

PUTTING WELLBEING

AT THE HEART OF

EVERYTHING WE DO



newhorizons[®]
wellbeing. done well.



Wellbeing. Done well.

Hi, I'm Judi and I'm the CEO of New Horizons.

At New Horizons we promise to put wellbeing at the heart of everything we do. We have supported tens of thousands of Australians to reach their goals, through an unmatched range of services and supports.

We believe choice is fundamental to wellbeing and we work with you to give you all the information and advice you need to make decisions about your own wellbeing. We take the time to listen to you, understand your needs and design tailored solutions that put you firmly in the driver's seat.

Warm regards,

Judi

What this brochure will tell you

New Horizons supports people to improve their wellbeing and realise their potential through our broad range of services and supports. This booklet will tell you about the services and supports we provide, who we help and why you should partner with us. We hope you find it useful!

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Who we can help

For half a century New Horizons has helped thousands of Australians from all walks of life to enhance their wellbeing. We specialise in **disability, mental health and aged care**.

With more than 900 employees across New South Wales (see pages 8 & 9 for a full list of our locations) New Horizons has the experience and expertise to start you on your journey to wellbeing.

Our expertise spans:

- disability
- mental health
- aged care
- Indigenous supports
- homelessness early intervention & prevention
- youth support services
- humanitarian & justice

In 1967 we created one of the world's first social enterprises – a small petrol station in Sydney that provided employment opportunities for people with psychiatric disabilities. Since then we've continued to support people to discover their potential and work towards our vision of happy inclusive communities, creating opportunities.

If you or someone you care for is looking for support in the home, personal supports, or advice and planning, talk to New Horizons today.

How we can help

Working with the right partner means you get the support, services and advice you need. Because everyone's journey is different, there is no 'one size fits all' solution. We take the time to listen to your needs and work with you to plan and achieve your individual goals.

We offer wide range of supports to improve your wellbeing, from specialist advice to practical support with daily living skills. Our experience and our extensive network of more than 400 partners means we have the connections and expertise to make a difference to your wellbeing.

We can support you with:

Individual Support

- support for daily living
- family & carer support
- budgeting assistance
- leisure & recreational
- community participation
- healthy lifestyle planning
- social skills development
- coaching & mentoring
- peer support
- individual or group-based activities
- employment, training & education

Advice & Planning

- support coordination
- funds management
- budgeting & financial planning
- life stage & transition planning
- behavioural & complex supports
- clinical & therapeutic supports
- plan management
- case coordination

Home Supports

- accommodation & tenancy support
- meals, medication & hygiene
- personal & domestic care

"Going to New Horizons was the best thing I've done."

Sharon,
New Horizons customer

Our approach



The New Horizons Difference

New Horizons supports choice and control for all of our customers. We understand everyone's needs and goals are unique and recognise that you're an expert in your own wellbeing.

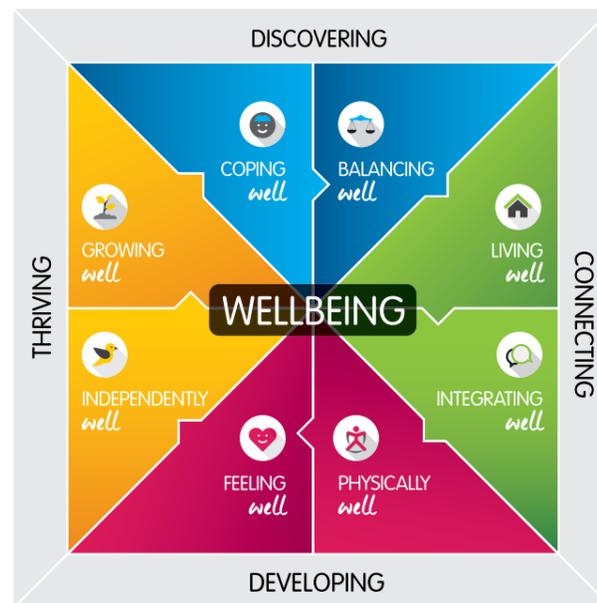
Our promise is to make a difference by putting wellbeing at the heart of everything we do. We've supported tens of thousands of Australians like you to reach their goals through an unmatched range of services and supports.

