

17 December 2019

Committee Manager  
Legislative Assembly, Legal and Social Issues Committee  
Parliament House  
Spring Street  
East Melbourne Vic 3002

Dear Committee Manager

**Inquiry into anti-vilification protections**

I welcome this Inquiry and thank you for inviting me to contribute to this important conversation.

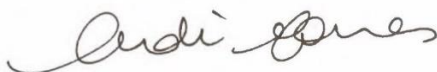
I support measures that provide increased protections from vilification such as on the grounds of gender, disability and sexual orientation. Given my office does not handle complaints specifically about vilification, I consider other parties are better placed to comment on this in greater detail.

My office often receives complaints from consumers who have culturally and demographically diverse backgrounds. While we occasionally receive complaints from consumers who say they are a victim of vilification, we do not have the jurisdiction to consider that issue. In dealing with these complaints, we consider the issues that fall within our Terms of Reference<sup>1</sup> and refer the consumer to the Australian Human Rights Commission for consideration of the vilification issue.

As the communications environment shifts towards an increasingly digital age, we see new types of complaint issues emerge. We will continue to adapt alongside these changes to ensure our services remain effective and responsive.

We look forward to seeing the Committee's recommendations to Parliament at the conclusion of this Inquiry.

Yours sincerely



Judi Jones

**Telecommunications Industry Ombudsman**

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<sup>1</sup> <https://www.tio.com.au/sites/default/files/2019-10/TELECOMMUNICATIONS-INDUSTRY-OMBUDSMAN-TERMS-OF-FINAL-OCTOBER-2017.pdf>