



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: Accessibility - stakeholder feedback

Question received: 13 May 2025

Answer Due: 21 May 2025

The response to QTON No. 001 of this inquiry says, "Transport Canberra was first made aware of the MyWay+ Customer Portal being partially compliant, by NEC at a stakeholder meeting on 29 January 2025." After 29 January 2025 meeting, we are told that NEC commenced steps to address non-compliance with the DDA.

The Government knew the terms of the MyWay+ contract did not require DDA compliance during the development phase, but still decided to go live with the system with developmental software that was not DDA compliant, creating accessibility issues for many Canberrans.

1. What consideration did the Government give to the fact that it was about to go live with a non-DDA compliant system?
2. DDA compliance is a contractual obligation for NEC for Myway+ from the operational stage. How is the Government acting to meet its responsibility to Canberrans with disability during this interim period where the software is live but still in the development phase of the contract and address the consequential impact on Canberrans with disability?
3. What date did you realise MyWay+ was not compliant?
4. Was the ACT Government informed of MyWay+ accessibility issues prior to 29 January 2025?
5. The Chair of PTCBR has described allowing the rollout of a non-DDA compliant system akin to "buying non-compliant Renault buses now". This was an occurrence not in the distant past, as you would remember as the Transport Minister responsible in 2022. What is your response to this statement?

Chris Steel MLA: The answer to the Member's question is as follows:

1. The ACT Government has a positive duty to take reasonable and proportionate steps to eliminate discrimination, sexual harassment and unlawful vilification. By Engaging NEC under contract to provide a compliant system demonstrates this obligation and commitment being met. Refer to QTON 01 response from the 27 March 2025 hearing for further detail.
2. Yes, as per the answer to question 1 above, by engaging NEC to develop and deliver a compliant system, this obligation is being met. As advised in QON 37 from this hearing (1 May 2025), the contract requires the fulfilment of all requirements, by full operational state. The operational phase began with the minimum viable product of MyWay+ going live on 27 November and full operational state will be achieved once the delivery phase is fulfilled/complete.
3. Please refer to the response to QON 11 from the hearing on the 1 May 2025. The MyWay+ system at the point of the delivery phase completion will be compliant. The system is currently being assessed during the delivery phase by an independent subject matter expert to ensure this will be achieved.
4. Feedback from stakeholder groups and internal reviews identified areas within system, primarily the web interface, that required changes during the delivery phase, to comply with the relevant accessibility standards. This feedback was provided during the first two months of 2025. This input has been shared with the relevant accessibility experts undertaking the review of the system.
5. I would suggest that the Chair of PTCBR is welcome to provide his opinion.

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

Signature:



Date:

23/5/25

By the Minister for Transport, Chris Steel MLA