



## Humanitarian Settlement Program (HSP)

Key Contact Personnel | Launceston

27 Paterson Street Launceston – Phone 0417 154 410 or 03 6724 2820 Office

Hours are 9am to 5pm Monday to Friday

Client On Call Service available outside of these hours

Contact	Name	Telephone	Email
<b>On call number</b> 5pm – 9am Mon-Fri & 24 hours Saturday and Sunday + Holiday Periods	Rostered staff	0429 699 465	
<b>MRC Tasmania – HSP Program Contacts - Launceston</b>			
<b>HSP Case Manager North</b> Develops and delivers case management and needs-based, individualised services to HSP clients through coordinating service delivery, advocacy, and service provision <ul style="list-style-type: none"> <li>Guides Support Workers and Bicultural Workers</li> </ul>	Navdeep Kour	0418 872 519	<a href="mailto:nkour@mrctas.org.au">nkour@mrctas.org.au</a>

Contact	Name	Telephone	Email
<p><b>Support Workers (including housing support)</b> Work under guidance of the HSP Coordinator and Case Manager to deliver goals of case management plan including:</p> <ul style="list-style-type: none"> <li>• On arrival needs</li> <li>• Supporting activities and referrals</li> <li>• Delivery of orientation program and activities</li> <li>• Provides operational support to assist clients with housing inspections, applications for Long Term Accommodation.</li> <li>• Supports preparation of MRC Tas properties for client arrival, and transition of clients into Long Term Accommodation.</li> </ul>	TBC	-	-
<p><b>HSP Bicultural Workers</b> Work under supervision of HSP Coordinator and Case Manager to</p> <ul style="list-style-type: none"> <li>• support communication, information sharing, attendance at appointments, orientation activities relating to settlement, employment, health and well-being delivered in community language.</li> </ul>	Various		
MRC Tasmania – HSP Program Contacts – Statewide			
Contact	Name	Telephone	Email
<p><b>Director of Strategy and Development</b></p> <ul style="list-style-type: none"> <li>• Program strategies</li> <li>• Stakeholder engagement and relationship management</li> <li>• Contract liaison</li> </ul>	Catherine Doran	03 6221 0999	<a href="mailto:cdoran@mrctas.org.au">cdoran@mrctas.org.au</a>
<p><b>HSP Coordinator</b></p> <ul style="list-style-type: none"> <li>• Program coordination and delivery</li> </ul>	Jamyang McQuillen	0447 226 237	<a href="mailto:jmcquillen@mrctas.org.au">jmcquillen@mrctas.org.au</a>

<p><b>HSP Systems Officer</b></p> <ul style="list-style-type: none"> <li>• Keeping Track of Arrivals</li> <li>• Liaising with stakeholders regarding new arrivals</li> <li>• On Arrival needs</li> </ul>	Vatsal Mehta	0457 322 744	<a href="mailto:vmheta@mrctas.org.au">vmheta@mrctas.org.au</a>
<p><b>Volunteer Coordinator</b></p> <ul style="list-style-type: none"> <li>• Volunteer recruitment, induction and support for all MRC Tas services including HSP state-wide</li> </ul>	Kate Dostalek	03 6221 0999	<a href="mailto:volunteers@mrctas.org.au">volunteers@mrctas.org.au</a>