinue your plan at any time. Speak to your NZDF healthcare provider if you are interested in drawing up a plan.

### Creating a will

All Defence Force members are encouraged to write a will. A will helps protect and support those you care about during a time when they need it most. Even if you don't think you have anything to leave to them, you do have automatic life insurance funded by the NZDF.

A free will service is available to you with discounts available for family members also. More information can be found on the Force Financial Hub: [force4families.mil.nz/force-financial-hub](https://force4families.mil.nz/force-financial-hub)



## Specialist care and referrals

While Defence Health provides extensive primary healthcare services to Regular Force members, at times you may need additional specialist services. This could be a consultation with a surgeon or other medical specialist. Routinely, these are provided through the same civilian public health system that is available to all New Zealanders.

Your NZDF healthcare team will coordinate external referrals if you require this, while continuing to support and track your recovery. There is usually some wait time to access public specialist services. This is determined by the severity of your condition and the available public health resources.

**Note:** Getting issues seen by NZDF healthcare professionals as early as possible means you can be referred to any necessary specialist care earlier.

Due to the NZDF's unique operational requirements, there may be specific circumstances where you are referred to private healthcare specialists. This may be done to speed up a diagnosis or get a specialist opinion to assess the potential operational impact of your health condition.

Once a diagnosis is confirmed, a decision on whether treatment will be referred through the public or private health system will be considered by your NZDF healthcare provider.

Under specific circumstances, private treatment can be approved and funded at NZDF expense. This is assessed in relation to treatment urgency and operational requirements for your role. Discuss with your healthcare provider your likely treatment pathways.

**Note:** Treatment for approved ACC/AEP claims will usually be through private specialist services.

If you are a Reserve or Territorial Force member, access to civilian specialist services is through your doctor.

### Private health insurance

You may wish to take out private health insurance early in your career with the NZDF. This means that if you don't meet the NZDF criteria for private specialist treatment and have private health insurance, you can ask your NZDF healthcare provider to refer you privately using your insurance.

**Note:** Most health insurers will charge you an excess if you make a claim – make sure you check this out before you decide on an insurer.

Southern Cross Health Insurance offers discounted insurance plans to Defence Force members and their whānau. You can purchase non-claiming insurance while you are a member of the NZDF as most of your healthcare needs are covered during the duration of your service.

For more information, refer to the Force Financial Hub:

[force4families.mil.nz/force-financial-hub](https://force4families.mil.nz/force-financial-hub)

## Overseas service

While health services are available to members of the Armed Forces deployed or posted overseas, you may not be able to access the full range of services available in New Zealand. Health assessments prior to departure are an important way to identify any further support or checks required before you depart.

The types of assessments you require depend on the duration and operational nature of the overseas activity. The intent of these checks is to keep you safe for the duration of the activity and match your health state to available health support to minimise the possibility of you requiring evacuation from a mission in order to seek healthcare.

While you are overseas, access to appropriate health support may include care from NZDF healthcare providers deployed with you, or from other nation's facilities or deployed health support.

## Overseas postings

Overseas postings are usually of longer duration than deployments or exercises. Because of this, they require lengthy checks to ensure the NZDF can keep you safe in the country you are going to. Once you receive notice of an overseas posting, make appointments with your Defence Health Centre (DHC) and Defence Dental Centre (DDC) for health assessments as soon as you can – preferably at least 6 months before your posting.

Accompanying family members will also need to undergo health assessments by their civilian healthcare providers, the cost of which can be reimbursed through your DHC and/or DDC.

Your posting authority will detail all of the pre-posting requirements and how you can access healthcare while you are overseas. Processes for accessing healthcare are dependent upon the location you are posted to, but generally, you will need to register with a local doctor and pay and claim for routine healthcare. All specialist reviews, investigations and procedures, such as surgery, require prior approval from your Posting Authority. This will be coordinated by an NZDF doctor or dentist who can be emailed at: [overseas.med.dent.requests@nzdf.mil.nz](mailto:overseas.med.dent.requests@nzdf.mil.nz)


## Duty travel


If you become unwell while on duty travel – such as on travel to courses, conferences or meetings – healthcare can be facilitated through the contracted travel support provider International SOS. International SOS can provide advice such as how and where to access healthcare. You'll usually need to arrange and pay for routine healthcare, such as doctors' and dentists' visits, and physiotherapy, and then claim the cost from your administration unit (see *Making an expense claim*, page 49).



You are encouraged to download the International SOS app prior to travel.

To contact International SOS from anywhere in the world call:

 **+61 2 9372 2468**

 [internationalsos.com/assistance-centres](https://internationalsos.com/assistance-centres)

### Wellbeing support

All Defence Health wellbeing services, such as those provided by **chaplains** and **social workers**, continue to be available remotely, via phone or email (noting that there may be constraints due to time zone differences). Make sure you know your points of contact for these services before you depart – usually your Camp or Base providers are the appropriate point of contact.

In addition to these services, the **NZDF4U wellbeing support and counselling** helpline is able to support you and family members with limited telephone or virtual counselling appointments (see pages 64–65).

Further guidance on overseas medical services can be found on the NZDF Intranet Launch Pad (ILP) at: [orgs/sites/nzdf-health/overseasmedical.html](https://orgs/sites/nzdf-health/overseasmedical.html)

## Leaving the NZDF

Preparing your medical and dental records before you leave the NZDF helps ensure that you receive all the assistance that is available to you.

It is recommended that you:

- For Regular Force members, arrange a release medical appointment as early as possible to assess any ongoing health needs and ensure all your health issues are documented.
  - For Regular Force, arrange a release dental examination as soon as possible to allow for any additional appointments that may be required.
  - For Regular Force members, provisionally register with a civilian doctor and dentist – doing this as early as possible before you leave enables a seamless transfer of healthcare.
- Request transfer of a summary of your NZDF medical and dental records to your new healthcare provider by completing an *MD1206 NZDF Patient Health Record Request*. Check that key information about your ongoing healthcare is included, as well as any NZDF-related injuries or illnesses in case issues related to these emerge later in life.
  - Register with Veterans' Affairs New Zealand (VANZ) for any operational service-related health conditions (see page 33).
  - Ensure that any outstanding post-deployment checks, such as psychological assessments, have been completed.
  - Look into alternative options for maintaining fitness and personal wellbeing.

If you have suffered from a workplace injury, or have had previous treatment or rehabilitation under the ACC, contact the AEP unit to check this is registered accurately prior to your release (see *Injury*, page 32).


**Note:** Being enrolled with a civilian doctor gives you a lower subsidised fee than if you were seen as a casual patient. While you can't enrol with a civilian doctor until after your release date, many civilian doctors will allow you to register with their practice in advance. This may help facilitate your subsequent enrollment. You can search for available doctors in your area on:

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



For further guidance, refer to *A Practical Guide to Transitioning from Military to Civilian Life* (see page 70 for more information) and **wellbeing services** (see pages 60–67).

