



Certificate of Appreciation

Australian High Commissioner

H.E. Mr Philip Green

On behalf of the

Australian High Commission Pretoria

and the

Australian Government

Would like to express appreciation to

Shelley Faul

For 5 years of dedicated service

H.E. Mr. Philip Green OAM
High Commissioner

Dated this 3rd day of October 2008



REFERENCE

APPLICANT'S NAME: Shelley Faul
REFEREE'S NAME: Tom Podravac
RELATIONSHIP TO APPLICANT: Supervisor/manager
PERIOD OF WORK RELATIONSHIP: December 2004 to December 2007

I supervised Ms Faul during her time as both a case officer and senior assessing officer in the Visa Section of the Australian High Commission, South Africa. During this time, she worked in both the Visitor and Temporary Entry and Student Sub-Sections of the office.

Ms Faul demonstrated an above-average knowledge of working in a public administration environment. She demonstrated professionalism and expert technical knowledge while providing a high level of client service, often to a very demanding and difficult clientele. She confidently consulted legislation, policy and other reference materials in making decisions on complex visa applications. She has often been assigned tasks involving additional responsibility, for example managing 3rd country national visitor visa applications and working off-line to manage visa applications associated with World Youth Day 2008.

Ms Faul is a professional officer who displayed a great deal of integrity in all aspects of her work. She is self-motivated and took great care to ensure that all her actions were accountable, ethical and according to law and policy.

Ms Faul showed a strong dedication to her work and to constantly improving herself. She quickly developed new skills relating to lawful-decision making and delivering outcomes. She is a well-rounded officer who always demonstrated a positive attitude towards her work. She had a strong client focus, was always confident in her own abilities and showed a genuine sense of pride in her achievements. In the period of time I was her supervisor, she frequently proved herself to be a responsive, hard working employee, who is able to adapt to change and deliver results under pressure. I found her to be highly conscientious, resourceful and committed to achieving results. She consistently demonstrated strong leadership qualities and has acted as team leader within the Visitors and Temporary Entry Sub-Section during absences of the substantive team leader.

Ms Faul has well developed written and oral communication skills, which she demonstrated on a daily basis. Ms Faul has strong planning and organisational skills and was a constant force within her team. She often encouraged others to achieve team goals and led by example with respect to working productively and efficiently.

In summary, Ms Faul is a highly motivated, dedicated officer who shows a great deal of maturity and pride in the work she performs. She was a valued team member and a confident senior officer who was always positive and constructive in her approach. I valued her work in my Section and rate her highly on all aspects of her work. I have no hesitation in recommending her to prospective employers.


Tom Podravac
2nd Secretary (Immigration)



15 December 2007