

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 Senior Case Manager <ul style="list-style-type: none"> Supports case managers and team in orientation, effective service delivery and case reviews 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 	Quan Nguyen	0447 380 271	qnguyen@mrctas.org.au
HSP Case Manager <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

Contact	Name	Telephone	Email
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 (Fridays)	0437 944 332	tthapa@mrctas.org.au
	Faruk Abafita (Mon, Tues, Wed)	0437 840 865	fabafita@mrctas.org.au
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 Systems Officer Administers data collection, sharing and information management for all clients and staff in HSP statewide.	Vatsal Mehta	03 6221 0999	vmehta@mrctas.org.au
Volunteer Engagement Officer (South) Coordinates volunteer participation with HSP	Cassandra Lamont (Mon, Wed, Fri)	03 6221 0999	clamont@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		

Contact	Name	Telephone	Email
HSP General HSP email address, referrals etc.			hsptas@mrctas.org.au
MRC Tasmania – HSP Program Contacts – Statewide			
HSP Housing and Community Lead Coordinates housing and accommodation requirements for HSP clients statewide.	Scoutt Winter (Tues – Fri)	0438 318 109	swinter@mrctas.org.au
MRC Tasmania			
Director of Programs Leads all MRC Tas Services and Programs statewide: <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Jan Wallace	03 6221 0999	jwallace@mrctas.org.au
Volunteer Coordinator Volunteer recruitment, induction and support for all MRC Tas services including HSP statewide	Kate Dostalek	03 6221 0999	volunteers@mrctas.org.au