



## WHAT OUR VoRTCS VOLUNTEERS SAY

“I very much enjoyed seeing our family progress with their English and feel more comfortable asking questions.

It was very eye-opening for me to see the refugee experience in person rather than through a media story.

I also felt that I both learnt and shared a lot about culture.”

***VoRTCS family tutor, Daniel***

## VoRTCS promise to:

- Treat you with courtesy, respect, fairness and kindness,
- Give you a good service by well-skilled people,
- Help you set goals that you can work toward with your tutors,
- Help you ask questions, give feedback or complain if you are not happy with our service,
- Be honest and reliable,
- Treat your personal information carefully, and respect your privacy.

## VoRTCS will ask you to:


- Tell us about your family and situation,
- Be respectful towards our tutors,
- Give us feedback about the service and how we can be better.

## FOR MORE INFORMATION

**Visit the VoRTCS Website:**

 [www.refugeetutoring.org](http://www.refugeetutoring.org)

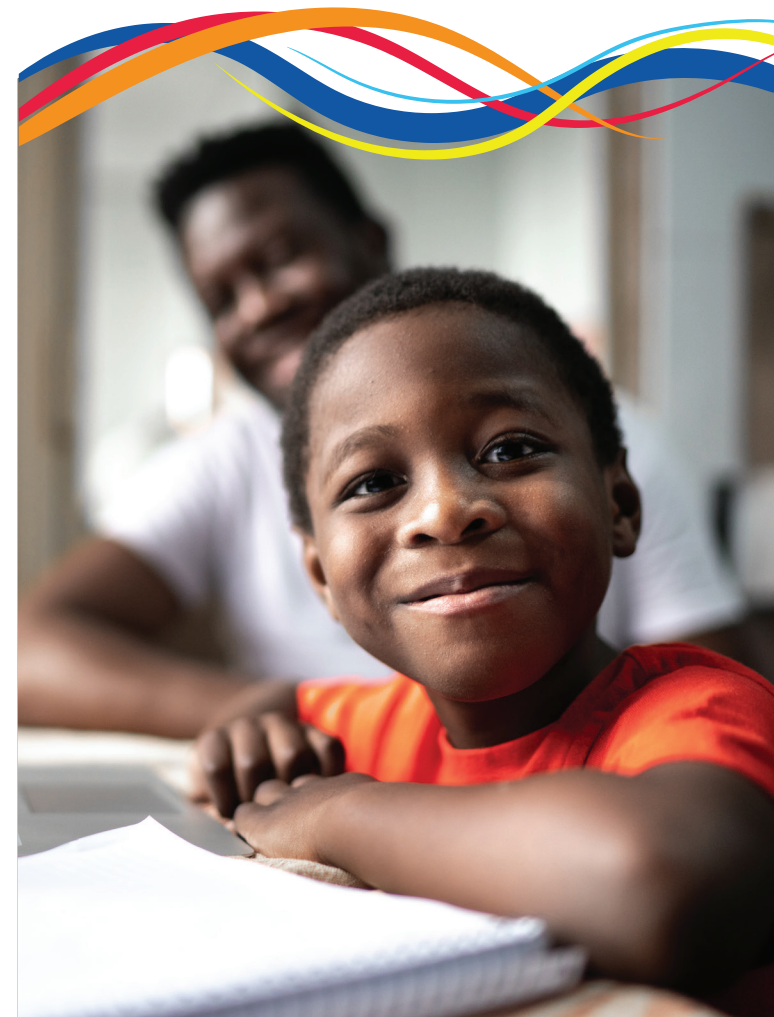
**Contact the VoRTCS Program Coordinator:**

 (07) 3010 1069

 [info.vortcs@svdpqld.org.au](mailto:info.vortcs@svdpqld.org.au)

# VoRTCS

volunteer refugee tutoring & community support



**St Vincent de Paul Society**  
QUEENSLAND  
*good works*



## THE VoRTCS PROGRAM

St Vincent de Paul Society Queensland delivers the VoRTCS program in Brisbane. Small volunteer teams visit refugee families each week to offer support, including:

- Helping the family learn English, including ESL study
- Talking about the Brisbane area and life in Australia
- Writing resumes to look for jobs
- Referring the family to other helpful support organisations
- Using computers and mobile phones
- Telling the family about local events and fun things to do
- Teaching how to make medical appointments

VoRTCS is a good way for refugee families to meet people in their area, learn from the volunteers, and make good friendships.

VoRTCS volunteers also go to community events throughout the year such as the MOSAIC Multicultural Festival and the LUMINOUS Lantern Parade!

## OUR VoRTCS FAMILIES

Our refugee families come from many different countries such as Afghanistan, Sudan, Myanmar, Iraq, Thailand, Syria, Burundi, Somalia, Sierra Leone, Democratic Republic of Congo, Iran, Bhutan, Eritrea, and many more!

Refugee families usually hear about VoRTCS from other organisations. If the refugee family is interested, the organisation will refer them to VoRTCS.

Refugee families usually don't need help from VoRTCS any longer than 1 or 2 years because they become comfortable living in Brisbane. This is a big achievement for the family and their tutors, and the family can then 'graduate' from VoRTCS.

## WHAT OUR VoRTCS FAMILIES SAY

"Without the assistance we are receiving from VoRTCS, it would be much more difficult for us as a family to learn all that we must. We enjoy the weekly visits of our volunteers."

- *The Kesselly family*

"Thank you for helping me with my spelling. You're really nice in every way and funny too. I like learning with you."

- *The Amboka family*



## OUR VoRTCS TUTORS

VoRTCS tutors are volunteers. They do not get money for their service, they just want to help, and to learn more about people from different cultures.

VoRTCS tutors are all very different and can be different ages, come from different places, have different jobs and different skills.

However, all VoRTCS tutors believe that refugees are good for Australia and have good skills and talents that can help our community. We all believe refugees should feel welcome and safe when they come to Australia.

## SUPPORT



>120 FAMILIES



>350 VOLUNTEERS



>550 REFUGEES