A variety of organisations support the wellbeing of ex-serving members, including Veterans' Affairs New Zealand (VANZ) and the Royal New Zealand Returned and Services' Association (RSA). To find out more about these organisations go to:

 [health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support](https://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support)



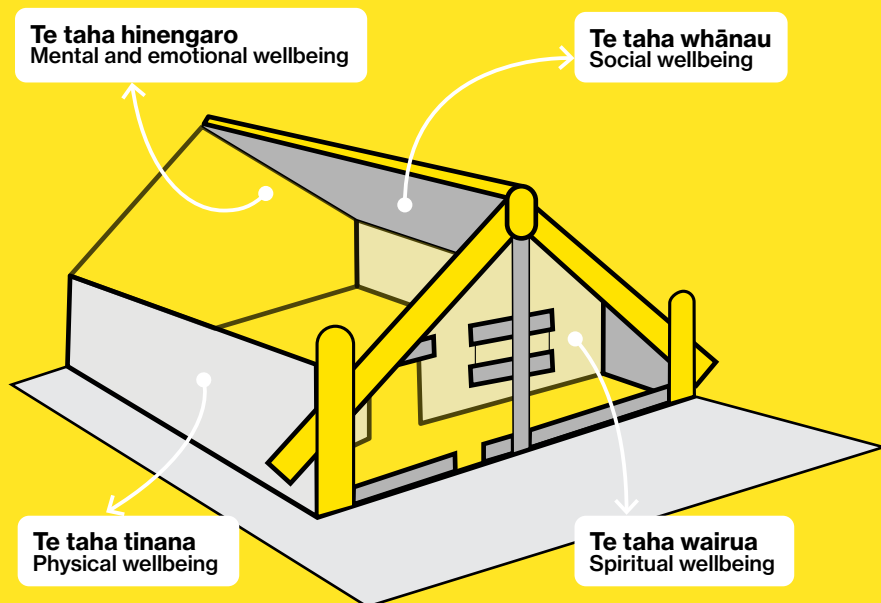
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**Health services**

## Te Whare Tapa Whā health model



Defence Health aims to provide holistic health services based on Te Whare Tapa Whā<sup>1</sup>. This model of health was developed by leading Māori health advocate Sir Mason Durie. It represents a person's hauora (health) across four areas of life – all of which are connected, like the walls of a wharenui (meeting house). Each wall is dependent on the others standing strong to maintain hauora.

The connection between the wharenui and the whenua (land) reminds us of the importance of each person's relationship with land and place.

The NZDF health system is designed to support your holistic wellbeing across each of the four walls in order to enable you to fulfil your potential, both within the NZDF and in your wider life.

Some NZDF healthcare professionals also utilise the Meihana health model<sup>2</sup>, which builds on Te Whare Tapa Whā by incorporating elements such as taiao (the physical environment) as well as taking into account significant historical and societal influences on the hauora of Māori.



## **Hauora hinengaro – *Mental and emotional wellbeing***

Hauora hinengaro relates to the ability to handle stressful situations, build resilience, and adapt to change. Being mentally and emotionally healthy is not so much about being free from problems, rather it's about identifying how unhelpful patterns can be replaced with purposeful alternatives. Mental health and emotional wellbeing are important to keep you operating at the top of your game, particularly given the challenging tasks and duties required of members of the Armed Forces.

The NZDF provides many opportunities to build up your mental and emotional wellbeing before you face challenges.

Mental health challenges do not need to be serious for you to seek support – or for you to encourage a hoamahi (workmate) or whānau member to do so.

If you notice yourself becoming stressed or overwhelmed, don't hesitate to get in touch with NZDF health and wellbeing providers. Contact your local Defence Health Centre (see pages 75–81 for contact details) or access 24-hour, seven-day-a-week confidential external support from [NZDF4U wellbeing support and counselling](#) (see pages 64–65).

For more information on the support available within the NZDF for mental health, see pages 54–55.

1. Durie, M. (1994) Whaiora – Māori Health Development, Oxford University Press, Auckland New Zealand.

2. Pitama, S., Robertson, P., Cram, F., Gillies, M., Huria, T. & Dallas-Katoa, W. (2007). Meihana Model: A Clinical Assessment Framework. New Zealand Journal of Psychology, Vol. 36, No. 3.



## **Hauora wairua – Spiritual wellbeing**

Spirituality encompasses all the ways in which we try to make sense of how we fit in with the large scheme of things, experiences of awe, and what our ultimate meaning and purpose is. Hauora wairua can be thought of as the essence of who and what matters to you.

NZDF chaplains are available across all three Services. They are often deployed with NZDF personnel and can be a constant presence to assist with a wide range of wellbeing requirements as well as provide spiritual support.

Taking pride in your identity as a uniformed member of the NZDF and your service, trade and unit is an important part of hauora wairua. Many members come to regard their **NZDF Marae** (pages 66–67) as a spiritual home or tūrangawaewae, and marae staff as part of the wider wellbeing team. Refer also to **NZDF4U wellbeing support and counselling, social workers**, and **defence community facilitators** or the **naval welfare liaison manager** (pages 60–65).

## Hauora whānau – *Social and family wellbeing*

Hauora whānau is about who you feel you belong to and who you spend time with. The nature of military life can place unique requirements and pressures on members of the Armed Forces and their whānau. Your Command chain is vested in ensuring your whānau is well supported, particularly when you are away from home.

Connection and a sense of belonging are fundamental to wellbeing. Your command chain and military colleagues are at the heart of the social and family support that you receive within the NZDF. Ensure you engage with your command chain and workmates if you need assistance.

Defence Health also provides specialist wellbeing services that focus on empowering you to prepare for, and respond to, challenge and change. Many of these services are accessible to whānau, including relationship counselling for Regular Force members and their partners. Refer also to ***NZDF wellbeing support and counselling, chaplains, social workers, and defence community facilitators*** or the ***naval welfare liaison manager*** (see pages 60–65).

## Hauora tinana – *Physical wellbeing*

Hauora tinana is about how your body grows, feels and moves, how you care for it, and what you put into it. Due to the physically demanding nature of NZDF employment, it is important that any physical health issues are addressed at the earliest opportunity.

Healthy living, adequate sleep and good nutrition support energy levels and enhance recovery from physical exertion and training. This helps reduce stress while promoting resilience and self-confidence. Addressing your physical health concerns early by seeking support is the key to maintaining this aspect of health.

Physical health concerns are supported by ***NZDF medical services*** and ***dental services*** (see pages 46–53), and ***physical fitness, physiotherapy*** and ***rehabilitation services*** (see page 57).

You'll find a wealth of information and resources on building and maintaining your mental and emotional, social, spiritual, and physical wellbeing in the NZDF guide [Ko te Toi Ora: Staying at the Top of Your Game](#) and on the Defence Health website, Pūtahi Hauora (see ***Links and tools*** page 70 for more information).



## Medical services

**Defence Health Centres (DHCs)** operate in a similar way to civilian general practice clinics, housing uniformed and civilian doctors, nurses and medics. You can also access psychologists and NZDF health and wellbeing providers such as **physiotherapists, social workers, chaplains** and **sexual assault prevention and response advisors (SAPRAs)** (pages 59–63) through your DHC.

These services are available to Regular Force members and to Reserve or Territorial Force members who become injured or ill while on active duty and need urgent medical or dental care (when the nature of the health issue and the context, such as the geographical location or exercise duration of the exercise or activity, make it appropriate).

It is important that you feel comfortable accessing NZDF health services. All NZDF healthcare professionals are proficient across the range of general practice knowledge, including areas such as women's health needs. You do have a choice of healthcare provider within your DHC. Please let your DHC know what would suit your needs, and they will try to accommodate your preference.

**Note:** Medics are a key component of Defence Health and are trained in trauma management and general healthcare. They will often be the initial healthcare provider who assesses members with urgent health needs, both within DHCs and in the deployed environment.

