



SUBMISSION

SMALL BUSINESS AND FAMILY ENTERPRISE OMBUDSMAN DISCUSSION PAPER APRIL 2014

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Role of the Public Transport Ombudsman (PTO)

The PTO is an independent industry-based Ombudsman scheme, established in 2004 to receive, investigate and resolve complaints about public transport services provided by Victorian public transport operators that are members of the PTO scheme. PTO scheme members include passenger train, tram and bus companies, and others involved in providing public transport services, such as Public Transport Victoria and Southern Cross Station. The scheme is funded by the industry, based on an annual fixed membership fee and on a variable user-pays basis, calculated on annual complaint numbers.

The PTO complies with the **National Benchmarks for Industry-Based Customer Dispute Resolution Schemes** and utilises the principles of alternative dispute resolution to effectively and efficiently handle complaints. If a complaint cannot be resolved through agreement, the Ombudsman is able to make a Binding Decision to resolve the complaint, or may dismiss the complaint.

The PTO has extensive experience in handling customer complaints and working with the public transport industry to improve customer service practices and internal dispute resolution (IDR) processes. We also play an important role in the identification of systemic issues facing the public transport industry, including investigation and resolution of issues within PTO jurisdiction and referral to appropriate agencies for other issues.

Further information about the operation of the PTO, including public reports can be found on our website www.ptovic.com.au.

PTO Vision

Through providing leading dispute resolution services, we will contribute to improving how public transport services meet the needs of the Victorian community.

Cultural Values

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| Excellence: | Quality focused, Accountable, Responsive, Accurate We strive for excellence because we value what we do |
| Integrity: | Open, Confident, Strong, Committed We are transparent, honest and consistent |
| Leadership: | Inspired, Creative, Courageous, Effective We lead through encouragement, guidance and innovation |
| Respect: | Empathic, Considerate, Honest, Fair We treat ourselves and others with dignity |
| Independence: | Equitable, Reasonable, Consistent, Transparent We are impartial and objective |

Public Transport Ombudsman, Janine Young is a member of the Australian and New Zealand Ombudsman Association (ANZOA). ANZOA is a professional association and the peak body for Ombudsman in Australia and New Zealand.

The PTO takes the opportunity to make a formal submission on the Small Business and Family Enterprise Ombudsman Discussion Paper April 2014 and we would like this submission to be made public.

We endorse the ANZOA Submission and agree that the proposed agency is not an Ombudsman and should not be called one.

If you would like any further information, please contact me on (03) 8623 2111 or at enquiries@ptovic.com.au.

A handwritten signature in blue ink that reads "Janine Young".

Janine Young
Ombudsman
Public Transport Ombudsman