

Telecommunications Industry Ombudsman Scheme Review 2011

The Board of the Telecommunications Industry Ombudsman commissioned KPMG to develop a report on the operation of the TIO Scheme in 2011, and has received that report.

The report is thorough and considers not only how the Scheme is operating, but how it can best operate in the future. Pleasingly, the report found a high degree of stakeholder confidence that the TIO has achieved fair outcomes in a challenging environment and that the Scheme's performance aligns with the government's Benchmarks for industry Ombudsman. The review identified key areas in strategic planning, governance, accessibility and efficiency with potential for improvement.

A detailed analysis of the recommendations in the report has identified a number of recommendations from KPMG, and a smaller number direct from stakeholders, which overlap the KPMG recommendations.

The vast bulk of the recommendations are operational in nature and the Board has referred these to the Ombudsman to consider, prioritise and act upon. A small number of recommendations require investigation by the Ombudsman and subsequent consideration by the Board. One recommendation relating to the structure of governance of the Scheme requires action by the Board. The Board has commenced this action.