## Services provided by Defence Health Centres

PRIMARY HEALTH CARE	OCCUPATIONAL HEALTH CARE
Routine appointments	Medicals and medical grading reviews
Urgent appointments	Pre- and post-deployment health checks
Emergency care	Risk assessments for NZDF activities
Telephone triage and appointments	Occupational health screening for occupational hazards and exposures
Care for long-term conditions, such as high blood pressure or diabetes	Occupational healthcare following hazard exposure
Women's health and gender health needs	Management of workplace absence and return to work, including administrative tasks
Initial antenatal care and care during pregnancy and post-natal period	Vaccinations (enhanced schedule)
Prescriptions and repeat prescriptions	Complex care coordination
Minor surgery	Multidisciplinary care and case management
Procedures and office-based testing (e.g. blood tests, blood pressure)	Command support and liaison
Vaccinations (national baseline schedule)	
Health screening and health education	
Referrals to external providers	
Referrals to internal providers	
Referrals to physiotherapy	
Mental health	
Injuries, accidents and wound care	
Sexual health	
Overseas travel advice	

This is a generic list and may not cover all the services available at your Camp or Base. Additional services are provided by some DHCs (usually related to the needs of that particular Service, Camp or Base).



**Women's Health** encompasses the management of conditions and diseases that affect women. This includes women's health screening, menstruation issues, contraception, pregnancy, and menopause support. NZDF healthcare providers are trained and experienced in delivering a range of these primary healthcare women's health services. They may also refer members to external providers for specialist care when required.



## Making an appointment

Defence Health Centres (DHCs) are generally open between **0800 and 1630 Monday to Friday** in all locations.

Refer to pages 75–81 for your local Camp and Base Health Centre contacts, or phone the **NZDF Health Line 0800 268437** and follow the prompts to be put through to your local DHC.

Like all doctors' practices in New Zealand, there is a constant demand for appointment times. As DHCs can't see everyone at once, appointments are prioritised based on the urgency of your health condition or symptoms and any other relevant factors.

**Urgent appointments** are available for acute issues that make you unfit for routine work, such as injury, infection or illness.

**Routine appointments** are available to Regular Force members for non-urgent health symptoms or concerns, routine checks, prescriptions and medical boards.

If there are pressing work timelines related to your health concern, such as travel, courses, or exercises that you have coming up, please let your DHC know when you book an appointment. This will be factored into when they can next see you.

Your DHC will do its best to see you within the following timelines:

- **Acute medical care:**  
same day/within 24 hours.
- **Routine/non-urgent medical care: (Regular Force members only)**  
five working days.
- **Medical Boards:** planned/routine  
10 days; short notice to deploy  
one to two days.

Appointments with a doctor generally take 20–30 minutes. If you have a complex health issue or multiple issues to discuss, request a double appointment.

A consultation with a nurse for routine care, such as vaccination, dressing change or blood tests, will generally take 15 minutes.

Many DHCs also have medics who are available to see you. Medics are well trained in assessing health needs and can often treat you and/or refer you to a nurse or doctor.

**Note:** If you need to cancel an appointment, inform your DHC as soon as possible so that others can be booked in your place and you can be rescheduled – if you do this by email, mark it as 'high importance'. It is important that everyone can access timely care when they need it. Your Command will be notified of repeated missed appointments without notification.



**Q: What should I do if something is worrying me but I'm not sure if it's serious?**

**A:** Make an appointment with your Defence Health Centre (for Regular Force members) or your general practitioner (for Reserve or Territorial Force members) any time you have a health concern. It's always worth checking in with your healthcare team, and they will be happy to see you – even if you aren't sure whether your symptoms are anything to be worried about.

You can also speak to a nurse or medic for an initial assessment and advice on whether you need to see a doctor. Getting on to things early will help prevent health issues from becoming more serious.

## Medication and prescriptions

Your NZDF healthcare providers will issue you with medication when required. The NZDF will fund medication required for your health that is usually funded in the New Zealand healthcare system. You must get these medications from a DHC or the pharmacy you are referred to.

Over-the-counter (OTC) medication is medication that is usually available without a prescription. This includes pain relief and decongestants that you might buy at a supermarket or pharmacy.

DHCs will usually require you to have a consultation with a nurse or medic before these OTC medications can be given out.

If you are preparing for deployment, discuss any medication requirements with your healthcare provider as soon as possible.

## Making an expense claim

If you have had to unexpectedly access external civilian health services, for example accessing an urgent care clinic on a weekend, you must keep a receipt of payment as well as a copy of the medical notes and relevant test results. Provide a copy of your medical or dental notes to your DHC or DDC and complete an *MD990 form* or *E-Travel reimbursement request* to request your expenses be reimbursed (for more information, see [Links and tools](#), page 70).

**Note:** You must get prior approval if you plan to seek reimbursement for any expenses associated with seeking care externally, unless this is for after-hours or urgent care.

**Q: How do I get a repeat prescription?**

**A:** You can request a repeat prescription by phone or email from your Defence Health Centre (for Regular Force members) or by contacting your general practitioner's clinic (for Reserve or Territorial Force members).

In some cases, your script may be filled without further consultation being required. In other cases, you may need a blood test or blood pressure check when you collect your prescription, and some medication will require you to be seen by your healthcare provider within a set period.

Submit your repeat prescription request at least a week before you need it. If you require medication urgently, ensure you inform your Defence Health Centre staff of this.

**Q: What if my Command won't release me to attend a medical appointment?**

**A:** You may contact your Defence Health Centre and request that confirmation of a medical appointment be sent to your Command. Your health is a high priority for Command. If you are having problems being released, contact your Defence Health Centre for assistance resolving the issue.

**Q: Do I have a choice of which healthcare provider I am seen by?**

**A:** You have the right to see a healthcare provider of your choice. Your Defence Health Centre will do its best to ensure you see the healthcare provider you request where that is practical.

**Q: Do I need to tell my Command if I have a medical appointment?**

**A:** You don't need to disclose what health and wellbeing services you are accessing, but you will need to let your Command know if you need to attend an appointment during work hours. Providing Command with some context will make it easier if you need to ask for changes to your usual work routine or tasks, or if you will be unable to attend a planned unit activity or exercise.



## Dental services

Defence Dental Centre's (DDCs) provide dental care (oral healthcare) for all Regular Force members, and acute and emergency care for Reserve or Territorial Force members on active duty. Your DDC civilian and uniformed dentists and oral health therapists/ dental hygienists will also assess your dental grading (see pages 28–29).



DDCs at Devonport, Waiouru and Woodbourne also provide specific services to recruits.

## Services provided to Regular Force members by Defence Dental Centres (DDCs)

PRIMARY DENTAL CARE	OCCUPATIONAL DENTAL CARE
Recall appointments (dental exams/check-ups)	Dental grading reviews
Routine appointments	Command liaison
Urgent appointments	Command Dental Waiver comments
Emergency care	Dental risk assessments for civilian staff, Reserve or Territorial Force members, and accompanying dependents proceeding overseas
Telephone triage	
General dentistry procedures: <ul style="list-style-type: none"> <li>• Accident-related care (for example, dental injuries from sports or workplace trauma)</li> <li>• Dental fillings (white and metal)</li> <li>• Dental crowns</li> <li>• Tooth extractions</li> <li>• Minor oral surgery (includes surgical extractions, which may include sedation)</li> <li>• Periodontal (gum) treatment (includes hygienist tooth and gum cleaning appointments)</li> <li>• Root canal treatment</li> <li>• Dentures (full dentures, partial dentures), mouth guards</li> <li>• Prevention</li> </ul>	
Prescriptions for dental medication	
Oral health promotion	
Referrals to external service providers (dental specialists outside of the NZDF)	
Dental ACC/AEP documentation	
Referrals to internal service providers (such as Defence Health Centres)	

\* DDCs do not provide or fund cosmetic dentistry, tooth bleaching or braces.



