

Personalised Transport Ombudsman Bill 2019

Amendments during consideration in detail to be moved by
The Honourable the Minister for Transport and Main Roads

1 **Clause 2 (Commencement)**

Page 8, lines 8 and 9—

omit, insert—

This Act, other than the following provisions, commences on a day to be fixed by proclamation—

- (a) part 7, divisions 4 and 5;
- (b) part 7, division 6, subdivisions 1 and 2.

2 **Clause 12 (Disqualification as personalised transport ombudsman)**

Page 11, lines 22, 24 and 29 and page 12, line 4, ‘5 years’—

omit, insert—

3 years

3 **Clause 21 (Minister may refer matter to personalised transport ombudsman)**

Page 15, after line 23—

insert—

- (3) However, the personalised transport ombudsman need not comply with the request if the ombudsman—
 - (a) reasonably believes the matter is or has been the subject of a personalised transport complaint made to the ombudsman; and
 - (b) gives the Minister notice of the belief.

4 **After clause 95**

Page 58, after line 3—

insert—

95A Matters for annual report

The annual report under the *Financial Accountability Act 2009* in relation to the office, for a financial year, must include—

- (a) details of the number of personalised transport complaints received and how the personalised transport ombudsman dealt with those complaints, including—
 - (i) the number of complaints the ombudsman investigated; and
 - (ii) the number of complaints the ombudsman refused to investigate or continue to investigate; and
 - (iii) the number of complaints that were withdrawn; and
 - (iv) the number of complaints referred to the chief executive (transport) under section 38; and
 - (v) the number of complaints for which alternative dispute resolution was used; and
- (b) information about systemic issues, identified by the ombudsman, arising from personalised transport complaints; and
- (c) details of the matters prescribed by regulation.

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