Whether you need support with daily tasks, to connect with your community or become more independent we'll work with you to get the most from your supports.

Our unique *MyWellbeing – The 8 Domains* model can help you to identify your goals and create a plan that reflects your individual needs and goals. With half a century of experience, we understand what really works and how to support people to discover their potential.

The *MyWellbeing* model helps you think practically about your wellbeing and discover which areas of your life you might want to focus on.

Of course, your wellbeing journey will be as unique and individual you are. The model gives you the flexibility to focus on the specific areas that matter the most to you.



We will help you identify these areas and connect you with the services and supports you need to achieve your goals.

Each Domain is underpinned by recognised principles of wellbeing, aligned to one of four core pillars that help people to: **Discover, Develop, Connect and Thrive.**



Coping Well

Maintaining the skills to emotionally cope with life, and establishing the foundations of resilience.



Balancing Well

Developing and maintaining the skills to manage and balance daily activities and tasks.



Living Well

Living freely, feeling safe and secure in your living environment, and addressing factors that impact your immediate living situation.



Integrating Well

Strengthening the sense of integration and belonging through friendships, relationships, cultural connectedness and spirituality.



Feeling Well

Feeling good about yourself, by setting goals and challenges, and recognising achievements and celebrate accomplishments along the way.



Physically Well

Improving diet and exercise and making healthy lifestyle choices to feel better on the inside as well as outside.



Growing Well

Actively pursuing personal growth, sharing your experiences and giving back, to discover and unleash your full potential.



Independently Well

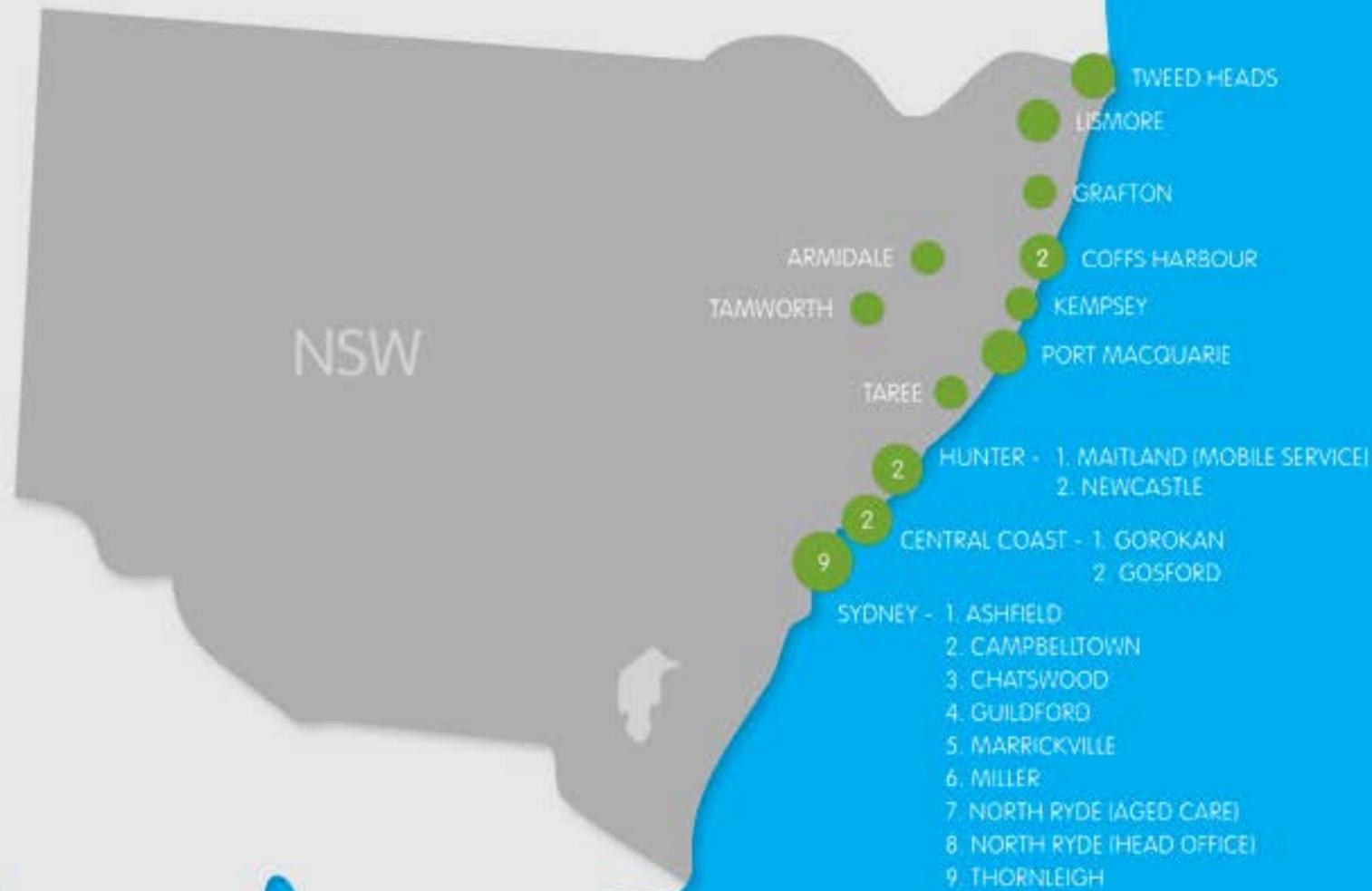
Finding your voice, expressing yourselves, and building the confidence to make our own decisions and maintain a sense of independence.