## Making an appointment

**Defence Dental Centres (DDCs)** are generally open **0800-1630 Monday to Friday**, though some operate on a reduced schedule.

Refer to pages 75–81 for your local Camp and Base Dental Centre contacts.

If you have concerns at any time about your dental health – including damage to teeth, fillings, toothache, or bleeding gums – contact your DDC (for Regular Force members) or your civilian dental practice (for Reserve or Territorial Force members) as soon as possible.

How quickly you get in to see your NZDF dental provider depends on the urgency of the care you need. You should expect to be seen within the following timelines:

- **Emergency dental care** (primarily for pain relief): within 24 hours (refer to emergency and after-hours contacts, pages 72–73).
- **Urgent dental care or exams**, including priority overseas deployment exams or higher priority dental treatment: within five working days.
- **Routine and preventive dental care** (for Regular Force members only): one to four weeks.
- **Routine/recall dental exam** (for Regular Force members only): two to six weeks.

**Note:** If you need to cancel an appointment, inform your DDC as soon as possible so that others can be booked in your place and you can be rescheduled – if you do this by email, mark it as ‘high importance’. It is important that everyone can access timely care when they need it. Your Command will be notified of repeated missed appointments without notification.

## Mental health

You should look after your mental health as much as your physical health, as both are equally important in providing you the strength and resilience to be your best at work and at home.

Many service members experience mental health challenges at some point in their life. Defence Health has a broad range of mental health services that are easy to access and can help you address these challenges.

Mental health challenges are best addressed early, before they seriously impact your work or life. You can get support for your situation by approaching any NZDF healthcare or wellbeing provider, including medics, chaplains, social workers, sexual assault prevention and response advisors (SAPRAs), and physical training instructors (PTIs). They will work with you to figure out the best next steps.

Your doctor is an excellent first point of contact. They will listen and discuss any support or treatment that you may need and/or refer you to a mental health specialist if required.

The NZDF takes a flexible approach to mental health recovery and will work with you to build a recovery plan that fits your circumstances and needs.

Defence Force members who have made use of these services consistently report a positive experience and often report being stronger and more resilient in the long-term.

The NZDF also has uniformed military psychologists who assist members of the Armed Forces in adapting to the demands of their work. You are likely to have engagement with these psychologists as part of deployment preparations, post-deployment debriefs, or for special situations such as critical incident debriefs. NZDF organisational psychologists will link you into the NZDF health system if you approach them or they identify that you need specialist support.

### **Q: Will a mental health condition stop me from deploying?**

**A:** Many service personnel have had mental health challenges, recovered well and deployed. Just like physical injuries, your NZDF healthcare providers will assess your mental health concern and work with you to develop a recovery plan. Sometimes, that means you need to stay close to medical support and/or be given modified duties for a period of time in order to support your recovery.

If you are required to deploy, your NZDF healthcare team will assess how your recovery is going and determine the safest plan for you.

They will take into consideration how your recovery is progressing and the nature of the mission. If your mental health challenge is assessed as being well managed and there is adequate support in place, you should be able to deploy.



**Q: Will my Command be told about my mental health problems?**

**A:** NZDF doctors will communicate any restrictions to your duties to your unit and Command through your medical gradings. They will not share information about your condition.

As part of your recovery, you will be encouraged to surround yourself with a good support network. Command, or other trusted leaders that know your situation, can be a key part of that. Your NZDF health and wellbeing provider will help you make a support plan, including discussing what you are comfortable sharing and with who.

All NZDF healthcare providers are required to notify key people who are responsible for your wellbeing if they have serious concerns about your health and safety.

**WARNING SIGNS**

**Serious mental health concerns** in yourself or others include significant mood, behavioural and physical changes, such as:

- not being able to sleep or feeling fatigued regardless of how much sleep you get;
- having trouble breathing, possibly linked to intense worry or fear;
- experiencing prolonged sadness, emptiness, and/or apathy;
- episodes of intense irritability, anger or rage;
- persistent negative thoughts about yourself, possibly focusing on how others feel about you or your work;
- feeling like you don't have control over your actions, or you are doing things that you know are bad for you or the people around you;
- substance misuse, including alcohol; and
- mood swings.

**Check out:** [health.nzdf.mil.nz/your-health/mind](https://health.nzdf.mil.nz/your-health/mind) for further information and resources on building your mental resilience toolkit.





## Healthcare coordination

### Health Multidisciplinary Team

If you experience multiple or complex health concerns, a team of NZDF healthcare professionals from different specialties will work closely together to support you – this is your health multidisciplinary team (MDT). The team will provide guidance on your recovery plan and develop a return-to-work programme if required. Your Command may also be included, with your consent, to ensure that you are supported as much as possible.

### Complex Care Coordinators

You will be referred to a complex care coordinator if you could benefit from coordination of different aspects of your care, or support for prolonged illness, injury or recovery.

A complex care coordinator will act as a single point of contact for you and your whānau, assist you in navigating public health services, and make sure you receive all the entitlements and financial support available to you.

## Physical fitness, physiotherapy and rehabilitation services

### Physical Training Instructors (PTIs)

PTIs run a variety of programmes to support your physical training and conditioning. They can assist you in designing an individual training programme and provide guidance on injury prevention and recovery strategies. PTI-led sessions are also a great way to support your mental health and resilience.

PTIs offer a variety of classes catering to formal military group training, individual training, and recreational and sports training.

PTIs can also test individuals and groups to help prepare for your Service-specific **physical fitness testing** (see page 26).

A timetable of weekly classes can be found at your nearest gym (see pages 75–81 for contact details).

PTI services are available between the hours of **0800 and 1630 from Monday to Friday** in all locations.

Physical training and unit training services are often provided outside of these hours to meet ab initio training requirements and operational deployment needs.



## Services provided in all NZDF gyms

PHYSICAL TRAINING/FITNESS/CONDITIONING	FACILITIES AND EQUIPMENT
Unit physical training	Changing rooms and showers
Fitness testing (Service specific)	Weights room (with plates, bars, dumbbells, rollers, bands, boxes, etc.)
Fitness classes (such as lunch time circuit, yoga, camp PT)	Cardio equipment (various machines)
Sporting events (various)	Rehab space (essential rehab equipment)
Village Green (generally timed for completion of year/festive season)	Sports hall courts (limited in Trentham and Papakura)
Rehabilitation (return to full training post injury)	Sports equipment (balls, cones, rackets for individual use)

## Physiotherapists

Physiotherapy is aimed at restoring movement and function to service members affected by injury, disability, or certain health conditions.

Physiotherapists are skilled at providing treatment and advice for a wide range of situations; their expertise includes occupational health and injury prevention, breathing dysfunction, pregnancy and postpartum advice, and sports-related therapy.

If you have an injury, make an appointment as soon as you can. You can go directly to an NZDF physiotherapist without a doctor's referral, regardless of whether it is a work- or non-work-related injury.

However, you should first be assessed at your Defence Health Centre if you:

- don't know what caused your injury or its extent;
- are pregnant or postpartum;
- have experienced a gradual onset of pain/discomfort; or
- are suffering from anxiety, concussion, head trauma or brain injury.



Initial appointments usually take around 30–40 minutes.

Follow up appointments are usually 20–25 minutes long.

