

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
Main Contact for MRC Tas Launceston including Phoenix Centre Reception Launceston Reception, administration, general enquiries	Jo-Ann Woollacott	03 6724 2820	jwoollacott@mrctas.org.au
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	Rostered staff	0407 681 590	
MRC Tasmania – HSP Program Contacts - Launceston			
HSP Team Leader – Launceston <ul style="list-style-type: none"> Case Management and supervises day to day operations of HSP Team Monitors client services and outcomes Schedules and delivers orientation workshops and activities 	Warde Macintosh	0448 532 881	wmacintosh@mrctas.org.au
HSP Case Managers <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 	Zuriash Adem	0447 140 399	zadem@mrctas.org.au
	Chang Luo	0428 006 713	cluo@mrctas.org.au
	Lisa Nash (Interim Case Manager)	03 6724 2820	lnash@mrctas.org.au
Support Workers	Fatima Nawrozi	0447 304 788	fnawrozi@mrctas.org.au

Contact	Name	Telephone	Email
Work under guidance of Team Leader 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 	Jug Lafencha-Chamling	0447 307 822	jlchamling@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		
Client Support and Volunteer Coordinator	Andrew Mitchell	03 6724 2820	hspvolunteerslaunceston@mrctas.org.au
HSP North email General HSP North email address, referrals etc.			hspnorth@mrctas.org.au
MRC Tasmania – HSP Program Contacts – Statewide			
Program Coordinator, Settlement and Community Services Coordinates MRC Tas Settlement and Community Services statewide including HSP <ul style="list-style-type: none"> • Operational service delivery • Leads HSP team • Directs quality improvement • Primary contact for operational activities 	Andrew Rankin	0447 730 570	arankin@mrctas.org.au
State Housing Officer Coordinates housing and accommodation requirements for HSP clients statewide	Fran Jago	0438 086 843	fjago@mrctas.org.au

Contact	Name	Telephone	Email
MRC Tasmania			
Director of Services Leads practice standards for all MRC Tas Services and Programs statewide: <ul style="list-style-type: none"> • formal feedback and complaints • client safety matters including: <ul style="list-style-type: none"> ○ child protection, ○ critical incidents, and ○ emergency services 	Gillian Long	03 6221 0999	glong@mrctas.org.au
Manager Settlement and Community Services Leads MRC Tas Settlement and Community Services statewide including HSP <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Catherine Doran	03 6221 0999	cdoran@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