Why it works

MyWellbeing - The 8 Domains draws on extensive research and thinking around wellbeing, including the Canadian Index of Wellbeing, the Department of Families and Child Services (FACS)

To find out more about the model and to assess your wellbeing check out the website, ask for a copy of our My Wellbeing brochure or try our online app at mywellbeing.com.au.

Then and now



Supporting more than 4000 customers

Strengthening 200+ communities

Employing 1000 wellbeing experts

A network of 400+ community partners

One of the world's first social enterprises

Our profits are invested into communities

Making a social impact for half a century

1967



1981



1993



2003



2013



Future

We partner with energy giant British Petroleum (BP) to form one of the **world's first social enterprises** – a petrol station in Sydney that provides meaningful employment opportunities for people with psychiatric disabilities.

Using profits from the successful petrol station **we build a packaging centre in North Ryde**. Still running today, it has offered hundreds of people with disabilities the chance to employment and training, working with many well-known brands including UGG and Canon.

We invest in **housing for disadvantaged people**, many of whom have lived in their whole lives in institutions. Transitioning people into the community, supporting them to develop life skills, increase their independence and actively participate as valued members of society has become a cornerstone of our social mission.

We move into Aged Care with the purchase of two failing nursing homes. We quickly turn them around and build a state-of-the-art Aged Care residence at North Ryde. It continues to provide a comfortable and safe place for people to live with respect and dignity.

We welcome the introduction of the National Disability Scheme (NDIS) as a way of offering customers choice and control, something we've always strived to do. With more than 900 employees we continue to help customers realise their opportunities and discover their potential.

Our vision to see **happy inclusive communities, creating opportunities**. We continue to collaborate with customers, partners and stakeholders to make a difference, by putting wellbeing at the heart of everything we do.

Why choose New Horizons

Our extensive experience and networks

As champions of choice, we provide an unparalleled range of support for people from a wide range of backgrounds and situations. Combined with 50 years' experience and a network of more than 400 partners, we have the connections and expertise you need to reach your goals and improve your wellbeing, no matter who you are. We specialise in providing support for disability, mental health and aged care.

We have superior and diverse skills

With a team of more than 900 people, we have the skills and experience you need to discover your potential. All of our support workers are Cert III qualified or higher and many of our team have first-hand lived experience, which they use to guide our customers on their journey to wellbeing.

We're not-for-profit, but we're no charity

As a not-for-profit, all company profits are invested back to better support people like you and the wider community. With a support approach based on customer empowerment we help you build life-skills, self-confidence and social connections, so you can realise your opportunities and discover your potential. We will guide and support you to achieve your goals.