To make an appointment with an NZDF physiotherapist, contact your Defence Health Centre. It is important not to miss your scheduled appointment as the NZDF is charged for these.

## Exercise Rehabilitation Instructors (ERIs)

Your Defence Health Centre or physiotherapist may refer you to an NZDF ERI for rehabilitation. Rehabilitation speeds up recovery and provides the best chance for a full recovery. ERIs can also assist you with education and advice on topics such as injury prevention and recovery techniques tailored to your specific working environment.



For contact details of the services available at your Camp or Base, see pages 75–81.

# Wellbeing services

A wide range of NZDF wellbeing services are available to you and your whānau. See the table below for eligibility criteria and pages 62–67 for more details of these services.

	REGULAR FORCE	PARTNERS OF REGULAR FORCE	FAMILY/WHĀNAU OF REGULAR FORCE
<b>CHAPLAINS</b>	✓	✓	✓
<b>SOCIAL WORKERS</b>	✓	✓	✓
<b>DEFENCE COMMUNITY FACILITATORS (DCFs)</b>	✓	✓	✓
<b>NAVAL WELFARE LIAISON MANAGER (NWLM)</b>	✓	✓	✓
<b>SEXUAL ASSAULT PREVENTION AND RESPONSE ADVISORS (SAPRAs)</b>	✓	—	—
<b>NZDF4U TELEHEALTH WELLBEING SUPPORT</b>	✓	✓	✓ For NZDF-related issues
<b>NZDF4U COUNSELLING</b>	✓ (includes relationship counselling together with their partner)	✓ (includes relationship counselling together with their partner)	✓ Only if NZDF-related



Refer to [health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support](https://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support) for the most up-to-date eligibility criteria.

ACTIVE RESERVE OR TERRITORIAL FORCE	NZDF CIVILIAN STAFF	EX-SERVING
✔	✔	—
✔	✔	—
✔	✔	—
✔	✔	—
✔	✔	—
For harmful sexual behaviour experienced while on duty.		
✔	✔	
For NZDF-related issues and crisis support		For NZDF-related issues and crisis support*
✔	✔	
Only if NZDF-related		For NZDF-related issues*

\* Ex-serving members can access support for up to two years post service.  
See page 70 for how to locate relevant health-related policy.



## Chaplains

Chaplains are available 24 hours a day, seven days a week to provide a listening ear and support. Chaplains can also visit you or your whānau if you are in hospital, a hospice facility or prison.

Chaplains work to support positive change within the wellness and culture of our people. You do not need to have a religious background to seek chaplaincy support – a chaplain will work with you to find the right support for you and your whānau.

## Social workers

NZDF social workers are available to help you and your whānau navigate challenges such as financial stress, relationship difficulties, and grief and loss. A social worker will assist you in devising strategies to manage a range of concerns and challenges.

You can self-refer to the social work service, or you may be referred by another healthcare or wellbeing provider or Command.

Because this service is available to Reserve and Territorial Force members only while on active duty, these members will generally just be accessing care for acute issues.

**Note:** For contact details of the services available at your Camp or Base, see pages 75–81.

## Sexual Assault Prevention and Response Advisors (SAPRAs)

SAPRAs are there for you if you are part of the Regular Force and have experienced any form of harmful sexual behaviour, or are concerned about your own behaviour. This includes sexual offences, sexual harassment and sexualised social behaviour – historical or current.

SAPRAs also provide support to Reserve or Territorial Force members who have experienced harmful sexual behaviour while on active duty.

A SAPRA can provide support, coordinate care to specialist services, and provide you with information on NZDF reporting, investigation and disciplinary processes.

**You can speak confidentially to a SAPRA, between 0700 and 1900, seven days a week.**



**CALL 0800 693 324 or**



**OVERSEAS: +64 4 527 5799**

## Defence Community Facilitators (DCFs)/ Naval Welfare Liaison Manager (NWLM)

The NZDF community support team is made up of DCFs and, for the Royal New Zealand Navy, the NWLM. DCFs and the NWLM organise local social events and can connect you and your whānau to the wider NZDF community and other community agencies related to deployment and military life.

## NZDF4U wellbeing support and counselling

If for some reason you are unable or reluctant to use NZDF support services, NZDF4U provides confidential wellbeing support from healthcare professionals outside of the NZDF. This service includes 24-hour-a-day, seven-day-a-week, immediate tele-health support and the option of up to six in-person counselling sessions (per 12 month period).

A healthcare professional will listen, assess what's going on for you, and discuss additional support options. You will be asked for consent for information to be passed onto NZDF health and wellbeing services to pick up your ongoing support needs. If you are not comfortable with sharing this information initially, only non-identifying data will be shared with the NZDF, unless there are serious concerns for your or others' safety.

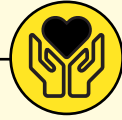
**Note:** If you are a member of the Regular Force, you are strongly encouraged to access NZDF health and wellbeing services as your first port of call. Please remember, the advantage of using these is that you will experience better continuity of care and follow-up support. You can trust them to assist with the support you need, and they can discuss your confidentiality concerns.

If you do access NZDF4U wellbeing support and counselling, you are encouraged to share this information with your NZDF healthcare provider so that you can be fully supported by your primary healthcare team.

Regular Force members and their partners can utilise NZDF4U wellbeing support for any wellbeing issue, including stress, depression, anxiety, and relationship counselling. Reserve or Territorial Force, ex-serving members and families of Regular Force members can utilise the service where issues are NZDF-related.

Learn more about eligibility at: [health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support](https://health.nzdf.mil.nz/support-providers/nzdf-community-wellbeing-support)





**Q: What issues can I seek NZDF4U wellbeing support for?**

**A:** If you are a member of the Regular Force, you can contact NZDF4U wellbeing support about any wellbeing issue you want help with. This can include anything, including general stress, depression, anxiety, relationship troubles, financial worries, post-deployment problems, and transitioning out of NZDF. The healthcare professional will help direct you towards the best support for you. If you are a member of the Reserve or Territorial Force, you can seek support for any NZDF-related issues.

**Q: Is NZDF4U wellbeing support confidential?**

**A:** Yes. All your communications with NZDF4U wellbeing support are confidential – no personal details are sent to the NZDF. You will only be asked to provide some basic demographic information for reporting purposes, such as whether you are a Regular Force, Reserve or Territorial Force, ex-serving, or a family member. The counsellor will only know your name if you choose to provide it.

If you are a member of the Regular Force, you will be asked if you are comfortable with relevant health information being shared with the NZDF so it can be added to your NZDF health record and additional support can be arranged through the NZDF. This is voluntary but is a very useful to do. Helpful support, such as modifying your duties or workplace demands, can then be facilitated through your NZDF healthcare provider.

To access 24-hour-a-day, seven-day-a-week wellbeing support and/or to be referred to a counsellor:

-  **TEXT 8881**
-  **CALL 0800 NZDF4U (693 348)**
-  **OVERSEAS +64 9 414 9914,**
-  **EMAIL [wellbeingsupport@nzdf4u.co.nz](mailto:wellbeingsupport@nzdf4u.co.nz)**

## NZDF Marae

Each of the three Services has its own marae/whareniui (meeting house), which many Defence Force members consider to be a spiritual home or tūrangawaewae (place to stand).

Marae provide warm spaces for all personnel and members of the NZDF. Manaakitanga (kindness and generosity to others) is at the forefront of their being, and these are places where you can always find a warm cuppa and someone to talk to.



