

MEDIA RELEASE

Public Transport Ombudsman



Thursday 18 March 2021

NEW OMBUDSMAN ANNOUNCED

The Public Transport Ombudsman (PTO) is pleased to announce the appointment of Simon McKenzie as the new Ombudsman.

Simon has led the PTO since June 2020 as Acting Ombudsman and has worked for the organisation for almost eight years, most recently as Deputy Ombudsman and Operations Manager before that since joining in 2013.

Kay Rundle, Chair of the PTO Board announced the appointment and congratulated Simon on his promotion.

“Simon has a wealth of experience in alternative dispute resolution and has well-developed relationships with public transport operators, advocacy groups and community stakeholders,” Ms Rundle said.

“Simon has experience in a broad range of management roles, leading teams in for-profit and not-for profit organisations. He has also held senior management roles with the Telecommunications Industry Ombudsman,” Ms Rundle added.

Reflecting on his appointment, Simon said he was excited about the challenges and opportunities ahead, with one of his first priorities to engage with stakeholders and industry about how public transport and associated infrastructure projects will continue to evolve to meet community expectations.

“I’m honoured to take on the important position as Victoria’s Public Transport Ombudsman and am excited at the prospect of listening and acting on community concerns, and member’s ideas, about how to address individual and broader issues.

“It is my aim to continue to improve the way we address complaints and feedback about public transport in Victoria, and contribute to improving the public transport experience for everyone.

“My team and I have worked tirelessly throughout a very challenging year, continuing to receive and address unresolved complaints about public transport, an essential service for Victorians needing to travel for work, health care or care-giving during the pandemic,” Mr McKenzie said.

Minister for Public Transport Ben Carroll congratulated Simon McKenzie on his appointment as Ombudsman.

“I’m pleased to congratulate Simon on his appointment as Ombudsman. As we continue Victoria’s recovery from the coronavirus pandemic and encourage people back onto the public transport network, a strong Ombudsman is vital to ensure we’re delivering the best possible services for all Victorians,” Minister Carroll said.

An admitted lawyer and graduate member of the Australian Institute of Company Directors, Simon also volunteers as a director of Distinctive Options Ltd, a Sunbury-based provider of disability and support services under the NDIS. Simon commutes regularly on regional and metropolitan public transport services.

Simon has been appointed for a three-year term and will take up the position from 22 March 2021.

The Public Transport Ombudsman is a fair, free and fast service for consumers to sort out unresolved public transport complaints and help make the system better for everyone.

The members are BusVic, Department of Transport (PTV), Level Crossing Removal Project, Metro Trains, Rail Projects Victoria, Southern Cross Station, Skybus, Transdev, Transit Systems Victoria (Sita), Ventura, V/Line, VicTrack, Yarra Trams, and Rail Projects Victoria.

The PTO office is open during standard business hours, or enquiries can be lodged out of hours via the website at www.ptovic.com.au phone on 1800 466 865 or search ‘Public Transport Ombudsman’ on Facebook.

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