



Chris Steel MLA

Treasurer
Minister for Planning and Sustainable Development
Minister for Heritage
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Member for Murrumbidgee

Reference number: S2025/00381

Mr Thomas Emerson MLA
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Mr Emerson *Tom*

Thank you for your enquiry regarding MyWay+ web site compliance with Accessibility Guidelines that relate to Public Transport under the *Disability Discrimination Act 1991*. I am replying as this matter falls within my responsibilities as the Minister for Transport.

Transport Canberra, as a transport operator takes seriously its responsibilities to provide an inclusive and accessible experience for all users across our public transport services.

As you would be aware, the matter of MyWay+ web site complying with accessibility guidelines, particularly for people with visual impairment, was questioned at the Standing Committee on the Environment, Planning, Transport and City Services inquiry into the procurement and delivery of MyWay+.

The requirement for the MyWay+ account portal (website) and mobile app to achieve at least level AA, as the minimum level of conformance, with the current W3C Web Content Accessibility Guidelines 2.0 (WCAG 2.1 Guidelines) across device types, is one of several user accessibility requirements stipulated in the contract with NEC Australia for the provision of the Next Generation Ticketing System for Transport Canberra (MyWay+).

Transport Canberra acknowledged in the inquiry that MyWay+ was delivered without meeting expected the level of conformance with the WCAG 2.1 Guidelines, and I also shared our collective disappointment that these were not fully met and provided an update on plans to achieve the expected level of conformance as quickly as possible. This update also advised the immediate steps to improve accessibility, including:

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- NEC are continuing delivery of their contract for MyWay+, including meeting this compliance across all systems or equipment that they are responsible for.
- NEC have engaged Get Skilled Access (GSA) to undertake a comprehensive accessibility review of the MyWay+ systems, including Transport Canberra websites. It is important to undertake this to ensure full compliance.
- GSA are a well-respected accessibility consultancy chaired by Dylan Alcott AO. They have commenced this work in March 2025.

WCAG 2.1 acknowledges that even in instances where web content may satisfy all success criteria, it may not always be usable by people with a wide variety of disabilities, therefore recommend usability testing. Transport Canberra has and will continue to engage extensively with its Accessibility Reference Group, Council of the Ageing ACT (COTA), vision impaired groups including Guide Dogs Australia, and the broader community to inform continual improvements to the MyWay+ system to ensure public transport information and service are available to all members of the community.

With regards to the other accessibility requirements stipulated in the contract, I would like to confirm that the MyWay+ website and app is compatible with screen reading and other accessibility features built into Android and iOS phone operating systems and is therefore useable by people with vision impairment.

Additionally on-board information systems, journey planners and the Transport Canberra website are also accessible through these features, with the on-board announcement system also going live this week. With all buses and light rail vehicles being fully accessible, there is no longer a need to provide the previous advice alerting customers as to when a non-accessible bus was being used. The MyWay+ travel card is also the first card of its kind to have a tactile indicator for vision impaired customers.

Transport Canberra continues to provide contact through its customer experience team on 13 17 10 for people who need assistance to gain the help they require. This team is dedicated to helping Canberrans and prides itself on assisting people, including for setting up and managing their MyWay+ accounts and helping them troubleshoot issues. The team utilises the National Relay Service, which provide multiple options including email and call back.

Transport Canberra, through our delivery partner NEC, will be updating the existing MyWay+ assets to better reflect requirements and enhance accessibility. I would encourage members of the community to provide their feedback on improvements to user experience by contacting our customer experience team on 13 17 10 so we can continue to make travel easier across all modes of public transport for all Canberrans throughout the life of this long-term service.

Thank you for raising this matter. I trust this information is of assistance.

Yours sincerely



Chris Steel MLA
Minister for Transport
1 April 2025