

Agencies funded to directly support people from a refugee background in Southern Tasmania

| Services in the first 6 months of arrival | Service/s Offered | Agency | Contact Person | Telephone | Email Contact |
|--|---|---|--|------------------|----------------------------|
| | IHHS (Integrated Humanitarian Settlement Strategy) National program funded by Dept of Immigration providing initial, intensive settlement support to newly-arrived humanitarian entrants. Generally offered for first 6 months. | Centacare Tas | Co-ordinator: Zuzanna Orme | 6278 1660 | zuzanna.orme@aohtas.org.au |
| Services offered from 6 months of arrival up to 5 years | Leadership training for emerging community leaders. | Migrant Resource Centre | Community Project Officer: Gavin Murphy | 6221 0999 | gmurphy@mrchobart.org.au |
| | Early intervention and outreach support to client group householders/families with housing information and support. | Migrant Resource Centre | Housing Outreach Worker: Anne Hamilton | 6221 0999 | ahamilton@mrchobart.org.au |
| | Driver training under the guidance of trained volunteer driver supervisors. | Migrant Resource Centre | Top Gear Co-ordinator: Anne Hamilton | 6221 0999 | ahamilton@mrchobart.org.au |
| | Organises appropriate relationship/support and courses for the client group. | Relationships Australia (Tas) | Settlement Grants Program Co-ordinator: Yabbo Thompson | 6211 4050 | yabbot@reltas.com.au |
| | Casework, referrals and group information sessions for humanitarian entrants. | Centacare Tas | Settlement Grants Program Co-ordinator: Bron Ristow | 6278 1660 | bron.ristow@aohtas.org.au |
| | Provides opportunities for women to meet with each other and professional staff in a non clinical and non threatening environment. | Centacare Tas | Settlement Grants Program Co-ordinator: Bron Ristow | 6278 1660 | bron.ristow@aohtas.org.au |
| Services specifically for young people | Provides casework, in-school programs, youth led projects and community development initiatives for young humanitarian entrants. | Colony 47 Newly Arrived Youth Support Service (NAYSS) | Community Programs Manager: Mark Redmond | 6214 1484 | markr@colony47.com.au |
| | Provides casework and group information sessions for young humanitarian entrants. | Migrant Resource Centre | Youth Support Worker: Georgi Marshall | 6221 0999 | gmarshall@mrchobart.org.au |

| Health | Service/s Offered | Agency | Contact Person | Telephone | Email Contact |
|-------------------|--|------------------------------|--|------------------|----------------------------------|
| | Can assist re hospital medical needs and funeral information. | Royal Hobart Hospital | Refugee and Migrant Liaison Officer: Jenny Forward | | jenny.forward@dhhs.tas.gov.au |
| | Torture and Trauma counselling and support, early intervention for young people (under 25), Families In Cultural Transition (FICT) program and various groups including an African Elders support group. | Phoenix Centre | Manager Gillian Long | 6221 0999 | glong@mrchobart.org.au |
| Centrelink | Centrelink information and services relevant for humanitarian entrants | Centrelink | Multicultural Liaison Officer: Niruk White | 6222 3435 | niruk.na.white@centrelink.gov.au |

Interpreting Services

| | Agency | Telephone | Process for booking |
|------------------------------------|--|------------------|--|
| National Service | TIS: Translating and Interpreting Service (the majority of interpreters are accredited and this service is particularly preferred in sensitive cases so national phone interpreters can be used who are unknown to the client) | 131 450 | Telephone Interpreter: Call number and you will be asked for your client code, language you require and any special requests. Client can be with you or can be phoned in for 3-way communication. Can also fax a booking form. Face to face interpreter: Booking form to be completed and faxed. Form available at www.immi.gov.au |
| Southern Tasmanian Services | All World Languages | 6224 5355 | Contact by email, fax or telephone Phone: (03) 6224 5355 Mobile: 0419 245 377 Facsimile: (03) 6224 5366 Email: awltas@allworldlanguages.com.au |
| | Amigos Translate | 6228 5480 | Contact by email, fax or telephone Phone: (03) 6228 5480 Fax: (03) 6228 2036 E-mail: amigostr@bigpond.net.au |