



Inquiry into Appropriation Bill 2026–2027 and Appropriation (Office of the Legislative Assembly) Bill 2026–2027

Answer to question on notice

Asked by: Mr Thomas Emerson MLA

Addressed to: Human Rights Commission

Redirected to:

Reference: 2026-27 Budget Estimates

Hearing: 22 July 2026

In relation to: MyWay+ disability discrimination

Question received: 22/07/2026

Answer Due: 06/08/2026

Has the Human Rights Commission made any findings of breaches of disability discrimination laws in relation to the problematic roll-out of MyWay+?

Karen Toohey, Discrimination, Health Services, Disability and Community Services Commissioner & Information Privacy Commissioner: The answer to the Member's question is as follows:

Concerns about the launch of MyWay+ and the accessibility of related digital platforms and services were brought to my attention through several channels. Those concerns raised questions about compliance with relevant anti-discrimination and accessibility legislation and frameworks, and the impact of any non-compliance on the community especially people with disability and others who rely on accessible public transport services.

The Commission can consider complaints about a range of issues and services in the ACT. The Commission may also, on its own initiative, consider matters related to the Commission's functions under section 48(1) of the *Human Rights Commission Act 2005 (ACT)*. A Commission-initiated consideration ('CIC') is conducted, as far as practicable, as if it were a complaint.

In light of the concerns raised, I initiated a CIC about the accessibility of MyWay+ under the Commission's discrimination complaints jurisdiction.

The Commission's complaints process, including CICs, are subject to statutory confidentiality obligations that limit the circumstances in which information may be disclosed to persons who are not parties to the matter.

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The CIC is currently in its final stages. Any report prepared as part of the closure process will be provided to the parties as required. The appropriateness of further sharing of any report will be considered at that time.

Approved for circulation to the Select Committee on Estimates

A handwritten signature in black ink, appearing to read 'Karen Toohey', is displayed within a white rectangular box.

Signature:

Date: 6 August 2026

By the Discrimination, Health Services, Disability & Community Services Commissioner, Karen Toohey