



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Andrew Braddock MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: DDA Compliance prior to Go-Live

Hearing: **27/3/2025**

Uncorrected Proof Transcript: **UPT 27/3/2025, p 39.**

Transcript provided: **1/4/2025**

Answer Due: **8/4/2025**

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

MR BRADDOCK: So NEC Australia in their evidence of yesterday, they were having almost daily meetings with Transport Canberra. Have they raised with Transport Canberra this system would not be compliant with the DDA on its Go Live?

Mr McHugh: I would have to go back through our meeting records but—

THE CHAIR: Would you like to take that on notice?

Mr McHugh: Yes, I think that would be the appropriate response.

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

The contract with NEC Australia for the provision of the Next Generation Ticketing System for Transport Canberra ([GS0314302](#)) requires the contractor ensure the Next Generation Ticketing (NGT) System (MyWay+) *“complies with W3C Web Content Accessibility guidelines 2.1 (as updated from time to time, noting that v.2.2 is scheduled for release in December 2022)”*.

Transport Canberra have reviewed their records of meetings with NEC prior to go-live, and have advised NEC did not raise the matter that some components of their system would not be compliant with the accessibility standards contained in their contract with Transport Canberra.

Transport Canberra was first made aware of the MyWay+ Customer Portal being partially compliant, by NEC at a stakeholder meeting on 29 January 2025. Subsequent discussions with NEC have been focussed on understanding what efforts will be made by NEC to meet this requirement in full and when this may be achieved.

NEC have engaged Get Skilled Access (GSA) to undertake a comprehensive accessibility review of MyWay+ systems, equipment and installations, including components under the control of Transport

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Canberra (i.e. the Transport Canberra website); NEC's scope of this work will be funded at NEC's expense. GSA commenced this review in March 2025.

Further information is provided in the letter attached to this response.

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

8/4/25