



**Legislative Assembly** for the  
**Australian Capital Territory**

Standing Committee on Environment,  
Planning, Transport and City Services

# Submission Cover Sheet

## Inquiry into the procurement and delivery of MyWay+

Submission number: 003

Submitter: Inner South Canberra Community Council (ISCCC)

Date authorised for publication: 16 January 2025



## Inner South Canberra Community Council

Standing Committee on Environment, Planning, Transport and City Services  
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### **Inquiry into the procurement and delivery of MyWay+**

#### **Submission by the Inner South Canberra Community Council (ISCCC)**

This submission concerns the design and implementation of MyWay+. The media has been full of commentary on these matters. For the sake of brevity, the ISCCC will not in this submission repeat criticisms which have already received much public attention, but we offer a few additional observations which may assist the Committee in its inquiry.

#### The need for a comprehensive and effective system of risk management in the ACT.

2. The MyWay+ affair is simply the latest in a series of mishaps in ACT project management, some very costly. Since the MyWay+ story broke, there has been yet another adverse audit report, this time on the handling of a computer system for the health service.

3. In our 2024 election platform, we drew attention to the need for a package of financial management reforms:

“Recent audit reports have drawn attention to serious and multiple shortcomings in the Government’s approach to financial and project management, which need to be addressed on a whole of Government basis, overseen personally by the Treasurer. “

Inter alia, we recommended that:

“All significant programs should require a rigorous, objective and transparent risk analysis and risk management process. This should be monitored by a risk manager independent of line responsibility for the program, whose reports should be made public.”

( ISCCC election platform 2024, link at <https://www.isccc.org.au/an-election-platform-for-canberras-inner-south> )

Systematic risk analysis and management is internationally accepted best practice for project management and covered by various international and Australian standards. While some Government websites give some acknowledgment to risk management, it does not appear that the ACT applies risk management to its major projects in any systematic way. Yet a thorough risk management approach likely would have prevented most of the Government’s recent failures with major projects and would provide the ACT community with assurance that future project management will be much better protected against major failures.

We therefore commend the recommendation from our election platform to the Committee's attention.

### Other issues

The problems apparent since the launch of MyWay+ have mostly been well ventilated in the media, so we shall restrict ourselves to drawing attention to two points we believe are deserving of the Committee's attention.

Firstly, we ask why the opportunity was not taken in the planning of MyWay+ to achieve interoperability with NSW's Opal card system. This would have been a considerable boon to regular Canberra travellers to Sydney, as well as helping along the overdue integration with public transport operating out of Queanbeyan. This is of particular concern to our residents in Oaks Estate, who are not served by any ACT bus routes.

We recognize that there may be intellectual property issues complicating the pursuit of interoperability with NSW Opal card, but at present there is nothing to suggest to the public that such an option was even thought of, let alone seriously explored. Given the ACT's limited population and economic resources, it would be desirable if ACT Government Ministers and employees could be encouraged to think of ways the ACT could piggyback on the efforts of other Australian jurisdictions, rather than immediately looking for a new, bespoke, ACT only solution to any challenge that arises. Some might find this a little humbling but overall it should be cheaper, and possibly permit more timely solutions to problems.

Secondly, we ask why the planning for MyWay+ did not provide for seniors being allowed to access transport as well as other services with a single card, as under the previous arrangements. The justification for requiring Over 70s to carry a separate MyWay+ card is apparently the Government's desire to collect statistics on their travel. This could surely be achieved through sample surveys, as in other areas where the Government requires data for planning, rather than requiring all Over 70s to carry two cards. We add that the roll out of information on the new system to seniors was particularly confusing, as were the arrangements for complying with the new requirements, when one would have expected the Government to pay particular care with regards to the needs of our older citizens.

Yours sincerely

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Chair  
Inner South Canberra Community Council