## Te Tāua Moana o Aotearoa

**Te Tāua Moana o Aotearoa**, the Royal New Zealand Navy marae in Devonport, is a place to seek help and solace away from the demands of work and social pressures. It offers physical and spiritual healing – whakatau hinengaro (meditation), hau-ora (wellness through breath) and karakia (prayers). Te Tāua Moana Marae is a socially integrative space that fosters identity, unity and pride. It is a place where Māori values and philosophies are re-affirmed.

## Rongomaraeroa-o-ngā-hau-e-whā

**Rongomaraeroa-o-ngā-hau-e-whā** is the Army's national marae in Waiouru. Marae staff teach cultural practices based on Ngāti Tūmatauenga, including our relationship with local Iwi, sacred areas within the vast training area, performing arts, Mau Taiaha, Kai Karanga and Te Reo Māori Wānanga.

## RNZAF Tūrangawaewae

The RNZAF **Tūrangawaewae** in Ohakea is a place where you may honour our past, celebrate or lament the present, and look to the future. It is a meeting place, a rallying point, a learning area, and a place of rest and spiritual reflection. It is a memorial to our forebears and a beacon for those yet to come. It is a place for all, where diversity is welcome and where biculturalism can be embraced without compromise to the integrity of the Māori culture.





# Resources and contacts

# Links and tools

## Forms



The following forms can be accessed from the NZDF ILP (Intranet Launch Pad).

- *MD990 Personal/Travel Expense Claim*
- *MD1207 Healthcare Consumer Complaint Form*
- *MD1206 NZDF Patient Health Record Request*
- *E-Travel Reimbursement Request*

## Policies



NZDF health-related policies can be found on the Defence Health Policy ILP at: [orgs/sites/nzdf-health/lp/Policy.aspx](https://orgs/sites/nzdf-health/lp/Policy.aspx)

The Health Policy Quick Reference guide and the Health Policy Locator Tool, which provides an A-Z topic index, can also be located on the Defence Health ILP site.

## Guides



You can request a printed copy of the following guides from your local Defence Health Centre or ***Defence Community Facilitator/Naval Welfare Liaison Manager*** or download them from [health.nzdf.mil.nz](https://health.nzdf.mil.nz)

- [Ko te Toi Ora: Staying at the Top of Your Game – A Guide for Maintaining Health for the Defence Community](#)
- [NZDF Exercise Guide during and after Pregnancy](#)
- [Parental Planning: A Guide for all Members of the New Zealand Defence Force](#)
- [A Practical Guide to Transitioning from Military to Civilian Life](#)

## Websites



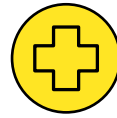
**Pūtahi Hauora**, the Defence Health website, is an invaluable resource with tailored health and wellbeing information for Defence Force members and whānau. It features guidance on nutrition, sleep, and fitness, as well as general wellbeing topics such as managing stress, finances, and time apart from loved ones. It also offers quick and anonymous self-checks on your current levels of resilience, anxiety and depression, and tips for improving these.

 [health.nzdf.mil.nz](https://health.nzdf.mil.nz)



**Force4Families** provides information and helpful resources to support the NZDF community, including a discount scheme, subsidised holiday/leave accommodation, and financial advice via the *Force Financial Hub*.

 [force4families.mil.nz](https://force4families.mil.nz)



**Healthify | He Puna Waiora** is a public health website providing tips for prevention, self-care, and treatment for an A-Z of health conditions.

 [healthify.nz/health-a-z](https://healthify.nz/health-a-z)

# Emergency and after-hours contacts



## EMERGENCY CARE

**If you have a medical emergency\* and require urgent assistance, call 111 immediately.** The operator will ask whether you need Fire, Ambulance or Police – even if you're not sure if it's an emergency, the operator can help you work out what to do.

**If you are located at Whenuapai, Ohakea or Woodbourne, dial 7111 on an internal phone for the on-site emergency medical/ambulance response.**

If your emergency is an unresponsive person, their heart might have stopped beating, and the operator may ask if you have access to an **Automated External Defibrillator (AED)**.

AEDs are located on all Camps and Bases. Familiarise yourself with their locations and accessibility – some will not be available outside of work hours.

**After calling 111, ensure your Base or Camp emergency procedures are followed, such as informing the Duty Officer and Security.**

Please use any hospital or emergency facility if you are having an emergency. As soon as practicable afterwards, inform your Defence Health Centre of the details of the emergency and where you received care.

\*A medical emergency includes chest pain or tightness, difficulty breathing, choking, severe bleeding or bleeding that won't stop, sudden weakness or difficulty talking, and fainting or unconsciousness.





### URGENT AFTER-HOURS DENTAL HEALTHCARE

If you require urgent dental healthcare for reasons such as severe toothache or broken teeth, call **Healthline 0800 611 116**. They will advise you of your nearest civilian dental practice (after-hours dental healthcare is not provided by Defence Dental Centres).



### URGENT AFTER-HOURS HEALTHCARE

If you become very unwell outside of work and cannot wait till the next workday morning, call the **NZDF Health Line 0800 268 437** for after-hours provisions at your Camp or Base or **Healthline 0800 611 116**.



### URGENT HEALTHCARE

Seek care from a doctor or dentist as soon as you can if you have any health issues that make you unfit for routine work but are not life-threatening, such as minor injuries, infections or illnesses.

Contact the **NZDF Health Line 0800 268 437** to be transferred to your local Defence Health Centre. If urgent care is required and you cannot access a Defence Health Centre, go to a civilian medical treatment centre or hospital/emergency department.



### MENTAL HEALTH CONCERNS

**For urgent care, call 111.**

For non-emergency mental health support, contact your local Defence Health Centre. You can also access 24-hour-a-day, seven-day-a-week confidential tele-support from NZDF4U wellbeing support:

**TEXT 8881**

**CALL 0800 NZDF4U (693 348)**

**OVERSEAS +64 9 414 9914**

**EMAIL [wellbeingsupport@nzdf4u.co.nz](mailto:wellbeingsupport@nzdf4u.co.nz)**

Refer to [health.nzdf.mil.nz/get-help-now/mental-health](http://health.nzdf.mil.nz/get-help-now/mental-health) for additional helpline numbers.



Remember to request a copy of your healthcare notes and your receipts in order to claim for reimbursement (see ***Making an expense claim***, page 49).

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# Local Camp and Base health and wellbeing providers

Refer to [health.nzdf.mil.nz/our-locations](https://health.nzdf.mil.nz/our-locations) for up-to-date contact details or scan here.

For emergency and after-hours contacts, see pages 72–73.



