




Speech By
Hon. Mark Bailey

MEMBER FOR MILLER

Record of Proceedings, 22 August 2019

PERSONALISED TRANSPORT OMBUDSMAN BILL

Second Reading

 **Hon. MC BAILEY** (Miller—ALP) (Minister for Transport and Main Roads) (5.56 pm): I move—

That the bill be now read a second time.

I begin by thanking the Transport and Public Works Committee for their consideration of the Personalised Transport Ombudsman Bill 2019. I acknowledge the role of the committee's chair, the member for Kurwongbah, in leading the parliamentary scrutiny of these reforms. The committee's report was tabled on 19 March 2019 and outlined eight recommendations, with the LNP members including a statement of reservations. I will discuss matters raised by the committee in more detail shortly.

The bill provides a comprehensive framework to enable the appointment of an independent personalised transport ombudsman and to establish the Office of the Personalised Transport Ombudsman to support the ombudsman. The framework outlined in the bill includes the Personalised Transport Ombudsman's essential functions, powers and responsibilities. Other models of ombudsmen were utilised as a starting point for the functions and types of powers that might be needed for a personalised transport ombudsman. Importantly, the final position on the functions and powers was developed specifically for the Personalised Transport Ombudsman based on the role it was intended to play and the issues it would likely be expected to address.

During the committee process, there were comments querying how this legislative framework was developed and why other ombudsmen models, such as the Training Ombudsman, were used for an ombudsman that will need to deal with issues specific to the personalised transport industry. Put simply, other models were used to help build the framework of core elements essential for this type of role—things such as who should appoint the ombudsman and what happens if the role is vacant. Those are features needed to make sure that the Personalised Transport Ombudsman could operate as a legally valid entity. The essence of the ombudsman role is articulated in clause 3. It is to provide services to receive, investigate and facilitate resolution of personalised transport complaints.