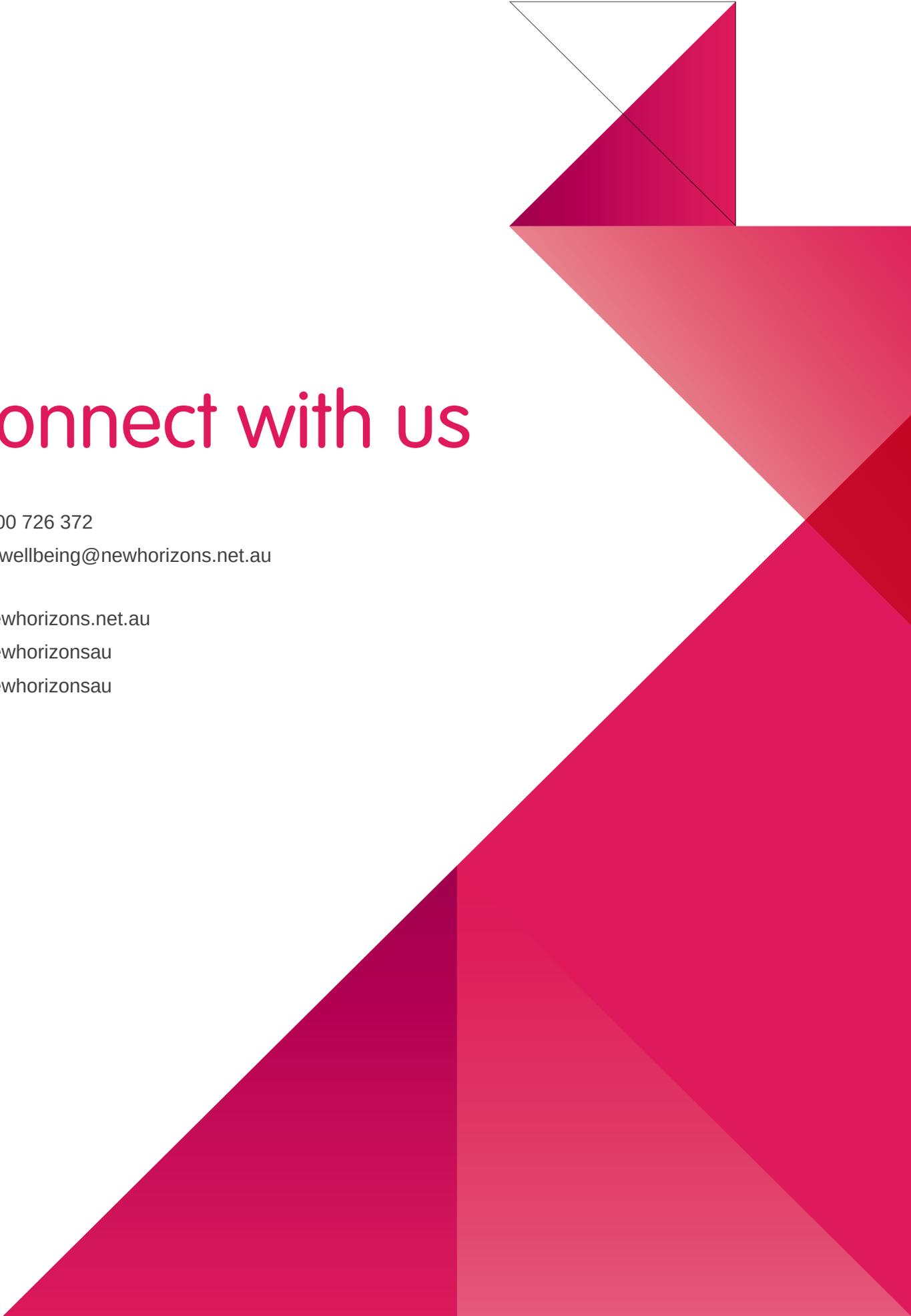
We're an experienced NDIS provider

Whether you need support coordination, daily living skills, social and community participation or something else, if you are looking for support under the NDIS New Horizons can help. We've already been supporting NDIS customers in the Hunter for three years, so we have the direct experience and knowledge required to help you get the most from your plan.

"If it wasn't for New Horizons, I don't know where I'd be right now."

Katherine Brown,
New Horizons customer





Connect with us

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 newhorizons.net.au

 [newhorizonsau](https://www.facebook.com/newhorizonsau)

 [newhorizonsau](https://twitter.com/newhorizonsau)