

## Humanitarian Settlement Program (HSP)

### Key Contact Personnel | Launceston

27 Paterson Street Launceston – Phone 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>Main Contact for MRC Tas Launceston including Phoenix Centre Reception Launceston</b> Reception, administration, general enquiries	Jo-Ann Woollacott	03 6724 2820	<a href="mailto:jwoollacott@mrctas.org.au">jwoollacott@mrctas.org.au</a> (from 16 July 2018)
<b>Reception Hobart</b> Reception, administration, general enquiries	Lulu Badiola	03 6221 0999	<a href="mailto:reception@mrctas.org.au">reception@mrctas.org.au</a>
<b>On call number</b> 5pm – 9am Mon-Fri & 24 hours Saturday and Sunday	<b>Rostered staff</b>	<b>0407 681 590</b>	
MRC Tasmania – HSP Program Contacts - Launceston			
<b>HSP Team Leader – Launceston</b> <ul style="list-style-type: none"> <li>Case Management and supervises day to day operations of HSP Team</li> <li>Monitors client services and outcomes</li> <li>Schedules and delivers orientation workshops and activities</li> </ul>	Warde Macintosh	0448 532 881	<a href="mailto:wmacintosh@mrctas.org.au">wmacintosh@mrctas.org.au</a>
<b>HSP Case Managers</b> <ul style="list-style-type: none"> <li>Develops and delivers case management and needs-based, individualised services to HSP clients through coordinating service delivery, advocacy and service provision</li> <li>Guides Support Workers and Bicultural Workers</li> </ul>	Zuriash Adem	0447 140 399	<a href="mailto:zadem@mrctas.org.au">zadem@mrctas.org.au</a>
	(Position currently vacant- Recruitment finalised, appointment pending)		
<b>Support Workers</b> Work under guidance of Team Leader and Case Manager to deliver goals of case management plan including: <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> </ul>	Fatima Nawrozi	0447 304 788	<a href="mailto:fnawrozi@mrctas.org.au">fnawrozi@mrctas.org.au</a>
	Jug Lafencha-Chamling	0447 307 822	<a href="mailto:jlchamling@mrctas.org.au">jlchamling@mrctas.org.au</a>

Contact	Name	Telephone	Email
<b>HSP Bicultural Workers</b> Work under supervision of Team Leader and Case Manager to <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		
<b>HSP North email</b> General HSP North email address, referrals etc.			<a href="mailto:hspnorth@mrctas.org.au">hspnorth@mrctas.org.au</a>
MRC Tasmania – HSP Program Contacts – Statewide			
<b>Program Coordinator, Settlement and Community Services</b> Coordinates MRC Tas Settlement and Community Services statewide including HSP <ul style="list-style-type: none"> <li>Operational service delivery</li> <li>Leads HSP team</li> <li>Directs quality improvement</li> <li>Primary contact for operational activities</li> </ul>	Andrew Rankin	0447 730 570	<a href="mailto:arankin@mrctas.org.au">arankin@mrctas.org.au</a>
<b>State Housing Officer</b> Coordinates housing and accommodation requirements for HSP clients statewide	Fran Jago	0438 086 843	<a href="mailto:fjago@mrctas.org.au">fjago@mrctas.org.au</a>
<b>Program Support Officer</b> Administers data collection, sharing and information management for all clients and staff in HSP statewide	Luchen Cai	03 6221 0999	<a href="mailto:lcai@mrctas.org.au">lcai@mrctas.org.au</a>

Contact	Name	Telephone	Email
<b>MRC Tasmania</b>			
<b>Director of Services</b> Leads practice standards for all MRC Tas Services and Programs statewide: <ul style="list-style-type: none"> <li>• formal feedback and complaints</li> <li>• client safety matters including:               <ul style="list-style-type: none"> <li>○ child protection,</li> <li>○ critical incidents, and</li> <li>○ emergency services</li> </ul> </li> </ul>	Gillian Long	03 6221 0999	<a href="mailto:glong@mrctas.org.au">glong@mrctas.org.au</a>
<b>Manager Settlement and Community Services</b> Leads MRC Tas Settlement and Community Services statewide including HSP <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>
<b>Volunteer Coordinator</b> Volunteer recruitment, induction and support for all MRC Tas services including HSP statewide	Kate Dostalek	03 6221 0999	<a href="mailto:volunteers@mrctas.org.au">volunteers@mrctas.org.au</a>