

Victoria's new Public Transport Ombudsman – energy conversion from cars to public transport

Victoria's new Public Transport Ombudsman (PTO), Janine Young, spent 15 years in the motor vehicle industry but after seven years at the Energy and Water Ombudsman scheme her focus converts to public transport.

Ms Young is Victoria's third PTO and her first day on the job signals business as usual in the operation of the PTO scheme, which was established in April 2004 to deal with unresolved complaints from public transport users about Victorian services.

"Public transport is important to Victorians and becoming even more so as people continue to convert from cars to public transport to get around our capital city, our regional centres and across the State," Ms Young said.

"As a regular commuter I have a real understanding of our trains, trams and buses and I bring experience in applying the fundamental 'fair umpire' process that the Ombudsman scheme offers."

"The PTO exists to help all public transport users to resolve issues they may have with public transport services after they have tried to resolve the complaint directly with the operator first."

"We are a free and fair service independent of public transport operators and government. My aim is to continue the good work that has already been done to ensure people know that we exist."

"If people have a public transport complaint, they should make it – first to the public transport operator, and if they are not satisfied, then to us," Ms Young said.

Janine Young is available for interview from 26 August 2010.

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Background

Janine Young Public Transport Ombudsman (Victoria)



Janine Young joins the Public Transport Ombudsman (Victoria) after seven years as General Manager Operations and then Deputy Ombudsman at the Energy and Water Ombudsman (Victoria) (EWOV).

While supporting the Ombudsman with day-to-day oversight of the scheme, stakeholder liaison and strategic planning, Ms Young was responsible for EWOV's dispute resolution, information services, learning and development, and legal support functions.

Before joining EWOV, Ms Young spent 15 years in the automotive industry, including 10 years with the Ford Motor Company where she was involved in the establishment and then management of its Customer Assistance Centre. She also worked as a change management consultant, specialising in process improvement within automotive dealerships across Australia.

Ms Young holds post-graduate qualifications in Business Administration. She is currently completing a Master of Business Administration (MBA).