

Humanitarian Settlement Program (HSP)

Key Contact Personnel | Hobart

Level 2, 1A Anfield Street, Glenorchy – Phone 03 6221 0999

Office Hours are 9am to 5pm Monday to Friday

Client On Call Service available outside of these hours

Contact	Name	Telephone	Email
Reception Hobart Reception, administration, general enquiries	Lulu Badiola	03 6221 0999	reception@mrctas.org.au
On call number 5pm – 9am Mon-Fri & 24 hours Saturday and Sunday	Rostered staff	0447 188 054	
MRC Tasmania – HSP Program Contacts - Hobart			
HSP Case Managers <ul style="list-style-type: none"> Develops and delivers case management and needs-based, individualised services to HSP clients through coordinating service delivery, advocacy and service provision Guides Support Workers and Bicultural Workers 	Farjana Alam-Rankin	0428 780 247	falamrankin@mrctas.org.au
	Kana Watanabe	0447 787 714	kwatanabe@mrctas.org.au
	Quan Nguyen	0447 380 271	qnguyen@mrctas.org.au
Support Workers Work under guidance of Program Coordinator and Case Manager to deliver goals of case management plan including: <ul style="list-style-type: none"> On arrival needs Supporting activities and referrals Delivery of orientation program and activities 	Thir Thapa	0437 944 332	tthapa@mrctas.org.au
	Mohammad Alnayef	0438 959 379	malnayef@mrctas.org.au

Contact	Name	Telephone	Email
Housing Support Worker <ul style="list-style-type: none"> Provides operational support to assist clients with housing inspections, applications for Long Term Accommodation. Supports preparation of MRC Tas properties for client arrival, and transition of clients into Long Term Accommodation. 	Ameneh Gholami	0438 814 863	agholami@mrctas.org.au
HSP Administration Officer Administers data collection, sharing and information management for all clients and staff in HSP statewide.	Luchen Cai	03 6221 0999	lcai@mrctas.org.au
HSP Bicultural Workers Work under supervision of Team Leader and Case Manager to <ul style="list-style-type: none"> support communication, information sharing, attendance at appointments, orientation activities relating to settlement, employment, health and well-being delivered in community language. 	Various		
HSP South email General HSP North email address, referrals etc.			hpsouth@mrctas.org.au
MRC Tasmania – HSP Program Contacts – Statewide			
Program Coordinator, Settlement and Community Services Coordinates MRC Tas Settlement and Community Services statewide including HSP <ul style="list-style-type: none"> Operational service delivery Leads HSP team Directs quality improvement Primary contact for operational activities 	Andrew Rankin	0447 730 570	arankin@mrctas.org.au

Contact	Name	Telephone	Email
<p>State Housing Officer Coordinates housing and accommodation requirements for HSP clients statewide.</p>	Fran Jago	0438 086 843	fjago@mrctas.org.au
MRC Tasmania			
<p>Director of Services Leads practice standards for all MRC Tas Services and Programs statewide:</p> <ul style="list-style-type: none"> • formal feedback and complaints • client safety matters including: <ul style="list-style-type: none"> ○ child protection, ○ critical incidents, and ○ emergency services 	Gillian Long	03 6221 0999	glong@mrctas.org.au
<p>Manager Settlement and Community Services Leads MRC Tas Settlement and Community Services statewide including HSP</p> <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Catherine Doran	03 6221 0999	cdoran@mrctas.org.au
<p>Volunteer Coordinator Volunteer recruitment, induction and support for all MRC Tas services including HSP statewide</p>	Kate Dostalek	03 6221 0999	volunteers@mrctas.org.au