



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: MyWay+ accessibility and Accessibility Reference Group & Go-Live brief

Question received: 13 May 2025

Answer Due: 21 May 2025

In response to QON 186 (Chamber) on 7 March 2025, you said that the TCCS Accessibility Reference Group (ARG) were provided with MyWay+ briefings and meetings prior to (12 Dec 2023, 13 June 2024) and following (19 Dec 2024, 13 Jan 2025, 13 Feb 2025) the rollout. You said that you heard from NEC on 29 January 2025 about accessibility issues. NEC stated the decision to not undertake compliance certification until after the system went live was a joint conscious decision made by the ACT Government and NEC. Section 81 of the contract requires NEC to comply with anti-discrimination laws including the Disability Discrimination Act 1992 and Age Discrimination Act 2004.

1. Why is accessibility compliance certification happening now, more than six months after the system went live, six months of vulnerable people including those with a disability and seniors struggling with a system. Why was it not done before the decision to go live?
2. Was compliance with the Disability Discrimination Act 1992 explicitly discussed at the 13 February 2025 meeting with the TCCS ARG, after the government heard about stakeholder feedback re: accessibility on 29 January 2025?
3. In previous evidence, you said you rely on the contract to ensure DDA compliance but that same contract specifies this compliance is only required at the operational stage. Why did the Go-Live brief provided to the Minister in November not include anything about accessibility? Should this have been in the brief?
4. Have you had correspondence with the Human Rights Commissioner about the implications of non-compliance with the DDA? Has the Territory so far sought legal advice on implications for DDA non-compliance?
5. The ACT Council of the Ageing (COTA) mentioned in the 1 May 2025 public hearing that they provided feedback at the end of 2023 as well as in December 2024 but the government failed to address a single item they raised. Please explain why the government did not act swiftly to address the needs and concerns of older Canberrans.

Chris Steel MLA: The answer to the Member's question is as follows:

1. As advised in QTON 01 from the 27 March 2025 hearing, NEC Australia have engaged Get Skilled Access to undertake an Accessibility Assessment on all MyWay+ systems and related functions. This activity is progressing in line with the contractual requirements and timeframes of the delivery phase of the project.

As advised in QTON 19 from this hearing (1 May 2025), NEC are expected to meet their contractual requirements relating to Disability and Accessibility by Milestone 29. Practical Completion, currently forecast for December 2025.

2. In reference to the Accessibility Reference Group meeting on 13 February 2025, attendees were advised by Mr White that NEC would be carrying out an accessibility review of all component parts of MyWay+.
3. Refer QTON 1 (27 March 2025 Hearing). We are aware of the contract requiring compliance by operational phase; however, this may be a misunderstanding as the program delivery phase overlaps the operational phase and as such the contractual requirements to be compliant must be met by the conclusion of delivery. The operational phase began with the minimum viable product of MyWay+ going live on 27 November 2024, however full operational state will only be achieved once the delivery phase is fulfilled/complete.
4. Refer to QTON 20 from 1 May 2025 Hearing.
5. Refer ACT Government Submission Attachment A, in addition to the information provided here within, extensive engagement occurred with COTA before launch that included bespoke flyers for 60-69 and 70+ seniors available through a number of channels including; Transport Canberra web site, pop up events and seniors events including COTA ACT Veterans and Families Event on 20 July 2024, Seniors Expo 25 September 2024, 2,000 flyers printed and provided to COTA in August 2024, electronic versions of flyers to enable COTA to send to their members on email and assurance that COTA should refer callers to 13 17 10 Transport Canberra's customer experience feedback line, where additional staff could help with calls, utilising a call back facility to ensure callers were not held waiting on the line.

Approved for circulation to the Standing Committee on Environment, Planning, Transport and City Services

Signature:



Date:

22/5/25

By the Minister for Transport, Chris Steel MLA