




Speech By  
**Colin Boyce**

**MEMBER FOR CALLIDE**

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Record of Proceedings, 3 September 2019

**PERSONALISED TRANSPORT OMBUDSMAN BILL**

 **Mr BOYCE** (Callide—LNP) (12.36 pm): I rise to make a contribution to the Personalised Transport Ombudsman Bill 2019. I acknowledge my fellow committee members and once again thank Mrs Deb Jeffrey and her secretariat staff for preparing our papers, reports and meetings. This bill was introduced to parliament on 13 February 2019 and was then referred to the Transport and Public Works Committee for detailed examination. The committee tabled its report on 29 March. It is now early September—eight months later—and this highlights the fact that the curtailing of parliamentary sitting times and family-friendly hours do not get the job done. This is a lazy Labor government.

The bill's main objective is to establish the Personalised Transport Ombudsman to help resolve complaints relating to personalised transport services. Other objectives were to support the protection of fare revenue under the new ticketing solution and to clarify and improve the enforceability of existing divisions of the Transport Operations (Passenger Transport) Act. This bill is a farce and was not supported by any submissions made to the committee. Many submissions identified that the ombudsman's office would be ineffective. Mr Davies, CEO of the Queensland Taxi Council, said—

Give the ombudsman some more teeth. Give them real investigative powers. Give the ombudsman the ability to make binding conditions on mediated settlements and, I would think, expand the role to be able to look at the way the department is administering the compliance scheme.

Mr Johnson, Secretary of the Rideshare Drivers' Association, said—

As you read through the legislation, the reality is that the ombudsman will have no power to compel any parties to do anything, apart from appearing before the ombudsman.

The most startling revelation from the submissions heard by the committee came from Mr Norris, legal officer with the Transport Workers' Union. He said—

... merely another public service SES position for some public servant to fill.

I find this quite incredible. The Transport Workers' Union does not support the Minister for Transport and Main Roads, the Hon. Mark Bailey. The CFMMEU does not support the Deputy Premier, Jackie Trad, and has called for her resignation. This is further evidence of a government in turmoil.

I am glad we are here in Townsville to debate this bill. The people of Townsville now know how the Labor government creates jobs. We will now have another highly paid bureaucrat and another office full of people to add to the already bloated Public Service, costing the taxpayer millions and achieving absolutely nothing. It is typical Palaszczuk government incompetence. I do not support the bill.