1. The appointment of the Personalised Transport Ombudsman (PTO) under the *Personalised Transport Ombudsman Act* 2019 (PTO Act) was deferred due to the impacts of the COVID-19 pandemic on the personalised transport industry.
2. The Department of Transport and Main Roads undertook a review and looked at whether a newly created PTO would provide the stated benefits to industry, particularly as operators recover from the impact of the pandemic.
3. That review found the number of complaints about the industry were currently low and what was really required was access to independent mediation services to assist the industry to resolve complex matters.
4. The repeal of the *Personalised Transport Ombudsman Act 2019* also reduces unnecessary government expenditure in response to increasing costs associated with the COVID-19 pandemic and does not play a role in supporting the recovery of the personalised transport industry.
5. Cabinet approved the introduction of the Personalised Transport Ombudsman Repeal Bill 2021 into the Legislative Assembly.
6. *Attachments*
   * [Resources and Other Legislation Amendment Bill 2021 (refer to Part 7)](Attachments/Bill.pdf)
   * [Explanatory Notes](Attachments/ExNotes.pdf)
   * [Statement of Compatibility](Attachments/SoC.pdf)