



Humanitarian Settlement Program (HSP)

Key Contact Personnel | Launceston

27 Paterson Street Launceston – Phone 0417 154 410 or 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	0417 154 410 03 6724 2820	ppurcell@mrctas.org.au hspenquiries@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 	Alexandra Duarte	0437 880 571	aduarte@mrctas.org.au
	Iqbal Daryab	0427 266 073	idaryab@mrctas.org.au
	Calvin Pondai	0418 539 174	cpondai@mrctas.org.au

Contact	Name	Telephone	Email
<p>Support Workers (including housing support) Work under guidance of the Director of Programs and Case Manager to deliver goals of case management plan including:</p> <ul style="list-style-type: none"> • On arrival needs • Supporting activities and referrals • Delivery of orientation program and activities • 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. 	<p>Fatima Nawrozi</p> <p>Ruby Wood</p>		<p>fnawrozi@mrctas.org.au</p> <p>rwood@mrctas.org.au</p>
<p>HSP Bicultural Workers Work under supervision of Director of Programs and Case Manager to</p> <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		
MRC Tasmania – HSP Program Contacts – Statewide			
Contact	Name	Telephone	Email
<p>Director of Programs Leads all MRC Tas Programs statewide:</p> <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Jan Wallace	03 6221 0999	jwallace@mrctas.org.au
<p>Volunteer Coordinator Volunteer recruitment, induction and support for all MRC Tas services including HSP statewide</p>	Kate Dostalek	03 6221 0999	volunteers@mrctas.org.au