



Australian Government
Department of Immigration and Citizenship

12 December 2012

To Whom It May Concern

This letter is to record the achievements of Mr Richard Amhaz during his employment at the Australian Embassy in Beirut. Richard has been a very highly valued staff member of the Australian Embassy since 1995. I have worked closely with Richard since January 2010 as his manager. Richard's performance during this time has been very good.


Richard has occupied the position of Team Leader at the Embassy. Richard's duties at the Australian Embassy have included managing a student and visitor visa caseload and citizenship by descent applications in accordance with Australian law and policy. In this role Richard liaised closely with clients including visa applicants and migration agents, and with stakeholders, including student international organizations. Other areas that Richard applied his skills very successfully include the management of the immigration mailbox, integrity at the post and also ad hoc training. Richard has also successfully supervised staff and assisted them with their development needs. He always ensured that his team was able to meet deadlines and that their output was of a high standard. Richard has played a key role during recent changes in the office, including the introduction of Biometrics at the post and 'label free' visas for applicants wishing to travel to Australia. He has a very good grasp of technical issues and has often assisted staff. Richard has also acted in the Office Manager and successfully executed the tasks to a very high level.

Richard is a highly respected staff member of the Australian Embassy visa section whose casework, information management, organisational skills and outputs are of a consistently high standard. Richard is able to manage his caseload and meet service standards. Richard has demonstrated very good analytical and problem solving skills. He exercises good decision-making skills in all his work and maintains a strong focus on integrity across his caseloads.

Richard has demonstrated his strong commitment to both his immediate team and the entire Embassy visa section by assisting staff with sundry tasks, regardless of the complexity of the issue. Richard is a very calm and considerate officer who gets the job done and is never too busy to assist his colleagues. In his role Richard has demonstrated excellent client service skills and is extremely professional in his dealings with clients and colleagues alike. His positive 'can do' attitude and demonstrated initiative is appreciated by both his managers and his colleagues.

Richard will be missed as a professional officer and supportive team member. I wish Richard every success in his future endeavours.

Yours sincerely


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