



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Joy Clay

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: Risk register

Question received: 3 April 2025

Answer Due: 10 April 2025

Can you answer each of the following questions a) for launch day and b) for the risk as it stands now, or at the most recent review date?

1. How many risks did the risk register identify as 'unlikely'? How many of those 'unlikely' risks actually occurred? How many were treated or mitigated as recommended in the risk register?
2. How many risks did the risk register identify as having a consequence that was 'major'? How many of those 'major consequence' risks occurred? How many were treated or mitigated as recommended in the risk register?
3. Did the risk register identify a risk that MyWay+ would not deliver on planned milestones and integration points? What are the details of that?
4. Did the risk register identify a risk register identify a risk that cyber security would be compromised? What are the details of that?
5. Did the risk register identify a risk register identify a risk that personal information in MyWay+ would be inappropriately accessed? What are the details of that?
6. Did the risk register conduct an assessment for a multi-phase approach that resulted in MyWay and MyWay+ systems running concurrently? What are the details of that?
7. Did the risk register identify a risk that the launch of MyWay+ would need to be delayed? What are the details of that?
8. Did the risk register identify a risk that MyWay+ might not deliver services that met community requirements and community sentiment? What are the details of that?
9. Did the risk register identify a risk that any aspect of MyWay+, including the website portal, app, QR code, communications, on-bus devices, might not comply with the Disability Discrimination Act? What are the details of that?
10. Did the risk register identify any risks regarding inclusivity and accessibility for MyWay+, both in terms of using the bus and being able to pay for the bus? If so, what are the details of that?
11. Did the risk register identify any risks relating to the complexity of offering such a wide range of tokens or payment methods? What are the details of that?
12. Did the risk register identify any risks relating to interoperability with New South Wales? What are the details of that?

Chris Steel MLA, Minister for Transport: The answer to the Member’s question is as follows:

The following table is supplied in response to questions 1 and 2.

	(a) as at Launch day 27 November 2024	(b) as at 12 March 2025
1. Risks identified as ‘unlikely’	9	6
1. Risks identified as ‘unlikely’ which occurred	0	0
1. Risks identified as ‘unlikely’ treated/mitigated as recommended in the risk register	9	6
2. Risks identified as having a consequence that was ‘major’	2	0
2. Risks identified as having a consequence that was ‘major’ which occurred	2	n/a
2. Risks identified as having a consequence that was ‘major’ that were treated/mitigated as recommended in the risk register	2	n/a

3. Yes (refer to the attachment to QON 04, risk reference 1129)
4. Yes (refer to the attachment to QON 04, risk reference 1139)
5. Yes (refer to the attachment to QON 04, risk references 1139 and 1272)
6. Yes, a risk assessment was conducted as part of the review of the multi-phase delivery (Transition In) plan (see section (e) of the [ACT Government Submission to the Inquiry](#)).
7. This risk is a time-based risk incorporated in risk 1129 previously provided in QON 04.
8. Yes (refer to the attachment to QON 04, risk references 1135 and 1136).
9. Yes (refer to the attachment to QON 04, risk references 1131 and 1134).
10. As above.
11. As above.
12. No. Refer to the response to QON 13.

OFFICIAL

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

Signature: 

Date: 9/4/25

By the Minister for Transport, Mr Chris Steel MLA