



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Ms Jo Clay MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: Risk register and evidence given about risks

Question received: 13 May 2025

Answer Due: 21 May 2025

In the in-camera hearing on 13 March 2025, I asked for a series of documents to be provided including risk registers and asked that they be labelled and dated. Many documents were provided including two risk registers, one of which is undated.

In question on notice 20, I asked “How many risks did the risk register identify as ‘unlikely’? How many of those ‘unlikely’ risks actually occurred? How many were treated or mitigated as recommended in the risk register?”

On 9 April, you replied that as of launch day 27 November, there were 0 risks identified as ‘unlikely’ that occurred and as at 12 March, there were 0 risks identified as unlikely that occurred.

In public hearings on 1 May, I asked further questions about this. I said, “Now, there is a number of risks on that risk register that were listed as “unlikely”, and I am just going to run through some of those in a brief manner. An unlikely risk, “Privacy risk: personal information is accessed due to not being appropriately secured, stored or managed in MyWay+.” That was unlikely. “Failure to effectively achieve program benefits, including low rates of adoption, low rates of uptake of new technology, resulting in negligible increase in patronage.” And we have seen the patronage numbers for March. They look like they have dropped. That was an unlikely risk. DDA compliance”, that’s Disability Discrimination Act compliance, was on that risk register, that being “complicated by the wide range of tokens available for use”. This was listed as unlikely to occur. “Poorly executed transition” was an unlikely risk.

“Security and privacy assessment by ICT security may provide additional requirements not already identified.” That was an unlikely risk, and we know now at the moment since March you have got a privacy review going on by Maddox, a third party.”

I asked for an explanation.

Mr White said that as of September when the risk register was prepared, the risks had not yet occurred. “So at that point of time, the risk rating was unlikely. As we got closer to the events and

closer to go-live, more information was provided to us, quite clearly those risks change in rating—change likelihood rating as well as consequence rating. That is just normal risk management practice. The second part of this is, and very important to note because I think it gets to the heart of a number of questions being asked by the committee, the project is not complete. So these risks are still in place and, as you say, are manifesting certain circumstances. We are applying our treatments appropriately to that and alongside our partners in NEC and others. So it is again standard risk management practice that we are employing.”

I said, “so when I asked how many of those unlikely risks occurred and the answer was none of those risks occurred, what you actually meant was as of September last year none of those unlikely risks had occurred because the program had not yet started?”

Mr White confirmed this.

Minister, your answer to question on notice 20 was provided on 9 April, long after MyWay+ was launched and long after the risks occurred. Your answer said that as of launch day 27 November 0 risks identified as ‘unlikely’ had occurred; and as of 12 March, 0 risks identified as unlikely had occurred.

(1) Which of these statements is correct, yours or Mr White's?

(2) Do you have any further information you would like to provide to ensure that you do not mislead the committee about how you managed risk on this project?

(3) Do you have any further information you would like to provide about how you and your officials have answered questions about risk management?

(4) Do you have any further information you would like to provide about how you managed risks and how you documented risk management related to DDA and disability law compliance and privacy risks and poorly executed transition risks and security risks and security and privacy assessment risks and any other risks you would like to provide information about?

a) as of launch day; and

b) as of 12 March; and

c) as of today?

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

1. Refer QTON 12 from this hearing (1 May 2025), where I have clarified where my and Mr White’s comments appear misaligned.
2. No.
3. No.
4. Refer to previous QTON and QONs responses (in-camera hearing on 13 March: QTON 01; public hearing on 27 March: QON 04, QON 14, QON 16, QON 20, QON 22, QTON 01; in-

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person hearing on 1 May: QON 34, QON 37, QON 40, QTON 11, QTON 19, QTON 20, QTON 21, QTON 22, QTON 23) provided to date, as well as the ACT Government's own submission, which should have demonstrated to the committee that the procurement and delivery of MyWay+ utilised the best available risk management practices, as well as strong program management and governance, procurement and community engagement.

DDA compliance of MyWay+ has been asked in 12 questions from the committee. Three things have been shared with the committee:

- a. Clear requirements are set for NEC to comply with regulations and legislation, including those relating to access and disability.
- b. NEC and Transport Canberra are working together to ensure compliance will be met within the expected time frames, and
- c. There has been no evidence of a member of the community not being able to access public transport in Canberra as a result of the introduction of MyWay+.

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

Signature:



By the Minister for Transport, Chris Steel MLA

Date:

20 / 5 / 25