

Hypercare – List of Support Agents by Region

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[New Zealand \(NZ\)](#)

[New South Wales & Australian Capital Territory \(NSW/ACT\)](#)

[Queensland & National \(QLD/NAT\)](#)

[Victoria & Tasmania \(VIC/TAS\)](#)

[Western Australia \(WA\)](#)

[National Service Centre \(NSC\)](#)

Support Agents – New Zealand

Support Agents have access to escalate unresolved issues. You can contact them via phone, on-call Teams meeting, or email.

Regional Business Support Users triage, resolve or log issues via **Service NOW** for further investigation by the Business Systems Team (BSYS).

Issues are followed up by **BSYS**, communicated and resolved with the Regional Business Support team, who will advise resolution to the Support Agent.

Support Agents

Andy Falk

Raquel Soares

Richard Hargreaves

Regional Business Support

Scott Muir

Madge Wilkinson

Support Agents – NSW / ACT

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Support Agents

ESA

Hill Chen

HUME

Dinesh Pillay

Suzie Hug

HACT

Adam O'Rourke

Vivi Zulviyaniti

Priyanka KC

Jessica Zarb

Taiyu Xie

Mandi Semple

SACL

Kat Cabral

Praise Lauano

Shareen Stewart

Effie Spiropoulos

Primesh Jassa

UNIT

Ashlea Peters

Ella Torresvillas

Rachel Townsend

ACTC

Robin Holt

Regional Business Support

Annie Julius Robert

Support Agents – QLD/NAT

Support Agents have access to escalate unresolved issues. You can contact them on site, via phone or Teams meeting, or email.

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Support Agents

All Regions

Allyson Hoskins

Yana Pashchenko

Anna Kovasen

Kym Stanford

GATTON

Orla Trofa

National

Rebecca Wilson

Regional Business Support

Andrew Esparon

Support Agents – VIC/TAS

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Support Agents

VSBA Kate Saunders	BCC Merla Nobel Christie Milroy	CMEL Roni Riley Christie Milroy	YRAN Merla Nobel Christie Milroy
HCC Maddy Pitcher	APAM Sefat Said Saskia Smits Christie Milroy	UTAS Maddy Pitcher	

Regional Business Support

Maddy Pitcher
Bhawna Nagpal
Ishita Arora
Ramandeep Arora

Support Agents – WA

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Support Agents

FUSS Kimberly Wooltorton Adam Stefaniuk Maryanne Cull Julie McManus	CURT Piero Orlando Danika Strachan YARA Brooke Chester TPER Sean McGrath Liana Giuffre	ALL Tshering Uden Liam Pirie Allison Jack WATC Liana Giuffre Gurleen Kalra	WEL Lincoln Kurucz Melinda Walkingshaw Jodie White 215 Sean McGrath
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Regional Business Support

Isle Magsino
David Quach

Support Agents – NSC

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Support Agent

Caroline Williams

Regional Business Support

Tupou Suli Williams