

into a colleague's chambers and just ask a question.

BOAG-TAYLOR: Yes, and 'junior' lawyers are often junior not just in legal experience, but also in life experience. Does having some pretty extraordinary life experience give you a different perspective?

HOLDEN: Coming to the legal profession later in life allowed me to have the confidence to back myself without worrying what people think. One of my funniest moments in court was when the Magistrate announced, "I wish you'd stop lecturing me" and I replied, "I believe I have to." Life experience really gives you something to offer your clients. In music cases, sometimes it feels like the legal profession doesn't quite understand what it means to have your musical creation – something that is incredibly meaningful to you – adjudicated. I am lucky my musical endeavours haven't ended up in litigation.

I have also been lucky in my career to be able to pursue cases that I really care about on a pro bono or

no win no fee basis. I fought for two years for an Indigenous woman to get the care of her grandchild that had been born in prison. All I made after two years was 800 dollars, but I didn't care - we got the child back. It is one of my proudest moments.

Kyle Sandilands once asked me to be a judge on his "Trial by Kyle" show – I was apparently the only lawyer he knew that he actually liked. So you could say I passed up an opportunity to be appointed to the bench!

BOAG-TAYLOR: I'm sure there are plenty of law students staring down their final exams, hoping they can become music sensations instead. Do you have any advice for people who have dual interests in the creative industries and legal profession?

HOLDEN: That's an interesting one, because when I first started at law school, about 30% of the people I studied with ended up going into something creative. The advice I would give is: as tough as it is, and as difficult as it is – whatever it is that you want to do – if you do it well enough and long enough, the money

finds you. I am living proof of that! I'm a journeyman songwriter, not a virtuoso, and by sheer willpower and by working hard, the opportunities came to me. As a young man, I would never have imagined the career that I've had.



Isabella Boag-Taylor, Associate at Bird & Bird

A Discussion with TIO Judi Jones

In her capacity as the leader of the nation's highest volume complaint handling service, the Telecommunications Industry Ombudsman (TIO) Judi Jones joined CAMLA for a webinar to discuss out of the courtroom dispute resolution and the future of the TIO in the ever changing regulatory landscape. Chaired by Joel Von Thien from Clayton Utz, the TIO outlined its remit (namely, to deal with individual and systemic complaints related to phone and internet, assist with Land Access objections, provide fair and independent dispute resolution services, and implement benchmarks set by the Government) as well as the dispute resolution process for members and complaints.

Ms Jones, who is stepping down from the role in 2022, indicated that the future looks positive for the TIO with new Terms of Reference being introduced next year, a transformation project on the cards and a potential role in regulating digital platforms complaints.

Some further interesting facts coming out of the seminar:

- The TIO also publishes data publicly which provides information and analysis to stakeholders and supports the evolution of the regulatory frameworks. Last financial year, the TIO was pleased to see a 6.1% decrease in the number of complaints – however it still fielded 119,000 complaints from individuals and small businesses. The main culprits

for complaints were poor customer service and billing issues. There was also a sharp increase in the number of complaints regarding lack of accessibility / the provider being uncontactable.

- The new Terms of Reference include the ability to 'join' members who aren't party to the complaint.
- The TIO is undertaking a transformation project "Echo" designed to simplify the way consumers and members engage with the TIO.

A resounding thank you to Clayton Utz for hosting the event and to the TIO for sharing these insights with CAMLA and its members.