



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
On call number 5pm – 9am Mon-Fri & 24 hours Saturday and Sunday + Holiday Periods	Rostered staff	0429 699 465	
MRC Tasmania – HSP Program Contacts - Launceston			
HSP Case Manager North <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 	Navdeep Kour	0418 872 519	nkour@mrctas.org.au

Contact	Name	Telephone	Email
<p>Support Workers (including housing support) Work under guidance of the HSP State Coordinator and Case Manager to deliver goals of case management plan including:</p> <ul style="list-style-type: none"> • On arrival needs • Supporting activities and referrals • Delivery of orientation program and activities • 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. 	Michelle Brown		mbrown@mrctas.org.au
<p>HSP Bicultural Workers Work under supervision of HSP State Coordinator and Case Manager to</p> <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		
MRC Tasmania – HSP Program Contacts – Statewide			
Contact	Name	Telephone	Email
<p>HSP State Coordinator</p> <ul style="list-style-type: none"> • Program coordination and delivery • Case Management 	Jamyang McQuillen	0447 226 237	jmcquillen@mrctas.org.au
<p>HSP Systems Officer</p> <ul style="list-style-type: none"> • Keeping Track of Arrivals • Liaising with stakeholders regarding new arrivals • On Arrival needs 	Vatsal Mehta	0457 322 744	vmheta@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
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