

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 | Penelope Purcell | 03 6724 2820 | ppurcell@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 + Holiday Periods | Rostered staff | 0407 681 590 | |
| MRC Tasmania – HSP Program Contacts - Launceston | | | |
| 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 | Katelyn Williamson | 0447 307 822 | kwilliamson@mrctas.org.au |
| | Alexandra Duarte | 0437 880 571 | aduarte@mrctas.org.au |
| HSP Housing Officer <ul style="list-style-type: none"> 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. | Ruby Wood (Mon – Fri, 9am to 3pm) | 0438 086 843 | rwood@mrctas.org.au |
| Support Workers 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 | Fatima Nawrozi | 0447 304 788 | fnawrozi@mrctas.org.au |

| Contact | Name | Telephone | Email |
|--|-----------------|--------------|--|
| <ul style="list-style-type: none"> Supporting activities and referrals Delivery of orientation program and activities | | | |
| 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 | | |
| HSP General HSP email address, referrals etc. | | | hsptas@mrctas.org.au |
| MRC Tasmania – HSP Program Contacts – Statewide | | | |
| Client Support and Volunteer Coordinator 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 Mitchell | 03 6724 2820 | hspvolunteerslaunceston@mrctas.org.au |
| HSP Housing and Community Lead Coordinates housing and accommodation requirements for HSP clients statewide | Scoutt Winter | 0438 318 309 | swinter@mrctas.org.au |

| Contact | Name | Telephone | Email |
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| 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 |