

HUMANITARIAN SETTLEMENT PROGRAM

FACT SHEET - VOLUNTEERS



About Humanitarian Settlement Program

The Humanitarian Settlement Program provides early practical support to refugees and humanitarian entrants in the first six to 18 months of settlement. This support will enable them to become fully self-reliant and active members of the community.

The program features one-on-one support to build the skills and knowledge of Humanitarian entrants, with a focus on English language, education and employment.

About Migrant Resource Centre

The Migrant Resource Centre Tasmania (MRC Tas) is a not-for-profit organisation that has been supporting people from migrant backgrounds to settle successfully in Tasmania since 1979. Our services include support for older people and specialised settlement services, including youth work, health and wellbeing services, migration support, and assistance with employment.

MRC Tas also provides support services for adults and children who have fled persecution, torture and war related trauma through the Phoenix Centre. These services include counselling, natural therapies and suicide prevention activities.

MRC Tas has been appointed to provide the Commonwealth Government's Humanitarian Settlement Program across Tasmania, in collaboration with AMES Australia, from the 30th of October 2017.



MRC's Partnership with AMES Australia

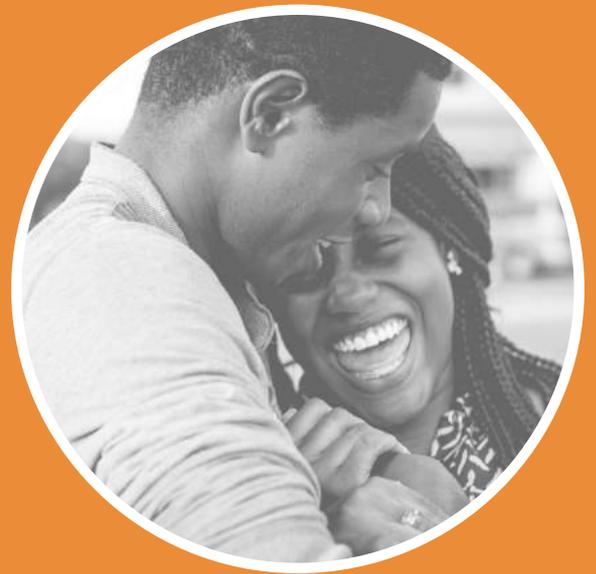
AMES Australia provides a comprehensive range of settlement services for refugees and migrants. These include on-arrival settlement support, vocational training and employment services. AMES currently have a consortium of providers under the Humanitarian Settlement Services program across Victoria. The new contract sees AMES expand its delivery to both Tasmania and South Australia. Our partnership offers us great access to AMES knowledge and business skills which is built on servicing thousands of clients over many years.

Services provided under the Program

Participation in the Humanitarian Settlement Program is voluntary and support is provided on a needs basis, which means that not all humanitarian entrants will require all services.

As a Service Provider, the MRC Tas works with clients to identify their needs and goals and develop an individual case management plan. We support clients with:

- Housing
- Physical and Mental Health and Wellbeing
- Managing Money and Transport
- Community Participation and Networking
- Family Functioning and Social Support
- Justice
- Language Services
- Education and Training
- Employment



Volunteers work in close collaboration with Humanitarian Settlement Program Case Managers and Support Workers. The type of activity is determined by the Case Manager and the client's case management plan. The Case Manager will identify when a client needs additional support to build their knowledge and skills for settlement.



How volunteers can help



On-Arrival Settlement Support Volunteers -

offer practical guidance and assistance with a variety of everyday activities. For example:

- Accessing and using public transport
- Managing money – paying bills, shopping
- Health and wellbeing – accessing medical services
- School and study – assist with understanding the school system and parent and children's role
- Working and the workplace – digital literacy skills, job preparation and looking for a job
- Community participation – e.g. exploring the local area, linking with communities groups, events and activities

Accommodation Support Volunteers -

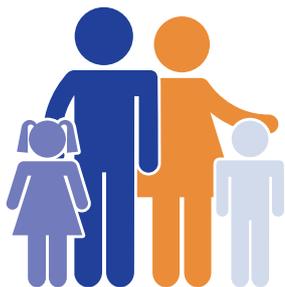
work with individuals and families to acquire long-term and affordable rental housing and assistance to understand their rights and responsibilities as tenants. Accommodation Support Volunteers may assist with some or all of the following activities:

- Establishment of on arrival housing
- Assisting clients to find affordable rental housing
- Attending house inspections and ensuring properties meet appropriate standards
- Assisting with tenancy application forms
- Understanding rental arrangements, including bond and rent
- Assisting with understanding rights and responsibilities as a tenant
- Orientation to a neighbourhood and the surrounding areas
- Understanding electricity, gas and water supply and bills



Family Support Volunteers -

offer guidance and practical assistance for parents of pre-school and school-aged children:



- Assist with orientation and connection with school
- Provide information about support services for parents and young people
- Show and support parents and children to feel comfortable to use local and free activities.
- Play dates
- Homework support
- Mentoring and support for parents
- Opportunities to practice English

Youth Peer-Support Volunteers -

provide support, advice and encouragement. Young people working with young people to:

- Explore the local area
- General socialising
- Use public transport
- Access the MRC youth program
- Assist with homework and study



Befriending and Support Volunteers -

work with individuals to engage with the community and reduce social isolation. Volunteers offer ongoing social and practical support, working to increase the person's independence, resilience and life skills, and providing support to improve health, mental health and wellbeing. Examples of the types of things Befriending and Support Volunteers might do include:



- Assisting people with shopping and appointments; accompanying clients to new places
- Helping to reduce the effects of isolation and alienation
- Improving client's language and life skills by conversing in English

Availability and commitment for Volunteers

MRC Tas are looking for people who are available during the day and can commit from 2 to 4 hours at a time. The position could be casual (on an as needs basis) or a regular commitment, depending on the requirements of the person/family. To express interest in volunteering with Humanitarian Settlement Program, please visit www.mrctas.org.au/volunteer/ or call 03 6221 0999.

All MRC volunteers must have a current National Police Check and Working with Vulnerable People registration before commencing in a role.

Contact Us

reception@mrctas.org.au

www.mrctas.org.au

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Launceston Office

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