



17 July 2015

Committee Secretary
Senate Legal and Constitutional Affairs Committee
PO Box 6100
Parliament House
Canberra ACT 2600

Email legcon.sen@aph.gov.au

Dear Sir or Madam

Re: Australian Small Business and Family Enterprise Ombudsman

Thank you for your correspondence inviting a submission from the Telecommunications Industry Ombudsman (TIO) in respect of the Australian Small Business and Family Enterprise Ombudsman Bill 2015 and the Australian Small Business and Family Enterprise Ombudsman (Consequential and Transitional Provisions) Bill 2015 (the Bills).

The TIO understands the Bills have been referred to the Senate Legal and Constitutional Affairs Committee (the Committee) to investigate whether the role and operation of the small business Ombudsman is consistent with the operation of similar Ombudsman positions.

We note that the TIO has been consulted extensively on the draft legislation to date, including on the Exposure Draft Bill. Many of the TIO's concerns about the draft legislation have been addressed in the Bills presently before the Committee.

The TIO notes that the Australian and New Zealand Ombudsman Association (ANZOA) has made a submission to the Committee regarding the use of the term 'Ombudsman' for the new small business and family enterprise agency. The TIO supports ANZOA's view on the matter, for the reasons set out in the ANZOA submission.

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- then enter 1800 062 058

If you have any additional questions of the TIO in relation to the Bills,
please do not hesitate to contact me on _____ or by email at _____

Yours Faithfully

David Brockman
Executive Director – Industry, Community & Government