

案例故事 Case Stories

■ 案例1【勞資爭議】 Case 1【Labor Disputes】

菲律賓來的Lucy在染布廠裡工作半年，但因為經濟不景氣、工廠訂單慘淡，雇主已經兩個月沒有發工資給Lucy了……

Lucy came from the Philippines. She's been working in a fabric dyeing factory for six months. Her boss told her that business was bad and so Lucy hasn't been paid for two months.

■ 案例2【從事許可以外工作】 Case 2【Doing Unallowed Jobs】

Siti從印尼來到臺灣從事看護工作，卻常被雇主太太帶到小吃店裡幫忙洗碗端菜……

Siti was hired from Indonesia to be a caretaker in Taiwan, but the employer's wife always ask Siti to help with dishwashing and serving customers in her restaurant.

■ 案例3【扣留證件】 Case 3【ID Got Withheld】

越南籍的TRẦN VĂN DŨNG，和一群同鄉的夥伴剛來到臺灣，還沒上工就被雇主以統一保管為由，收走大家的居留證和護照……

Vietnamese TRAN VAN DONG and a group of fellow town mate just came to Taiwan. Their passports and Alien Resident Certificates had been taken away by the employer before they even started working. The employer said he would keep those documents at a safe place for them.

他們，撥打了1955勞工諮詢申訴專線，透過地方政府勞工局的協助，取回雇主積欠的薪水和扣留的證件，外籍勞工也回到原來規定從事的工作。

They called the labor consultation service line 1955, and with the help of the local labor bureaus. They retrieved their withheld salary and documents from their employer, the foreign workers also go back to the original work.



勞動部勞動力發展署
WORKFORCE DEVELOPMENT AGENCY, MINISTRY OF LABOR

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1955 您有保護

Cares for You

Introduction of labor
consultation & complaint
service hotline

English version / 英文版

勞工諮詢申訴專線 簡介



勞動部勞動力發展署
WORKFORCE DEVELOPMENT AGENCY, MINISTRY OF LABOR

6大服務項目 6 Major Services

1 諮詢服務 Consultation Service

如果您有勞動契約、工資、工時、職業災害及仲介公司收費等相關問題，我們將提供您詳細的諮詢服務。

If you have any questions regarding employment contract, salary, working hours, Occupational hazards and manpower agency service fee and related problems, just call us and we will provide you with detailed consulting services.

2 申訴服務 Complaints Service

如果您有勞資爭議、遭受不合理對待或人身侵害等申訴案件，我們將轉介您的申訴案件至地方政府勞工局或司法警察機關依法查處，以保障您的權益。

If you have labor dispute, suffer from unreasonable treatment or personal injury etc. Appeal the case, and we will refer your complaint case to the local government Bureau of Labor or Judicial police investigation and dealt with according to the law, in order to protect your rights.

3 法律扶助諮詢資訊提供 Provide the Legal advice

如果您因勞資爭議產生相關法律問題，我們可提供相關法律扶助的資訊。

If you have any legal questions regarding labor disputes, We can provide informations on legal assistance.

4 轉介保護安置服務 Referral to the temporary shelter service

如果您因勞資爭議、遭受不合理對待或人身侵害，我們將視您的需要轉介地方政府勞工局認定後，提供臨時安置服務。

If you are involved in labor disputes, suffer from unreasonable treatment or personal injury. we will refer your needs to the local government Bureau of Labor, and provide a temporary shelter service.

5 線上即時通譯服務 Instant Service on air Translation

如果您在臺工作期間，有就醫、洽公、工作或生活上的翻譯需要，我們將提供線上即時通譯服務。

During your work period in Taiwan, when you go to the hospital, go for public business, work or at your leisure time and need translation service, we will provide an immediate translation service over the line.

6 其他相關政府部門服務資訊 Information Service about Other Relevant Government Department

如果您的問題涉及其他相關政府部門，我們將提供您聯絡資訊，如衛生福利部保護服務司、入出國移民署及警察機關等單位。

If your problem is under the authority of other government agencies, such as the Department of Health Administration, Ministry of Health and Welfare, National Immigration Agency or the police, we will provide you with their contact information.



3大服務特色 3 Service Features

1 24小時全年無休服務 24Hours, 7Days a week Service

我們不分上班、假日或夜間，提供24小時無間斷的專業服務。

We provide 24hours, 7days a week professional service, not only in daily basis but including National Holidays or during midnight hours.

2 雙語接聽 Bilingual Operator

我們的接聽人員除了中文外，並提供英語、泰國語、印尼語、越南語的諮詢服務。

Our operators not only speaks in Chinese, but they also provide counseling services in English, Thailand, Indonesian and Vietnamese.

3 免付費 Free Hotline

我們的專線為公益性質，不論透過手機、市話或公共電話服務，撥打1955專線，不用負擔任何費用，讓您有話就說。

Our service line is not for profit, so it doesn't matter to call by using your cellphone, home phone or public phone. It's free of charge! Just speak up!

服務對象 Our Customers

1955提供僱外外籍勞工有關的諮詢服務，凡外籍勞工、雇主都是我們的服務對象。

1955 provides information about hiring and consulting for foreign worker services, and it is set up to serve foreign workers as well as the employers.