

1272	Stable	11/07/2024	Fraud & Corruption Prevention (Integrity & Misconduct)	Compliance & Regulation, Financial, Reputation & Image	Compliance & Regulation	Failure or inability to effectively implement fraud and integrity control strategies resulting in acts of fraud and/or corruption	Service delivery Loss of information Financial Loss of revenue/financial cost Reputational damage/loss of trust Legislation, regulation and compliance Breach of legislation, including criminal offences Breach of privacy	Mark White	Code of Conduct Directorate and WOC messaging, particularly around election time Online training- fraud and ethics, induction training MPC - identify areas of improvement/learning needed [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Necessary constraints Use of ACT Gov credit cards, fuel cards, MyWay and CabCharge cards or account cards Theft of cash or misappropriation of public monies, including but not limited to: a. Theft of cash b. Supplier/Contractor or third party receives payment for goods or services not provided c. TCCS payments are diverted, or debts not pursued [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Rare	Minor	Low	Accept the Risk	Rare	Minor	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1140	Stable	8/09/2023	Asset Management	Integrated Public Transport Network, Service Delivery (Products & Services)	Integrated Public Transport Network, Service Delivery (Products & Services), Project Delivery	Implementation Risk: If during installation hardware or systems damage occurs to current operations, due to carelessness or unforeseen consequences.	Network Performance. This may negatively impact bus or light rail operations.	Mark White	Damage of assets at installation [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Unlikely	Insignificant	Low	Reduce Likelihood & Consequence	Unlikely	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1141	Stable	8/09/2023	Service Delivery (Products & Services)	Integrated Public Transport Network, Reputation & Image	Integrated Public Transport Network, Reputation & Image	Implementation Risk: The decision to deliver using a multi-phase approach that results in MyWay and MyWay+ systems running concurrently due to a prioritisation to maximise fare collection (potentially retire risk agreement to intergrated program schedule).	Reputation and Image. This option may lead to confusion and low rates of adoption amongst the community	Mark White	multi-phase approach [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Rare	Insignificant	Low	Reduce Likelihood & Consequence	Rare	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1142	Stable	8/09/2023	Business Systems & Processes	Financial, Project Delivery	Financial, Project Delivery	Implementation Risk: If unable to complete works within time schedule due to unforeseen conditions or delays, including approvals from NCA	-Schedule Delays. Program is likely to run later than planned. -Financial. Cost of program is likely to increase. -Reputation & Image. TCCS reputation with the public & the Minister will be impacted. -AC Systems. Extant Systems will need to remain operational longer than planned. -Network Performance. Fare collection capability may be reduced or ceased.	Mark White	unforeseen conditions or delays, including approvals from NCA [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Unlikely	Insignificant	Low	Reduce the Consequence	Unlikely	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1143	Stable	25/10/2023	Health & Safety	People (Health & Safety), Reputation & Image	People (Health & Safety)	Implementation risk: Injury to staff or contracted provider in installing or using equipment due to inadequate WHS assessment and treatment.	-People Safety: Injury to staff or contractor. -Reputation & Image. TCCS reputation with the public & the Minister will be impacted.	Mark White	Physical injury occurs in delivery phase [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Rare	Insignificant	Low	Reduce Likelihood & Consequence	Rare	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1135	Stable	8/09/2023	Service Delivery (Products & Services)	Reputation & Image, Service Delivery (Products & Services)	Service Delivery (Products & Services), Reputation & Image	Adoption risk: Failure to effectively achieve program benefits, including low rates of adoption or uptake of new technology resulting in negligible increase in package or suboptimal improvement to customer experience (customer package risk)	Reputation & Image. TCCS reputation with the public & the Minister will be impacted. Network Performance. Use and adoption rates are likely to be less than expected. Network Performance. Fare collection capability is likely to be adversely affected.	Mark White	Low rates of adoption in introducing new systems and/or processes due to inadequate communications and change management. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Unlikely	Insignificant	Low	Reduce Likelihood & Consequence	Unlikely	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025
1136	Stable	8/09/2023	Business Systems & Processes	Integrated Public Transport Network, Reputation & Image	Integrated Public Transport Network, Reputation & Image	Adoption Risk: Poor uptake or confusion over roles and responsibilities for MyWay+ due to inadequate communications and change management through program delivery or unclear communications and operational handover. (Internal TCO risk)	Reputation & Image. TCCS reputation with the public & the Minister will be impacted. Network Performance. Use and adoption rates are likely to be less than expected. Network Performance. Fare collection capability is likely to be adversely affected.	Mark White	Confusion over roles and responsibilities for MyWay+ due to unclear communications and operational handover, including operational access and usability. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Unlikely	Insignificant	Low	Reduce Likelihood & Consequence	Unlikely	Insignificant	Low	2. Amber	11-09-24	Mark White	Review 11/9	12/02/2025
1137	Stable	8/09/2023	Contract Management	Financial, Reputation & Image, Service Delivery (Products & Services)	Financial, Service Delivery (Products & Services), Reputation & Image	Support Risk: The managed services contract that supports MyWay+ is not sufficiently flexible to meet changing needs or shifts in technology and community sentiment.	Financial. Cost of Managed services contract is likely to increase. Reputation & Image. TCCS reputation with the public & the Minister will be impacted.	Mark White	High level requirement design details defined at program inception limit flexibility. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Unlikely	Insignificant	Low	Reduce Likelihood & Consequence	Unlikely	Insignificant	Low	2. Amber	11-09-24	Mark White	Review 11/9	12/02/2025
1138	Stable	8/09/2023	Service Delivery (Products & Services)	Integrated Public Transport Network, Service Delivery (Products & Services)	Integrated Public Transport Network, Service Delivery (Products & Services)	Support Risk: CMET make system or file change without informing MyWay+ inadvertently impacting system performance	Network Performance. Fare collection capability is likely to be adversely affected.	Mark White	lack of consultation with TCO [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Inappropriate use, theft, or unethical disposal of ACT Government assets Key drivers: a. Misuse of vehicles or other assets including plant and equipment (for personal/private use) b. Steal, use or sell c. Territory owned materials: mulch, gravel, trees, wood timber etc. [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Manipulating attendance and/or leave records or fraudulently gaining entitlement to salary or allowances [Specific Business Unit source/causal factors and associated controls to be tailored to business environment] Misappropriation of assets Directorate Controls a. Whole of Directorate application of EOPMS records or information [Specific Business Unit source/causal factors and associated controls to be tailored to business environment]	Rare	Insignificant	Low	Reduce Likelihood & Consequence	Rare	Insignificant	Low	1. Green	11-09-24	Mark White	Review 11/9	12/02/2025