

主旨：民眾來函感謝駐布里斯本辦事處之協助(pdf 檔)(2022-8-28)

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Dear Minister

I am writing to pay compliments to one of your Brisbane consulate staff member Mr Henry Lin, and his above and beyond efforts in helping me apply for passport for me and my children. I have asked my parents to translate a Chinese version of this letter attached below as I am not proficient in writing Chinese.

I have arrived in Australia from Taiwan at the age of 7. I am a specialist medical doctor in Australia, and married to another medical specialist. I have two boys, aged 6 and 8, and planning to take them to Taiwan for the first time to learn about their Chinese roots and learn Mandarin. I am also planning to do some medical academic exchange with fellow Taiwanese specialists. This trip has been overdue by 3 years due to the Pandemic.

I am the first Taiwanese born Australian to win the ○○○○○○○○○, and ○○○○○○○○ ○. I have also won two international scholarships (○○○○○ and ○○○○○), to study at Cambridge University. I have been invited by the Taiwanese Government for cultural exchange for expat young people.

The incident I would like to mention around Mr Lin took place on 24 August 2022, when I travelled to Brisbane to apply for Taiwanese passport for myself and my two children. As my children are born in Australia and has never lived in Taiwan, we have encountered various complications in the process of applying for passport for them. I am also under significant time constraints, as the city I live in does not have a Taiwanese Consulate. This is where Mr Henry Lin has been very helpful, and going above and beyond his call of duty to assist me in this process.

I would like to commend Mr Lin in his efforts and how well he represents the Brisbane consular in serving the expat community in Australia.

Regards

Dr A○○○ C○○○

部長先生：

我是張○○，七歲來到澳洲，今年40歲，已婚。住在凱恩斯，和我先生擁有一間眼科診所。曾經在○○○○年、○○○○年，兩度獲得全澳洲○○○○獎“○○○○○○○○”我的事蹟及照片在澳洲○○○○○”○○○○○“連續三天刊登在頭版。這個獎項每年只有○○人獲獎！

2004年曾被僑委會邀請返台與台灣當地大學生做學術交流，為期35天，行程當中，是我人生中最值得回憶的一刻，讓我更瞭解當時台灣大學生的現況，更進一步溶入生長的地方。

今年8月24日赴布里斯班辦事處申請二個男孩（6歲、8歲）的中華民國護照。因為凱恩斯沒有設立辦事處，所有申辦事宜都要搭2個半小時飛機赴布市辦理。我的所有文件都齊全，唯獨須要出示一份三個月之內的戶籍謄本。假如8月未能提出申請，一定會影響到二個小孩子12月份返台行程。經由櫃台小姐告知，必須先填授權書，寄回台北，委託台北親友，拿到戶籍謄本後再寄回布市，認證文件，才可開始啟動申請護照手續。

當我即將離去時，有一位先生在櫃台裡面，告訴我可換一個方式，可由內政部自然人憑證，在網上申請戶籍謄本。並立即打電話給台北內政部戶政司，記錄操作步驟，主動積極幫助我很快將僑民遇到的困難問題解決！

當我離去時，並再三叮嚀，如果仍有疑惑，可直接打電話至辦事處。讓我倍感溫馨。更能如願帶二個小孩子在預定的返國日期之內順利啟程。加強孩子們的中文的聽、說、讀、寫的訓練。更以自己是半個台灣人為榮。如果沒有這位外館的林先生耐心協助，我們將無法在12月返台！林先生不告訴我他的名字，只說這是他的職責所在，也是應盡的本分！經由多方打聽，才知道他是 Henry Lin .他的細心、對工作的執著、對僑民的付出，更顯出政府的德政！

我專程寫這封信，請部長代為轉達我12萬分的謝意！也很慶幸我能遇到這位優秀而懂得法令的外館人員！不容懷疑，一定有更多的僑民受惠於林先生的幫助！

再次感謝！！

張○○ 敬上