



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
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 Manager North - (Vacant) <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 	All queries to Kana Watanabe	0447 787 714	kwatanabe@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. 	Fatima Nawrozi	(03) 6724 2820	fnawrozi@mrctas.org.au
<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 – State-wide			
Contact	Name	Telephone	Email
<p>Director of Strategy and Development</p> <ul style="list-style-type: none"> • Program strategies • Stakeholder engagement and relationship management • Contract liaison 	Catherine Doran	03 6221 0999	cdoran@mrctas.org.au
<p>HSP Coordinator</p> <ul style="list-style-type: none"> • Program Coordination and Service delivery 	Jamyang McQuillen	0447 226 237	jmcquillen@mrctas.org.au

<p>HSP Systems Officer</p> <ul style="list-style-type: none"> • Keeping Track of Arrivals • Liaising with stakeholders regarding new arrivals • On Arrival needs 	Vatsal Mehta	0457 322 744	vmheta@mrctas.org.au
<p>Volunteer Coordinator</p> <ul style="list-style-type: none"> • Volunteer recruitment, induction and support for all MRC Tas services including HSP state-wide 	Kate Dostalek	03 6221 0999	volunteers@mrctas.org.au