



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: Accessibility and user experience for seniors and people with a disability and neurodivergence

Question received: 3 April 2025

Answer Due: 10 April 2025

This question relates to the FOI-24-174 in the disclosure log.

There are a number of emails in this FOI from Canberrans to Minister Steel sent prior to launch day, for instance on 19 November, 20 November and 21 November 2024. These emails complain about the rollout of the new MyWay system. Complainants say they cannot buy or pay for tickets online; they do not drive and cannot walk to an outlet stocking them as not enough outlets stock them; and the website is impossible to use for them. The emails appear to be from older Canberrans and Canberrans with a disability or neurodivergence.

The FOI pack shows replies were sent from the Minister to Canberrans in March 2025.

1. Why did these responses take 3 1/2 months to send?
2. What did the constituents do in the meantime to ensure they could use the bus, the website, the app and their MyWay+ card?
3. Did these constituents receive any information prior to the written responses that appear in the FOI pack?
4. What internal action did the Minister take in relation to the information prior to launch that the system was not working for seniors and for people with a disability or neurodivergence?
5. How many pieces of feedback did the Minister, Transport Canberra and ACT Government receive prior to 27 November stating that MyWay+, including the on-board system, the website and the app, was difficult or impossible to use for seniors and for people with a disability or neurodivergence?

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

- 1 – 4. In the days leading up to and following MyWay+ going live, my Office received a large volume of emails regarding the new system, particularly requesting assistance or raising issues they had experienced.

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To ensure these matters were addressed in a timely manner, all correspondence received by my Office was referred to TCCS in order for a member of the Transport Canberra Customer Experience team to provide one-on-one assistance, via a call back or email, in the first instance. This correspondence was acknowledged with a response from my Office confirming receipt and to advise that their enquiry had been passed on the Transport Canberra customer service team to provide assistance, and that they would be making contact.

Transport Canberra increased the resourcing of its Customer Experience team to manage enquiries and provided support to members of the community both before and after Go-Live. This team was, and continues to be, critical in supporting senior and vulnerable members of the community, and in relaying community feedback to the MyWay+ program team for consideration in future improvements to the system.

I acknowledge formal Ministerial response, by myself, was in some instances delayed. However, the above process was implemented to ensure timely and appropriate assistance was provided in the meantime.

Transport Canberra undertook extensive communications and community engagement activities to provide information and assistance to the community in the lead up and follow the Go-Live of MyWay+, including targeted engagement with the Council of the Ageing ACT and attendance at the Canberra Disability Expo. Comprehensive information on these activities is provided at Attachment A of the [ACT Government Submission to the Inquiry](#).

5. Please refer to attachment A and B of FOI 24-174 as all correspondence prepared in relation to MyWay+ was provided.

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

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

10/4/25