



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice during the hearing

Asked by: Mr Peter Cain MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Record of Meetings and accompanying Briefings and Papers

Hearing: 1/5/2025

Uncorrected Proof Transcript: UPT 1/5/2025, pp 42-43.

Transcript provided: 6/5/2025

Answer Due: 13/5/2025

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

THE CHAIR: Mr Cain.

MR CAIN: Thank you, Chair.

So minister, last hearing asked who advised you to go - MyWay+ was ready to go-live. You indicated it was officials from TCCS. And I asked who in particular had gave you that advice? And Mr McHugh, I believe you said, that was you.

Mr McHugh: Correct.

MR CAIN: Could you, Mr McHugh, could you describe the – I guess, the briefings that you would provide the minister, during the formation of the MyWay+ program? I mean, what was the frequency? What was the character? What type of correspondence or communication did you have with the minister, as you would give him advice on this implementation?

Mr McHugh: Yes. Well look, I can speak in general terms. There is a lot in that question—

MR CAIN: More particular the better.

Mr McHugh: Yes, the more particular the variance in terms of frequency, type, I would have to go back and reflect on my diary over the last number of years. So we typically for the period leading up to now, and even met on a weekly basis on the Minister for Transport, to brief him on all matters, and I would have expected that MyWay, as a project, would have been involved the majority of those, as a brief update or a more detailed update on a verbal basis, on most cases.

MR CAIN: And how frequently were those?

Mr McHugh: Look we were typical meet - briefing weekly. I would not say that MyWay+ was a topic on every one of those. There would have been a series of written briefings at particular stages of the

project's development. They may have been quarterly or every few months, or maybe even longer than that, where critical decisions or guidance needed to be provided from government to the director on the delivery of the project.

For example, there were also submissions to Cabinet and government in terms of a consideration of shifting from a multi-face to a single face. So there was a range of different forums. If you—

MR CAIN: So could – in the preview – say, 12 months prior to the go-live date, could you provide this committee with either a summary or the record of your meetings with the minister?

Mr McHugh: I would be happy to take that on notice, Mr Cain.

MR CAIN: And any of the, I guess, the company briefings and papers that you provided to the minister?

Mr McHugh: Yes, we will take that question on notice.

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

The MyWay+ Project was a standing item on the regular, fortnightly Minister briefing; verbal updates on the progress of the project or any issues were provided to the Minister. These occurred on:

- 27 November 2023;
- 4 and 11 December 2023;
- 15 and 30 January 2024;
- 12 and 26 February 2024;
- 12 and 26 March 2024;
- 6 and 20 May 2024;
- 17 June 2024;
- 1, 15 and 30 July 2024;
- 12 and 26 August 2024;
- 9 September 2024; and
- 11 and 19 November 2024

Additional, dedicated meetings with the Minister regarding the MyWay+ project were held on the following dates:

- 11 September 2024 (provided an update on the progress of the project and provide an overview of the application and associated actions in the lead up to the launch); and
- 25 November 2024 (provided a verbal briefing on Ministerial Brief 24/01729 to discuss the issues and seek a decision on go-live).

A summary of written briefs to the Minister regarding MyWay+ in the 12 months prior to the go-live date, 27 November 2024, is provided in the table below.

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



OFFICIAL

Date	Title	Summary
14 December 2023	Ministerial Brief (CABINET) MIN S2023/02417 – Next Generation Ticketing – Outlining the change of delivery approach	This brief recommended the Minister for Transport note the change in delivery approach for the MyWay+ project. The brief outlined the delivery approach options and risk analysis and identified that a single-phase approach, rather than a multi- phase approach which would be less confusing for customers and would allow a systems and integration led approach rather than a hardware test and implement led approach. <i>The Minister for Transport noted this brief.</i>
22 January 2024	Ministerial Advisory Note TCBS - MIN S2024/00043 – High Level Delivery Program - MyWay+	This Advisory Note provided a high-level delivery program for MyWay+ with key milestone dates, including their indicative or proposed dates for switching off MyWay and turning on MyWay+. <i>The Minister noted this Advisory Note.</i>
16 April 2024	Ministerial Brief TCBS - MIN S2024/00553 - Independent reviewer pack for MyWay+ brand and demonstration buses launch	This brief sought the acting Minister for Transport’s approval on the Phase 1 aspects of the communications campaign for the MyWay+ project which was focused on the demonstration buses and branch launch. The brief confirmed that the elements of Phase 1 met the requirements of the independent reviewer and provided the Phase 1 budget information, independent reviewer cover sheet, campaign creatives and key messages, campaign strategy, brand strategy and communications plan. <i>The acting Minister approved and noted the brief.</i>
12 June 2024	Cabinet Supplementary Paper Expenditure Review Committee 23/883 MyWay+ Update	The Cabinet decision summary is available at: https://www.cmtedd.act.gov.au/open_government/inform/cabinet-decisions/decisions/2024,-week-of/10-june-2024
6 August 2024	Ministerial Brief TCBS - MIN S2024/00943 – ACT Seniors Cards and MyWay+	This brief recommended the Minister agree to note the information relating to the transfer of administration and management of the ACT Seniors Card applications and flash cards from Transport Canberra to the Office of Seniors and Veterans, with the Community Services Directorate. The recommended the Minister share the brief with the Minister for Community Services, Seniors and Veterans and the Minister for Government Services and Regulatory Reform.

OFFICIAL

Date	Title	Summary
		The brief outlined the current process of the administration, printing and distribution of the combined ACT Seniors Card and MyWay smartcard flash card and the separation of these cards once the new ticketing system is in use. It referenced the review of the ACT Seniors Card program conducted by CSD in early 2023 which explored this activity. <i>The Minister noted the information and agreed to share the brief.</i>
12 August 2024	Minister Brief TCBS – MIN S2024/01229 – Independent reviewer pack for MyWay+ Phase 3 Campaign.	The brief recommended the Minister note the information relating to phase 3 media campaign which had the objective to prepare the community for the transition period from the current MyWay card system to the new MyWay+ system in November. This included a suite of face to face community engagements and events aimed to build positive brand sentiment and excitement. <i>The Minister noted the information and signed the brief along with the independent reviewer coversheet.</i>
8 November 2024	Ministerial Brief TCBS - MIN S2024/01632 – MyWay+ Launch and Go Live dates	Provided as an attachment to the response to QTON 08 from the hearings on 1 May 2025.
8 November 2024	Ministerial Brief TCBS - MIN S2024/01636 - Independent reviewer pack for MyWay+ phase 3 and 4 campaign	This brief sought the Minister’s approval on the Phase 3 and 4 aspects of the communications campaign for the MyWay+ project which was focused on informing the community of the upcoming rollout of MyWay+ and app availability and (4), that MyWay+ is live. The brief included the Phase 3 and 4 budget information, independent reviewer cover sheet, campaign assets and key messages, campaign strategy, brand strategy and communications plans. <i>The Minister approved and noted the brief.</i>
25 November 2024	Ministerial Brief TCBS - MIN S2024/01729 - MyWay+ update and Go-Live Decision	Provided as an attachment to the response to QON 21 from the hearings on 27 March 2025.