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(iii) the number of complaints that were withdrawn; and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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