



**Legislative Assembly** for the  
**Australian Capital Territory**

Standing Committee on Environment,  
Planning, Transport and City Services

# Submission Cover Sheet

## Inquiry into the procurement and delivery of MyWay+

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Treasurer

Minister for Planning and Sustainable Development

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Standing Committee on Environment, Planning, Transport and City Services

ACT Legislative Assembly

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Dear Ms Clay

**INQUIRY INTO THE PROCUREMENT AND DELIVERY OF MYWAY+**

Further to the Inquiry hearing of 27 March 2025 and the [ACT Government Submission](#) to the Inquiry, I am writing to update the Committee on the steps being taken by Transport Canberra and NEC to resolve known issues and implement improvements to the next-generation ticketing system, MyWay+.

Updated information has been provided for issues which were unresolved, or improvements which were underway or scheduled to be implemented in the first quarter of this year, at [Attachment A](#). This includes an overview of the scope and anticipated outcomes of the comprehensive accessibility review of the MyWay+ system, including Transport Canberra website pages, being undertaken by Get Skilled Access (GSA).

The ACT Government appreciates the ongoing support of the community and commuters as we roll-out a system we are confident will provide lasting benefits to Canberrans. Transport Canberra has and will continue to work with NEC to refine MyWay+ in response to feedback from the community and the Transport Canberra workforce, and will continue to provide updates to the community as these improvements are implemented.

Sincerely

A handwritten signature in blue ink, appearing to read 'Chris Steel'.

Chris Steel MLA

Minister for Transport

30 April 2025

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## Attachment A: MyWay+ issues and current status

Feature	Schedule	Current Status (April 2025 update)
Unable to tap on/off using MyWay+ Pass (QR Code)	Ongoing	<p><u>RESOLVED</u></p> <p>A number of improvements to the in-app QR code and in-built reader on validators have been implemented to improve, as best possible, the scanning performance of the QR code from a technical perspective. Transport Canberra will continue to provide customer education material, such as demonstration videos, to assist passengers with using the QR code.</p> <p>Transport Canberra acknowledges QR codes represent the least efficient payment method in MyWay+, when compared to other payment options such as using a MyWay+ travel card or a credit or debit card. Transport Canberra and NEC are currently investigating viable alternative payments options available under the contract, such as the use of a digital wallet service.</p>
Accessibility Improvements	Ongoing	<p><u>IN PROGRESS</u></p> <p>Options to further improve the overall accessibility and individual’s user experience of the public transport network based on their particular needs will continue to be considered under the full, contract period.</p> <p>Improvements implemented to date include:</p> <ul style="list-style-type: none"> <li>• changes to the MyWay+ customer portal (the portal) and mobile app (e.g. font colour and menu structure) to improve web accessibility;</li> <li>• volume of the audio confirmation noise for a successful tap on/off on validators has been increased;</li> <li>• updates to content and readability of information for the on-board Passenger Information Displays (PIDs) in response to community feedback; and</li> <li>• roll-out of on-board audio announcements on vehicles to provide notifications of the upcoming bus stops.</li> </ul> <p>In March 2025, NEC engaged Get Skilled Access (GSA) to undertake a comprehensive accessibility review of the</p>

Feature	Schedule	Current Status (April 2025 update)
		<p>MyWay+ system, including all NEC deliverables (i.e. equipment, and the MyWay+ portal and mobile app) and Transport Canberra ‘touch points’ (i.e. website pages).</p> <p>This review will consider the end-to-end public transport experience for users across a broad range of physical, sensory and cognitive accessibility requirements.</p> <p>The first stage of this review, which is currently underway, is focussed on improving the level of conformance of the MyWay+ customer portal with the current W3C Web Content Accessibility Guidelines (WCAG). This will result in iterative changes to the portal, scheduled to be implemented over the next 1 – 2 months, which are anticipated to include refinements to:</p> <ul style="list-style-type: none"> <li>• visual elements, such as colour contrast, the size and location of functional ‘buttons’, and the availability and readability of text; and</li> <li>• non-visual elements, including keyboard-based navigation and those which support screen reader programs (e.g. read order and descriptive text).</li> </ul> <p>Following this, GSA will evaluate the broader customer journey using MyWay+. This will involve engaging a diverse cohort, similar to the Community Based Testing program, of people with a disability who are able to provide a user-based assessment of MyWay+ and inform further, more nuanced improvements, to the system to support an accessible end-to-end experience. Transport Canberra will offer participation in this testing to members of the TCCS Accessibility Reference Group (ARG).</p>
Ticket Vending Machines (TVMs)	Q2 2025	<p><u>IN PROGRESS</u> (Installation)</p> <p>Units have received independent certification and installation at all locations is now scheduled for completion by the end of May.</p>
Real-time passenger information (RTPI) sharing	Q2 2025	<p><u>IN PROGRESS</u> (Testing)</p> <p>RTPI is expected to be released to third-party providers, for publication within their own applications, by the end of May. This was delayed due to further integration between the MyWay+ and HASTUS systems being</p>

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Feature	Schedule	Current Status (April 2025 update)
		required, in order to improve the reliability of RTPi in some instances, with testing of the updated integration currently underway.
Group Accounts	Q2 2025	<u>IN PROGRESS</u> (Development)  The availability of this function has been pushed back in order to implement web accessibility improvements to customer-facing element within the portal, based on recommendations from the first stage of the GSA review. It is anticipated this function will become available in the coming months.