



Inquiry into the procurement and delivery of MyWay+

Answer to question taken on notice

Asked by: Ms Caitlin Tough MLA

Addressed to: Chris Steel MLA, Minister for Transport

In relation to: Improve and promote accessibility

Hearing: **03/07/2025**

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

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

Can you advise what changes are being made/ or have been made to improve and promote accessibility that have been implemented across the bus fleet?

MS TOUGH: Thank you, chair. You mentioned about—you say there was some social media and some stuff about improving accessibility. Could you say what those changes are that have improved or promoted accessibility that have been implemented across the bus fleet to date?

Mr White: Certainly. It is more than the bus fleet, Ms Tough.

MS TOUGH: And Light Rail as well, like the whole network.

Mr White: Across the public transport network. So as I say, the first part of the review was focused on the electronic touch points, so obviously the customer portal, so that is the web portal and the MyWay+ app. The customer portal has had improvements that—I am trying to not speak in technical jargon—so things like colour contrasts. So the first version—and these are things that are actually going to be very hard for people to discern, so unless we had the time machine of going back to November, which they actually, believe it or not, use an internet time machine, to be able to go and look at the website back in November compared to what it is today.

Things like colour contrast, things like alt texts, so where people with vision impairment or cognitive disability may hover over particular controls, etcetera. Readers, etcetera, rely on that alt text to actually come back, so they have been implemented. There is a protocol that is specifically designed. It is a web design protocol that is designed for accessibility use.

THE CHAIR: Ms Tough, this is quite a long answer. Would you like this on notice?

MS TOUGH: Yes. I am happy for a short summary and then the rest on notice.

Mr White: Sure. Absolutely. We will take that on notice.

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

Get Skills Access (GSA) is currently undertaking the first stage of comprehensive accessibility review of the 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).

This stage of the review is focussed on improving web content accessibility and has led to the below improvements being implemented to date, and future focus areas being identified as iterative changes:

COMPONENT	IMPROVEMENTS	FUTURE FOCUS AREAS
MyWay+ Customer Portal	<p>Improvements to home screen:</p> <ul style="list-style-type: none"> • colour contrast (background, text, buttons, etc.) • page structure • action control buttons (previously text) • addition of alternate text and Accessible Rich Internet Application (ARIA) controls, and tab order improvements (for screen readers and other assistive technologies) 	<ul style="list-style-type: none"> • Changes made to home screen will be progressively applied to other pages, with higher utilisation pages prioritised. • Adjustments to allow pages to be resizable while retaining readability at different zoom ratios on different sized devices.
MyWay+ Mobile App	<ul style="list-style-type: none"> • Enabling dynamic layouts which reflect user preferences and size changes in progress. • Missing labels, alternate text and colour contrast improvements underway. 	<ul style="list-style-type: none"> • Providing consistent control via screen readers, voice control or switch access. • Navigation and control via alternate technologies (i.e. not keyboards/mouse) being investigated for some elements.
Journey Planner	<ul style="list-style-type: none"> • Dynamic layout, missing labels and alternative text, and colour contrast improvements in progress. 	<ul style="list-style-type: none"> • Navigation and control via alternate technologies (i.e. not keyboards/mouse) being investigated for some elements.
TC Website		<ul style="list-style-type: none"> • Some improvements (e.g. alternate text, video content, contrast ratios) identified for a small number of elements to improve overall accessibility.
On-board hardware	<ul style="list-style-type: none"> • Validators - volume of the audio confirmation noise for a successful tap on/off increased. 	<ul style="list-style-type: none"> • Validators – NEC are exploring options for displaying low account balance warning on the screens.

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COMPONENT	IMPROVEMENTS	FUTURE FOCUS AREAS
	<ul style="list-style-type: none">• Passenger Information Displays - updates to content and readability in response to community feedback.• On-board Audio Announcements - adjustments to the volume and legibility of upcoming bus stop notifications.	<ul style="list-style-type: none">• On-board Audio Announcements – feedback on the improvements, including notification of upcoming bus stops, under evaluation.
TVMs	<ul style="list-style-type: none">• Colour and contrast improvements to user interface implemented prior to becoming operational.	<ul style="list-style-type: none">• ‘Touch point’ to allow users to extend transition timings.• Additional help information.

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).

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

Signature:



By Chris Steel MLA, Minister for Transport

Date:

17/7/25