



# Inquiry into the procurement and delivery of MyWay+

## Answer to question on notice

---

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – Transport Canberra and City Services

Hearing: 01 May 2025

In relation to: MyWay+ Go-Live decision

Question received: 13 May 2025

Answer Due: 21 May 2025

This question relates to the FOI-24-174 in the disclosure log and the brief on page 503 dated 25-11-2024, referred to in this inquiry as the 'Go Live' brief.

This brief says MyWay+ would go live on 27 November 2024. You annotated 'please discuss' and the brief notes that a discussion would or did take place at 5pm on 25 November 2024.

1. Did you ask whether the system was easy to use for seniors and people with a disability, based on feedback from the TCCS Accessibility Reference Group meeting on 13 June 2024?
2. There is a section on 'contingency planning' from paragraph 27 which discusses scenarios including 'delays to launch' but most of this section is redacted.
  - a. Can you provide this redacted information to the committee?
  - b. If not, can you set out specific reasons as to why this information will not be provided?
3. Paragraph 30 sets out examples of late changes made to the customer portal, app and journey planner based on customer feedback. This section does not mention Disability Discrimination Act obligations or basic accessibility requirements. Why?
4. What did you discuss with Transport Canberra in the meeting you had at 5pm on 25 November 2024?
5. What changes were made to MyWay+ prior to launch day in response to system trial participant feedback?
6. Were you fully confident in the decision to go live? What questions or assurances did you seek of TCCS or did you take the Directorate's advice on face value?
7. What accountability measures have you put in place on the directorate to fix this situation? Do you have confidence in the Directorates ability to manage IT projects?

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

1. The Accessibility Reference Group members were invited to be part of the Community Based Testing group, where this feedback could be given. The brief reflects TCCS advice including on that feedback. My expectation was at the time and is that the system is easy to use and accessible to all community members.
2. Refer to QON 21, question 2 and 3 responses (27 March Hearing).
3. Refer to QTON 001 response (27 March Hearing).
4. Items highlighted in the brief were confirmed at this meeting.
5. Refer QTON 003 (27 March Hearing), which contains the detailed table of feedback and responses.
6. Yes, based on the advice from Transport Canberra contained in the 25 November 2024 Go-Live brief, and based on assurance to Transport Canberra by NEC Australia.
7. Refer to Attachment A of the Supplementary Submission, which identifies the status of activity to fix functionality. Additionally, I have met personally with Get Skilled Access organisation to hear their plans to audit and improve accessibility compliance for project completion.

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