




Speech By  
**Bart Mellish**

**MEMBER FOR ASPLEY**

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### **PERSONALISED TRANSPORT OMBUDSMAN BILL**

 **Mr MELLISH** (Aspley—ALP) (12.32 pm): I am pleased to speak today on the Personalised Transport Ombudsman Bill. As other members have mentioned, the goal of the bill is to establish a Personalised Transport Ombudsman to provide a complaints resolution function for the personalised transport industry. The PTO Bill implements the government's commitment to establish an ombudsman for this industry.

The bill will also enable the pilot of a new ticketing solution. It will be great to see that rolled out across the state as a result of the state entering into a contract with QBIC to deliver this new ticketing solution for public passenger transport across Queensland. The new ticketing system will be a step up in technology. It will be account based, allowing customers to pay for and access public transport using a variety of payment methods. We see this in other countries and major cities around the world. It will have a real, positive impact, particularly for tourism. It will be much easier for tourists to use their smartphone devices, credit cards or what have you to access the go card network rather than sign up to a formal card.

I also note the proposed minor amendments to existing legislation to improve enforceability, remove spent provisions and provide greater legal certainty for industry. It is good that there are measures to combat fare evasion and to improve enforceability. A ticketing system is only good if it can be enforced. It is good for fare box revenue and those important aspects.

The range of complaints that could be considered by the ombudsman are broad and may include complaints about the safety of a vehicle, individual issues or transport drivers' working conditions, an important aspect. In my maiden speech I mentioned the gig economy and its opportunities and challenges. Any moves by the government to address concerns and to look after the working conditions of emerging industries are very important. Certainly, personalised transport is a growing area. It is positive that the government is intervening where necessary to protect working conditions. The fact that there will be no charge for the ombudsman's services is also a positive measure. It will be free to access, and anyone can do it.

In relation to the committee's report recommendation 4, that the minister clarify in his second reading whether representative bodies will be able to access the services, it was great to hear the minister's earlier clarification. Organisations such as unions can contact the ombudsman or assist people to contact the ombudsman. That is a positive step in terms of the helpful resolution of issues.

With regard to recommendation 2, that the minister consider amending the bill to remove the time period a potential candidate has been absent from the industry and only exclude current industry participants, it was pleasing to hear that the minister will move an amendment as a result of the committee's examination so that the period of time out of the industry will be reduced from five years to three years. It was good to hear of some movement on that, and that is what we heard from stakeholders.

In relation to recommendation 5 about public reporting, it was good to hear the minister say that this was supported. The more public reporting of issues that the transport ombudsman deals with, the more we help increase transparency and the public's knowledge of what they are dealing with.

It was disappointing to hear the opposition members say that they oppose the bill. Their comments on the report reflect that they are having a bet each way. It is disappointing to hear that they are not supporting the bill as it currently stands. I thank the committee members for the process and for the examination. I thank the witnesses who appeared before the committee. The committee staff, as always, did a great job in examining the bill. I commend the bill to the House.