1. The Personalised Transport Ombudsman Bill 2019 (the Bill) establishes a new legislative framework to deliver a Personalised Transport Ombudsman (PTO) and makes amendments to the *Transport Operations (Passenger Transport) Act 1994* (TOPTA), *Integrity Act 2009*, *Public Service Act 2008*, *Tobacco and Other Smoking Products Act 1998* and *Transport Infrastructure Act 1994* for various purposes.
2. The Bill will establish an independent ombudsman to assist with resolving complaints about the personalised transport industry from customers, industry or other parties.
3. The Bill provides for the appointment, by the Governor in Council, of a reputable and independent PTO. Provisions in this Bill allowing for criminal history checks and ensuring the appointee has no industry affiliations aim to ensure there will be public and industry confidence in the integrity of the appointee.
4. The Bill prescribes that the PTO will have a range of functions essentially focussed on resolving or providing advice about complaints relating to the personalised transport industry and outlines the matters that can and cannot be considered by the PTO to avoid unnecessary duplication with other bodies. The Bill requires the PTO to perform its functions independently, impartially and in the public interest.
5. To further reinforce the independence of the role, the PTO and the staff of the Office of the PTO, who support the PTO, will not be subject to outside direction.
6. This Bill also makes amendments to TOPTA to support the introduction of new payment options under a new public transport ticketing system by relocating fare evasion and relevant offences to the *Transport Operations (Passenger Transport) Regulation 2018*. The amendments will also aid prosecutions, ensure continued ability to use unclaimed credit to support the objectives of TOPTA, and provide continued support for information sharing for the purpose of verifying entitlement to a concession fare.
7. The Bill also makes general amendments to improve enforceability or clarify the operation of existing provisions and remove spent provisions from TOPTA.
8. Cabinet approved the introduction of the Personalised Transport Ombudsman Bill 2019 into the Legislative Assembly.
9. *Attachments*

* [Personalised Transport Ombudsman Bill 2019](Attachments/Bill.PDF)
* [Explanatory Notes](Attachments/ExNotes.PDF)