



changing lives, building stronger communities



WELCOME



At Sureway, we want to understand your needs so we can provide you with the best opportunity to find employment.

We understand that finding, applying and starting a job can be daunting, so we'll help you every step of the way with one-on-one support.

Our team will work with you to understand your situation, develop your skills and support you to find work. This includes:

- assisting with applications, resumes and interview techniques
- referring you to job interviews and work experience opportunities
- providing you with skills and training to reach your goals
- assisting you to address factors that may be impacting on your life
- linking you with support services
- ongoing assistance and support once you are in a job.



What you can expect

With Sureway you can expect:

- Support to develop a personal plan to help you find and keep a suitable job
- Work Active Program: putting you in control to decide on the activities that matter most to you while looking for work
- Work Active Portal: the latest information available 24/7 to help you get a job
- A personal profile package that highlights your skills, abilities and personality to employers
- Access to accredited training to increase your skills
- Access to job vacancies via our long-established relationships with local employers
- Computer and printing facilities

Other benefits

You'll benefit from our extensive network of skilled staff to prepare you for work, including:

- Application Specialists to provide additional assistance when you need it
- Accredited training courses and trainers through Sureway Skills Training
- Accredited Career Consultants for one-on-one counselling
- Post Placement Support Officers to ensure that you reach your full potential once in employment
- Established networks and relationships to connect you with other support services

Post-placement support

We'll provide you with ongoing assistance and support once you are placed in employment through:

- An individualised support plan that can include workplace visits
- Support from your local Sureway team members and Post-Placement Support Officers
- Workplace modifications and equipment to ensure you can do your job
- Ongoing training specific to your role
- Access to our Call Centre 7am - 7pm AEST, 5 days per week



OUR OFFICES

We have offices across SA, NSW and VIC. Let us know if you need assistance finding the right Sureway office for you.



Your rights

Sureway adheres to the six National Standards for Disability Employment Services:

1. **Rights:** You have the right to be treated fairly when you use disability services.
2. **Participation and inclusion:** You can take part in the community and feel included when you use disability services.
3. **Individual outcomes:** Your service supports you to make choices about what you want to do.
4. **Feedback and complaints:** You can tell people what you think about the services you receive.
5. **Service access:** You have the right to find and use disability services.
6. **Service management:** Disability services should be managed well.

Sureway is committed to helping each job seeker find a pathway into employment by:

- Ensuring our staff have the skills and experience they need to provide quality and culturally sensitive services
- Behaving ethically and acting with honesty, due care and diligence
- Being open and accountable
- Treating every job seeker fairly and with respect
- Managing your information in a confidential and sensitive manner

Feedback and complaints

You are important to us. We encourage feedback on our services, including positive and not so positive experiences, through our formal feedback process.

If you have a concern or feedback about your services, you should raise it with our Quality Assurance team in the first instance by emailing info@sureway.com.au or speaking with your local office Manager.

If you feel like you are unable to talk with Sureway, you can contact the Employment Services National Customer Service Line on **1800 805 260** (free call from land lines) or email nationalcustomerserviceline@employment.gov.au

Your roles and responsibilities

- **Be open** to exploring a range of job goals, taking into account your skills, interests and the local job market.
- **Attend appointments and all agreed activities** as scheduled. If you are unable to attend please phone our friendly Client Services team before your appointment on 1300 SUREWAY (1300 787 392) to reschedule a more appropriate time.
- **Let us know if you find your own employment** by phone or in person so that we can ensure you have everything you need to get started in your new position. We can also assist you to properly declare to Centrelink, and check in with you when needed.
- **Declare any income to Centrelink.** You may also be required to produce payslips to show you are meeting your Centrelink requirements. Our team will assist you with this.
- **Keep in regular contact with us** so we can monitor how you are progressing and provide assistance as required. If you need to leave your employment please speak with your Employment Advisor first, so they can provide you with advice on how to proceed.
- **Know your requirements.** If you have Centrelink requirements and you fail to attend an appointment or activity without a valid reason it may impact your payments. If you are a voluntary job seeker and you continue to miss appointments you may be exited from our service.
- **Treat others with respect.** When you are accessing our services please be respectful of our staff and other participants who may be in the area.

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