

6 September 2018

Mr Daniel McAuliffe  
Structural Reform Group  
The Treasury  
Langton Crescent  
Parkes ACT 2600

Sent by email to: [data@treasury.gov.au](mailto:data@treasury.gov.au)

Dear Daniel,

**Treasury consultation on exposure draft *Treasury Laws Amendment (Consumer Data Right) Bill 2018***

Thank you for the opportunity to comment on the *Treasury Laws Amendment (Consumer Data Right) Bill 2018 (Bill)*.

The Bill proposes to establish the overarching regulatory framework for the new Consumer Data Right (**CDR**). My understanding is the Bill will update existing Commonwealth consumer and privacy laws to introduce new CDR safeguards, and leverage existing regulatory agencies and consumer complaint handling and redress mechanisms.

I note the new regulatory framework will empower the ACCC to recognise an existing industry Ombudsman scheme like my office for CDR consumer complaints, in a similar way to which the OAIC can recognise industry Ombudsman schemes for privacy complaints.

I look forward to ongoing engagement with Treasury about the development of CDR for telecommunications services, and associated requirements for CDR complaints handling.

If you have any questions regarding this letter, please feel free to contact me, or my Senior Policy Advisor, Ai-Lin Lee on (03) 8680 8403 or [Ai-Lin.Lee@tio.com.au](mailto:Ai-Lin.Lee@tio.com.au).

Yours sincerely,



Judi Jones  
**Ombudsman**  
**Telecommunications Industry Ombudsman**

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