

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 + Holiday Periods | 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 | 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. | | | hspsouth@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 |