



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Ms Jo Clay MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Accessibility risk management

Hearing: **01/05/2025**

Uncorrected Proof Transcript: **UPT 1/5/2025, pp 49-50.**

Transcript provided: **06/05/2025**

Answer Due: **13/05/2025**

Chris Steel MLA, Minister for Transport took on notice the following question:

THE CHAIR: I will just supplement. DDA compliance, or rather, not non-compliance, DDA non-compliance, was noted on the undated risk register that has been provided to this committee, and it was one of the things that was listed as unlikely.

Mr White: Sorry, Ms Clay, I should have allowed you to finish, but that was a risk register written in September. We were not informed of that non-compliance, so therefore, it was unlikely to occur because we would have expected our vendor to be adhering to that.

THE CHAIR: Sure, so the minister has responded when I asked how many unlikely risks on this project actually occurred. Zero risks identified as unlikely, which occurred as at launch date, 27 November 2024, zero unlikely risks occurred. Risks identified as unlikely as at 12 March 2025, zero risks occurred.

Mr White: I would have to take your question on those, and I just seek the—

Mr Steel: Yes, we will take that question on those, yes.

THE CHAIR: I am just very confused as to why it is on a risk register, it has happened, and not only we are now being told that it did not occur to you, and also it did not happen.

Mr White: Again, possibly a terminology error there or concern or interpretation error on our behalf, where we felt that the question was, was the risk still extant or was it in existence? Yes, the risk is still in existence. It has not changed at all. So again, we are taking it on notice.

THE CHAIR: So you are still rating DDA compliance as unlikely?

Mr White: No, I am not.

Mr Steel: No, but we will take the question on notice and respond to it once we have had a look at it.

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

I believe the Member is referring to the response provided to a question on notice (QON 020) from the 27 March hearings. The specific question in this QON relevant to this follow up question were:

Can you answer each of the following questions for a) launch day (reported as at 27 November 2024) and b) for the risk as it stands now, or at the most recent review date (reported as at 12 March 2025)?

1. i) How many risks did the risk register identify as 'unlikely'? ii) How many of those 'unlikely risks' actually occurred? iii) How many were treated or mitigated as recommended in the risk register?

At the request for clarity, additional information for the components of the aforementioned question are provided below.

(1)(a)(i) How many risks did the risk register identify as 'unlikely' on 27 November 2024:

9.

These risks were:

- **1131 (Requirements Risk):** The MyWay+ product (service) does not meet the functional and non-functional requirements for Transport Canberra due to these not being clearly articulated, captured or provided to NEC or due to an emergence of hidden or unforeseen design limitations.
- **1134 (Integration Risk):** Unanticipated integrated system/asset compatibility issues experienced during installation/testing.
- **1135 (Adoption risk):** Failure to effectively achieve program benefits, including low rates of adoption or uptake of new technology resulting in negligible increase in patronage or suboptimal improvement to customer experience (consumer/patronage risk). Underpinned by opportunity: ACT digital account provides increased opportunity to capture, store and report data to inform consumer behaviours to enable targeted (strategic) transport planning decisions, improve performance outcomes and assist in development of strategic and wellbeing indicators.
- **1136 (Adoption Risk):** Poor uptake or confusion over roles and responsibilities for MyWay+ due to inadequate communications and change management through program delivery or unclear communications and operational handover. (internal TCO risk).
- **1137 (Support Risk):** The managed services contract that supports MyWay+ is not sufficiently flexible to meet changing needs or shifts in technology and community sentiment.
- **1138 (Support Risk):** CMET make system or file change without informing MyWay+ inadvertently impacting system performance.

- **1139 (Privacy risk):** Personal information is accessed due to it not being appropriately secured, stored or managed in MyWay+
- **1142 (Implementation Risk):** If unable to complete works within time schedule due to unforeseen conditions or delays, including approvals from NCA.
- **1154 (Integration Risk):** Should the Systems Integration Platform (SIP) not perform to the expected quality and availability expected of it, integrating data feeds could be corrupted or unstable leading to sub-optimal MyWay+ performance. This risk is magnified as the supplier of the SIP is the ACT Government's DDTS and outside of usual warranty and back-to-back vendor warranty, it is not under any formal performance agreement between directorates.

(1)(b)(i) How many risks did the risk register identify as 'unlikely' on 12 March 2025?

6.

Risk numbers 1131, 1134, 1136, 1137, 1138 and 1154 remained as 'unlikely', meaning the likelihood of 1135, 1139, and 1142 changed since 27 November 2024.

(1)(a)(ii) How many of those risks, identified in the risk register as 'unlikely' at 27 November 2024, actually occurred?

0.

Risks that manifest (i.e. occur) is a subjective evaluation. Referring to the above, for the risks listed as the likelihood having changed, it could be argued these risks occurred. However, from a risk management standpoint, it is more accurate to state that these risks still exist and that evidence of their partial or full occurrence has led to a change in their likelihood rating.

I understand the confusion, however, this was an interpretation of the question provided at the time. For the purpose of responding to this follow up question, it could be stated 'risks 1135, 1139 and 1142 had some form of occurrence'.

(1)(a)(iii) How many of those risks, identified as 'unlikely' at 27 November 2024, were treated or mitigated as recommended in the risk register?

9.

As part of good program management and governance, all risks managed by the program had controls (i.e. treatments or mitigations) in place at go-live and continue to do so. These controls, and the residual risk, are reviewed monthly as per TCCS risk management best practices.

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

13/5/25