

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 Senior Case Manager <ul style="list-style-type: none"> Supports case managers and team in orientation, effective service delivery and case reviews 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
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 	Kate Groening	0447 307 822	kwilliamson@mrctas.org.au
	Alexandra Duarte	0437 880 571	aduarte@mrctas.org.au

Contact	Name	Telephone	Email
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 Supporting activities and referrals Delivery of orientation program and activities 	Fatima Nawrozi	0447 304 788	fnawrozi@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		
HSP General HSP email address, referrals etc.			hsptas@mrctas.org.au
MRC Tasmania – HSP Program Contacts – Statewide			
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
MRC Tasmania			
Director of Programs Leads all MRC Tas Services and Programs statewide: <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Jan Wallace	03 6221 0999	jwallace@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