



Key Service Commitments

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About Us

Sureway Employment and Training is a trusted provider of Federal and State contracts, having successfully delivered Employment Services for over 30 years. Sureway prides itself on building strong community relationships and aiding Parents in achieving their goals. Our team lives and breathes our purpose of 'Changing lives, building stronger communities'.

Sureway's 'nurture first' pre-employment program embodies our dedication to supporting Parents on their journey towards a meaningful career. Our focus in this program will be to equip you with the skills and confidence to support the future economic security of your family, while considering your unique circumstances and the priority of raising your children.

Our strengths-based service model consists of six key service principles:

Promote → Engage → Assess → Advocate → Activity → Support

Each principle contains unique strategies, tailored to meet your individual needs and preferences, addressing barriers and maximising strengths.

Committed to understanding directly from Parents, our Parent Advisory Board ensures our services are aligned with the needs and preferences of Parents in this region.

Outcomes we aim to achieve for parents

Our Initial Discussion will be face-to-face to give us a chance to get to know you and start developing your personalised Goal Plan suited to your personal, study or work goals.

Our service model aims to empower Parents to achieve their short and long-term goals by sourcing suitable social, community parenting and childcare, financial and health support services. Parents have a choice to access some funds for purchases related to building skills and capability.

Our Staff

Our Mentors all have lived experience and meet qualification requirements for this role. Committed to professional development, we invest significantly to continually enhance the skills and knowledge of staff through qualifications and training. Our ratio of one Mentor to 50 Participants will ensure each Parent will be offered dedicated one on one time with their Mentor, providing intensive case management.

Our Networks

We will leverage our established community ties to link parents to a range of local services through offerings such as Family Dispute Resolution, parenting courses, counselling, financial assistance, cultural support and services for young parents and those with disabilities.

Our Locations

Our Belconnen and Tuggeranong site offer disability access, recognisable branding, privacy and child safety, offering specifically Parent friendly amenities, activities and self-help technologies. We also have outreach sites in Cooma, Goulburn, Phillip, Queanbeyan and Young that are conveniently located. Speak to our Mentors if you require a more flexible place to meet.

Site locations

Employment region	Service area	Site address	Type (F/T, P/T, Outreach)	Business hours
Capital Region	2575, 2579, 2580, 2581, 2582, 2583, 2584, 2585, 2586, 2587, 2594, 2600, 2601, 2602, 2603, 2604, 2605, 2606, 2607, 2609, 2611, 2612, 2614, 2615, 2617, 2618, 2619, 2620, 2621, 2622, 2623, 2624, 2625, 2626, 2627, 2628, 2629, 2630, 2631, 2632, 2633, 2666, 2726, 2787, 2794, 2803, 2807, 2808, 2900, 2901, 2902, 2903, 2904, 2905, 2906, 2911, 2912, 2913, 2914	Belconnen Ground Floor, Unit G05, Swanson Building, 11-17 Swanson Court, Belconnen, ACT	F/T	Monday to Friday 9am -5pm
		Tuggeranong 8 / 341 Reed Street, Tuggeranong, ACT	P/T	Tues & Wed 9am-3pm
		Cooma Snowy Monaro Regional Library, 61 Vale Street, Cooma NSW 2630	Outreach	As required
		Goulburn Shop 2, 238 Sloane St, Goulburn, NSW	Outreach	As required
		Phillip Wotso, Level 2, 7 Neptune Street, Woden, ACT	Outreach	As required
		Queanbeyan The Hive, 274 Crawford Street, Queanbeyan, NSW	Outreach	As required
		Young Hilltops Community Hub 2c Campbell Street, Young NSW 2594	Outreach	As required