



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Updates to the community

Hearing: **03/07/2025**

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Transcript provided: **10/07/2025**

Answer Due: **17/07/2025**

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

How will the community be informed as to when things have been fixed in an ongoing way. What is TCCS' plan for providing these updates to the community?

MR EMERSON: Then back to the specific project and resolving the issues that do exist from accessibility standpoint. I have had it raised with me by some people who felt that there was a lack of information when problems did arise, and I think that has probably been a bit of a loss of faith in the system generally, so you have got people with visual impairment just saying, "I am not going to use public transport"—well, I suppose the question is, how will they be informed as to when things have been fixed in an ongoing way?

We are learning about it through the committee, but we would like to think everyone else is watching on. What is the plan for actually providing ongoing updates to community members?

Mr McHugh: I think that is probably a multifaceted answer that we can take on notice and give you the detail because I think that is important but the forum I mentioned, the accessibility reference group, has representation from Vision ACT and other stakeholder groups who represent their communities, and we share all of our information back through those forums to be distributed, but potentially there is some more communications we could do outside of that space to get further into the community.

Mr Virtue: Mr Emerson, an update went to the accessibility reference group yesterday on where we are up to with various system improvements, including accessibility, and we have also done some social media website update, etcetera, so that went out yesterday, and yes, we do need to continue to put out regular updates, I agree.

THE CHAIR: Mr McHugh, I might ask you to take on notice

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

Transport Canberra has been providing updates to the community and stakeholders as part of the MyWay+ rollout. Details are included in Attachment A – Communications Campaign of the ACT Government's Submission to the inquiry.

A range of methods are used including Transport Canberra's website, social media and e-newsletter; PA announcements at interchanges; stakeholder emails; workforce communication; and community pop-ups/events. Updates to the community focus on improvements to the MyWay+ system as well as addressing issues raised in community and stakeholder feedback.

Recent examples include the last MyWay+ update, which was issued on Wednesday, 2 July 2025 and is available on the Transport Canberra website at <https://www.transport.act.gov.au/news/news-and-events-items/july-2025/myway-update>, and video tutorials on using the new Ticket Vending Machines (TMVs) posted to the Transport Canberra social media channels on 10 and 15 July 2025.

Transport Canberra is committed to continuing updates into the future.

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

17/2/25