## Devonport

Service provider:	Contact details:
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b> (09) 445 5922
	<b>DTelN:</b> (397) 7922
	<b>Email:</b> dhcdnb@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1600 Mon–Fri
	<b>After-hours:</b> Duty Medic 021 804 768
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b> (09) 445 5982
	<b>DTelN:</b> (397) 7922
	<b>Email:</b> JSGFHODentalDevonport@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
	<b>After-hours:</b> DDI or DTelN for recorded message
<b>Gymnasium</b>	<b>DDI:</b> (09) 4455 554
	<b>Email:</b> jsgfhofleetgym@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
<b>Physiotherapy</b>	<b>DDI:</b> 0800 376 547
	<b>Email:</b> apmphysio@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
<b>Social work</b>	<b>DDI:</b> (09) 445 5922
	<b>Mob:</b> 021 908 655, 027 490 2781
	<b>Email:</b> SocialWorkersDEV@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1600 Mon–Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b> 021 913 608
	<b>Email:</b> SAPRA@nzdf.mil.nz
	<b>Opening hours:</b> 0700–1900 Mon–Fri
<b>Chaplaincy</b>	<b>DDI:</b> (09) 445 5325
	<b>Opening hours:</b> 24/7
<b>Marae</b>	<b>DDI:</b> (09) 397 7407
	<b>Email:</b> NAVYMARAe@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
<b>Naval Welfare Liaison Manager (NWLM)</b>	<b>Mob:</b> 027 220 8284
	<b>Email:</b> navywelfareliaison@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1600 Mon–Fri

# Papakura

Service provider:	Contact details:
Defence Health Centre (DHC)	<b>DDI:</b> (09) 362 7413
	<b>DTelN:</b> (396) 7513
	<b>Email:</b> PMC.DHC@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1600 Mon–Fri
Defence Dental Centre (DDC)	<b>DDI:</b> (09) 417 7062
	<b>Email:</b> JSGFHODentalWhenuapai@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
	<b>After-hours:</b> DDI (09) 445 5982/3 or DTelN (397) 7982/3
Gymnasium	<b>DDI:</b> (09) 296 5739
	<b>Opening hours:</b> 0800–1630 Mon–Fri
Physiotherapy	<b>DDI:</b> (09) 362 7413
	<b>DTelN:</b> (396) 7513
	<b>Email:</b> PMC.DHC@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
Social Work	<b>Mob:</b> 021 952 205
	<b>Opening hours:</b> 0800–1630 Mon–Fri
Sexual Assault Prevention and Response Advisor (SAPRA)	<b>Mob:</b> 021 908 424
	<b>Email:</b> SAPRA@nzdf.mil.nz
	<b>Opening hours:</b> 0700–1900 Mon–Fri
Chaplaincy	<b>DTelN:</b> (396) 7539
	<b>Mob:</b> 021 246 5286
	<b>Opening hours:</b> 24/7
Defence Community Facilitator (DCF)	<b>Mob:</b> 021 229 8039, 021 934 635
	<b>Email:</b> DCF.PMC@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri

# Whenuapai

Service provider:	Contact details:
Defence Health Centre (DHC)	<b>DDI:</b> (09) 347 0570
	<b>DTelN:</b> (399) 6640
	<b>Email:</b> akmedical@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1600 Mon–Fri
	<b>After-hours:</b> Duty Medic 027 490 6074
Defence Dental Centre (DDC)	<b>DDI:</b> (09) 417 7062
	<b>Email:</b> JSGFHODentalWhenuapai@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
	<b>After-hours:</b> DDI (09) 445 5982/3, DTelN (397) 7982/3
Gymnasium	<b>DDI:</b> (09) 417 7061
	<b>Opening hours:</b> 0800–1630 Mon–Fri
Physiotherapy	<b>DDI:</b> 0800 376 547
	<b>Email:</b> apmphysio@nzdf.mil.nz
	<b>Opening hours:</b> 0800–1630 Mon–Fri
Social Work	<b>Mob:</b> 021 952 845
	<b>Opening hours:</b> 0800–1600 Mon–Fri
Sexual Assault Prevention and Response Advisor (SAPRA)	<b>Mob:</b> 021 908 424
	<b>Email:</b> SAPRA@nzdf.mil.nz
	<b>Opening hours:</b> 0700–1900 Mon–Fri

## Whenuapai continued

<b>Chaplaincy</b>	<b>DTelN:</b>	(399) 7009
	<b>Mob:</b>	027 441 7872
	<b>Opening hours:</b>	24/7
<b>Defence Community Facilitator (DCF)</b>	<b>Mob:</b>	027 450 2001
	<b>Email:</b>	AKDefence.CommunityFacilitators@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri

## Waiouru

<b>Service provider:</b>	<b>Contact details:</b>	
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b>	(06) 387 5489
	<b>DTelN:</b>	(367) 6489
	<b>Email:</b>	waiouru.dhc.admin@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1600 Mon-Fri
	<b>After-hours:</b>	Duty Medic 021 241 9248
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b>	(06) 387 5567
	<b>Email:</b>	JSGFHODentalWaiouru@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri
	<b>After-hours:</b>	Duty Medic 021 241 9248
<b>Gymnasium</b>	<b>DDI:</b>	(06) 387 5599 ext 7913
	<b>Opening hours:</b>	0800-1630 Mon-Fri
<b>Physiotherapy</b>	<b>DDI:</b>	0800 376 547
	<b>Email:</b>	apmphysio@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri
<b>Social Work</b>	<b>Mob:</b>	021 942 989
	<b>Opening hours:</b>	0800-1630 Mon-Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b>	021 913 645
	<b>Email:</b>	SAPRA@nzdf.mil.nz
	<b>Opening hours:</b>	0700-1900 Mon-Fri
<b>Chaplaincy</b>	<b>Mob:</b>	021 723 731
	<b>Opening hours:</b>	24/7
<b>Marae</b>	<b>DDI:</b>	(06) 387 5599 extn 7185
	<b>Opening hours:</b>	0800-1630 Mon-Fri
<b>Defence Community Facilitator (DCF)</b>	<b>Mob:</b>	021 226 9057
	<b>Email:</b>	RSC_WMC_DCF@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri

## Ohakea

<b>Service provider:</b>	<b>Contact details:</b>	
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b>	(06) 352 2415
	<b>DTelN:</b>	(368) 6415
	<b>Email:</b>	OHmedical@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1600 Mon-Fri
	<b>After-hours:</b>	Duty Flying Cover Medic 021 716 290
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b>	(06) 351 5170
	<b>Email:</b>	JSGFHODentalOhakea@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri

## Ohakea continued

<b>Gymnasium</b>	<b>DDI:</b>	(06) 351 5165
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Physiotherapy</b>	<b>Mob:</b>	0800 376 547
	<b>Email:</b>	apmphysio@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Social Work</b>	<b>Mob:</b>	021 922 427
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b>	021 913 645
	<b>Email:</b>	SAPRA@nzdf.mil.nz
	<b>Opening hours:</b>	0700–1900 Mon–Fri
<b>Chaplaincy</b>	<b>DDI:</b>	(06) 351 5606
	<b>DTelN:</b>	(368) 7606
	<b>Opening hours:</b>	24/7
<b>Tūrangaawae</b>	<b>DDI:</b>	(06) 368 6208
	<b>Email:</b>	RNZAFTurangaawae@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Defence Community Facilitator (DCF)</b>	<b>DDI:</b>	(06) 351 5439
	<b>Mob:</b>	021 351 542
	<b>Opening hours:</b>	0800–1630 Mon–Fri

## Linton

<b>Service provider:</b>	<b>Contact details:</b>	
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b>	(06) 351 9565
	<b>DTelN:</b>	(369) 7565
	<b>Email:</b>	linton.mtc.admin@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1600 Mon–Fri
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b>	(06) 351 9584
	<b>DTelN:</b>	(369) 7584
	<b>Email:</b>	JSGFHODentalLinton@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Gymnasium</b>	<b>DDI:</b>	(06) 351 9653
	<b>Email:</b>	JSGFHOLINTONGYM@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Physiotherapy</b>	<b>DDI:</b>	0800 376 547
	<b>Email:</b>	apmphysio@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Social Work</b>	<b>Mob:</b>	021 922 159, 021 953 967
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b>	021 940 242
	<b>Email:</b>	SAPRA@nzdf.mil.nz
	<b>Opening hours:</b>	0700–1900 Mon–Fri
<b>Chaplaincy</b>	<b>DDI:</b>	(06) 351 9635
	<b>DTelN:</b>	(368) 7635
	<b>Opening hours:</b>	24/7
<b>Defence Community Facilitator (DCF)</b>	<b>DDI:</b>	(06) 3259472
	<b>Mob:</b>	021 649 901
	<b>Email:</b>	RSC_LMC_Community@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri

