

**MINUTES**

**OF THE 2023 ANNUAL GENERAL MEETING OF  
TELECOMMUNICATIONS INDUSTRY OMBUDSMAN LIMITED  
ACN 057 634 787**

**Date Held:** Wednesday 22 November 2023 at 3:30pm

**Held:** The Savoy on Little Collins – Ballroom  
Level 1, 630 Little Collins Street  
Melbourne VIC 3000

<b>Present:</b>	Michael Lavarch AO	Chair
	Cynthia Gebert	Ombudsman
	Freyja McCarthy	Company Secretary
	Mathew Stewart	Chief Financial Officer
	Sue Walker	Minute Taker

**Authorised Representatives in Attendance:**

Simon Donaldson	Telstra Corporation Ltd
Lisa Brown	Amaysim Mobile Pty Ltd
Lisa Brown	Optus ADSL Pty Ltd
Lisa Brown	Optus Fixed Infrastructure Pty Ltd
Lisa Brown	Optus Internet Pty Ltd
Lisa Brown	Optus Mobile Migrations Pty Ltd
Lisa Brown	Optus Mobile Pty Ltd
Lisa Brown	Optus Networks Pty Ltd
Lisa Brown	Optus Satellite Network Pty Ltd
Lisa Brown	Optus Satellite Pty Ltd
Lisa Brown	Optus Vision Pty Ltd
Lisa Brown	Optus Wholesale Pty Ltd
Lisa Brown	Uecomm Operations Pty Ltd
Lisa Brown	Uecomm Pty Ltd
Lisa Brown	Vaya Communications Pty Ltd
Lisa Brown	Vaya Pty Ltd

**Directors in Attendance:**

Geoffrey Nicholson	Independent Director (Commercial Governance)
Julie Hamblin	Independent Director (Not-for-Profit Governance)
Dana Beiglari	Director with Consumer Experience
Gordon Renouf	Director with Consumer Experience
Mira Bashi	Director with Industry Experience
Maha Krishnapillai	Director with Industry Experience

**Auditors in Attendance:**

Isabelle LeFevre	Deloitte Touche Tohmatsu
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<b>Apologies:</b>	Maree Gooch Andrew Sheridan	CRISP Wireless Pty Ltd Director with Industry Experience
<b>Observers in Attendance:</b>	Bernie Wise  Amanda Armstrong  Sarah Carnovale Nicholas O'Connell	Executive General Manager Operational Excellence, TIO  Executive General Manager Culture, Capability & Communication, TIO Communications & Media Specialist, TIO Senior Lawyer, TIO

The meeting commenced at 3:30pm.

## 1. WELCOME AND APOLOGIES

### Welcome

The Chair welcomed everyone to TIO's 2023 Annual General Meeting.

He commenced the meeting by acknowledging the Traditional Owners of the land on which the meeting was held, the Wurundjeri Peoples of the Kulin Nation, and paid respects to their elders, past and present and to the young leaders of today.

### Quorum and Proxies

The Chair confirmed that the required quorum of five members were attending including that he was holding proxies on behalf of five members: Gary Martin Costa, NBN Co Ltd, TPG Telecom Ltd, Dodo Services Pty Ltd, and Primus Telecommunications Pty Ltd.

### Apologies

Apologies had been received from Maree Gooch, CRISP Wireless Pty Ltd and TIO Director, Andrew Sheridan.

### Notice of Meeting

The Chair advised that the Notice of the Meeting had been circulated to all TIO members on 17 October 2023. This timing met the requirements of both TIO's Constitution and the Corporations Act.

### Agenda

The Chair noted the following two items of business for consideration at the meeting:

- Minutes of the 2022 Annual General Meeting held on 15 November 2022, and
- The Financial Report for the year ended 30 June 2023, together with the Directors' Report and Auditor's Report.

### Chair's Report

The Chair noted that he had provided an overview of TIO's 2022/23 operations at the Member Forum immediately preceding this AGM.

The Chair provided the following brief comments on key activities and results for the 2022/23 financial year.

The TIO had restructured and renewed its Executive Leadership Team to place it in a strong position for the future.

The TIO was operating in a very dynamic period. And the business challenge for the organisation was being able to deal effectively with the quite significant fluctuation in complaint demand. This fluctuation had been a significant challenge throughout TIO's 30-year history.

In earlier years, TIO's complaint numbers peaked at 195,000, and during the rollout of the national broadband network, it received 175,000 complaints. In 2022/23 there were a total of 66,000 complaints.

Movement of that magnitude over a 12-month period was challenging for an organisation in terms of size, configuration and having the balance of skills within the workforce to deal with different scenarios.

Equally, post end of financial year, while complaint numbers have continued to fall, enquiry numbers have continued to rise. There has been a subtle shift in the function and role of the TIO in the service it provides to the Australian community.

While complaint numbers declined, the escalation rate, that is, what's coming back after referral to members, was increasing. A higher proportion of matters were coming back, and they were more complex.

As mentioned at the Members Forum the TIO has landed Project Echo – a significant milestone for the organisation. This major digital transformation project will help ensure TIO meets the evolving needs of its members, the Australian community, and governing legislation.

## **2. MINUTES**

The Chair put the resolution that members accept the minutes of the 2022 Annual General Meeting held on 15 November 2022.

Mr Simon Donaldson seconded the motion.

The Chair declared the resolution carried unanimously.

## **3. FINANCIAL REPORT FOR THE YEAR ENDED 30 JUNE 2023 INCLUDING THE DIRECTORS' REPORT, FINANCIAL STATEMENTS AND AUDITOR'S REPORT**

The Chair introduced the Financial Report of TIO Limited for the year ended 30 June 2023, together with the Directors' Report and Auditor's Report in respect to those financial statements. It was noted that the reports had been circulated to members with the Notice of Meeting on 17 October 2023 and that hard copies were available at the meeting.

The Chair highlighted the attendance at the meeting of TIO's External Auditor, who was available to respond to any member questions.

The result for the 2023 financial year was a deficit of \$1.1 million. This represented an increase of \$480,000 on the previous financial year's deficit.

The deficit was related to expenditure on Project Echo and had been fully provisioned from the organisation's reserves.

The reduction in complaint numbers saw a reduction in case fee income for the period ending 30 June 2023. Total income decreased by 4.1% to \$29.8 million. Offsetting this was a reduction in total expenditure of 2.5% to \$30.9 million.

The chief cost centre for an organisation like TIO was employment costs and the right-sizing exercise has resulted in a reduction in these expenses.

Whilst TIO has reduced its staff numbers, it has maintained the appropriate skill sets and numbers to meet service demands. Members also rightly expected TIO to be mindful of its cost base in line with the declining demand trend.

The Chair invited questions on the financial reports, Directors' Report and Auditor's Report.

There were no questions.

The Chair proposed that the annual financial statements of TIO Limited for the year ended 30 June 2023 together with the reports of the Directors and Auditors be received and considered.

### Management of Company

The Chair invited the members present to ask questions of the Directors or to comment on the management of the company.

There were no questions or comments.

There being no other business, the Chair thanked all for their attendance and the meeting closed at 3:45pm.

Confirmed:  \_\_\_\_\_ Date: 20 / 02 /2024

Michael Lavarch AO, Chair of the Board of Directors