

## NEW PUBLIC TRANSPORT OMBUDSMAN APPOINTED

The Chairman of the Public Transport Ombudsman Board, Merran Kelsall, today announced the appointment Mr Simon Cohen as the Scheme's second Ombudsman. Ms Kelsall said that *"the Board has conducted an extensive Australia wide search for a suitable successor to James Hartnett, the inaugural Ombudsman"*.

*"Simon Cohen, a lawyer, has extensive experience in complaint handling, investigation and resolution across public services, including police, health and social security. For the past four years Simon has worked in the NSW Ombudsman's office as Assistant Ombudsman (Police)." Ms Kelsall said.*

*"Simon will make a valuable contribution to this important role and as a regular public transport user, he already has a keen understanding of commuter issues. The Board and I look forward to working with him."* she said.

Ms Kelsall thanked Mr Hartnett for his work in setting up the scheme and steering it through its first three and a half years.

The PTO scheme commenced operation in April 2004. The PTO deals with complaints about Victorian public transport that members of the community have been unable to resolve directly with the public transport operators. Most bus operators, Connex, Metlink, Southern Cross Station, the Transport Ticketing Authority, V/Line, VicTrack and Yarra Trams are members of the PTO scheme. Information on the PTO scheme is available on its website: [www.ptovic.com.au](http://www.ptovic.com.au)

**CONTACT: Chairman: Merran Kelsall 0418 530 910**

**Ombudsman: Simon Cohen 8623 2111**