# Trentham

Service provider:	Contact details:
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b> (04) 576 5550
	<b>DTelN:</b> (347) 6550
	<b>Email:</b> medicaltrentham@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1600 Mon-Fri
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b> (04) 576 5530
	<b>Email:</b> JSGFHODentalTrentham@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1630 Mon-Fri
<b>Gymnasium</b>	<b>DDI:</b> (04) 466 8780
	<b>DTelN:</b> (466) 7782
	<b>Opening hours:</b> 0800-1630 Mon-Fri
<b>Physiotherapy</b>	<b>DDI:</b> 0800 376 547
	<b>Email:</b> apmphysio@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1630 Mon-Fri
<b>Social Work</b>	<b>DDI:</b> (04) 527 1030
	<b>Mob:</b> 021 905 251
	<b>Opening hours:</b> 0800-1630 Mon-Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b> 021 913 673
	<b>Email:</b> SAPRA@nzdf.mil.nz
	<b>Opening hours:</b> 0700-1900 Mon-Fri
<b>Chaplaincy</b>	<b>DDI:</b> (04) 816 8649
	<b>DTelN:</b> (347) 8649
	<b>Opening hours:</b> 24/7
<b>Defence Community Facilitator (DCF)</b>	<b>DDI:</b> (04) 527 5029
	<b>Mob:</b> 027 217 1476
	<b>Opening hours:</b> 0800-1630 Mon-Fri

# HQNZDF

Service provider:	Contact details:
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b> (04) 496 0901
	<b>DTelN:</b> (349) 7901
	<b>Address:</b> Level 14, 88 Lambton Quay
	<b>Email:</b> wellingtonmedical@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1600 Mon-Fri
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b> (04) 496 0944
	<b>DTelN:</b> (349) 7944
	<b>Address:</b> Level 14, 88 Lambton Quay
	<b>Email:</b> JSGFHODentalWellington@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1630 Mon-Fri
<b>Physiotherapy</b>	<b>Mob:</b> 0800 376 547
	<b>Email:</b> apmphysio@nzdf.mil.nz
	<b>Opening hours:</b> 0800-1630 Mon-Fri

## HQNZDF continued

<b>Social Work</b>	<b>Mob:</b>	021 905 251
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b>	021 913 673
	<b>Email:</b>	SAPRA@nzdf.mil.nz
	<b>Opening hours:</b>	0700–1900 Mon–Fri
<b>Chaplaincy</b>	<b>HQNZDF Mob:</b>	021 972 454
	<b>HQJFNZ DDI:</b>	(04) 529 7879
	<b>Opening hours:</b>	24/7
<b>Defence Community Facilitator (DCF)</b>	<b>Navy and Army</b>	(04) 527 5029, 027 217 1476
	<b>Opening hours:</b>	0800–1630 Mon–Fri
	<b>Air Force</b>	021 243 4108
	<b>Opening hours:</b>	0800–1600 Mon–Fri

## Woodbourne

<b>Service provider:</b>	<b>Contact details:</b>	
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b>	(03) 577 1136
	<b>DTelN:</b>	(346) 7136
	<b>Email:</b>	DHC.wb@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1600 Mon–Fri
	<b>After-hours:</b>	Duty Medic 021 625 984
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b>	(03) 577 1151
	<b>Email:</b>	JSGFHODentalWoodbourne@nzdf.mil.nz
	<b>Opening hours:</b>	0800–1630 Mon–Fri
	<b>After-hours:</b>	Duty Medic 021 625 984
<b>Physical Training Instructor (PTI)</b>	<b>DDI:</b>	(03) 577 1713
<b>Physiotherapy</b>	<b>Opening hours:</b>	0800–1630 Mon–Fri
	<b>DDI:</b>	0800 376 547
	<b>Email:</b>	apmphysio@nzdf.mil.nz
<b>Social Work</b>	<b>Opening hours:</b>	0800–1630 Mon–Fri
	<b>Mob:</b>	021 916 143
	<b>Opening hours:</b>	0800–1630 Mon–Fri
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Mob:</b>	021 193 2836
	<b>Email:</b>	SAPRA@nzdf.mil.nz
	<b>Opening hours:</b>	0700–1900 Mon–Fri
<b>Chaplaincy</b>	<b>DTelN:</b>	(346) 7175
	<b>Mob:</b>	021 529 724
	<b>Opening hours:</b>	24/7
<b>Defence Community Facilitator (DCF)</b>	<b>DDI:</b>	(04) 577 1177
	<b>Mob:</b>	027 246 4910
	<b>Opening hours:</b>	0800–1630 Mon–Fri



# Burnham

<b>Service provider:</b>	<b>Contact details:</b>	
<b>Defence Health Centre (DHC)</b>	<b>DDI:</b>	(03) 363 0159
	<b>DTelN:</b>	(337) 7159
	<b>Email:</b>	dhcadminbhm@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1600 Mon-Fri
<b>Defence Dental Centre (DDC)</b>	<b>DDI:</b>	(03) 347 5295
	<b>Email:</b>	JSGFHODentalBurnham@nzdf.mil.nz
	<b>Opening hours:</b>	0800-1630 Mon-Fri
	<b>After-hours:</b>	Duty Medic 027 435 3889
<b>Gymnasium</b>	<b>DTelN</b>	(337) 7383
<b>Physiotherapy</b>	<b>Opening hours:</b>	0800-1630 Mon-Fri
	<b>DDI:</b>	0800 376 547
	<b>Email:</b>	apmphysio@nzdf.mil.nz
<b>Social Work</b>	<b>Opening hours:</b>	0800-1630 Mon-Fri
	<b>Mob:</b>	021 921 762, 021 957 528
<b>Sexual Assault Prevention and Response Advisor (SAPRA)</b>	<b>Opening hours:</b>	0800-1630 Mon-Fri
	<b>Mob:</b>	021 913 691
	<b>Email:</b>	SAPRA@nzdf.mil.nz
<b>Chaplaincy</b>	<b>Opening hours:</b>	0700-1900 Mon-Fri
	<b>DDI:</b>	(03) 363 0476
	<b>DTelN:</b>	(337) 7476
<b>Defence Community Facilitator (DCF)</b>	<b>Opening hours:</b>	24/7
	<b>DDI:</b>	(03) 363 0322
	<b>Mob:</b>	021 245 5099
	<b>Opening hours:</b>	0800-1630 Mon-Fri

## **Mauri ora**

Mauri refers to the life force – or the essence of life – that binds together body and spirit. Ora means to be alive, well and safe. The NZDF seeks to provide all members of the Armed Forces with holistic health services in a way that supports mauri ora.

We hope this handbook has helped familiarise you with the NZDF health and wellbeing support services available to you, while empowering you to care actively for the taonga (treasure) that is your health.

## **Noho ora mai – Stay well!**

Your feedback on how this resource can be improved is welcomed. Comments and suggestions can be sent to [Integrated.Wellness@NZDF.mil.nz](mailto:Integrated.Wellness@NZDF.mil.nz)





**HEI MANA MŌ AOTEAROA**  
**A FORCE FOR NEW ZEALAND**