

**Chris Steel MLA**

Treasurer

Minister for Planning and Sustainable Development

Minister for Heritage

Minister for Transport

Member for Murrumbidgee

**RESPONSE TO QUESTION ON NOTICE****Questions on Notice Paper No 3****Friday, 7 March 2025****Question No. 186****MR BRADDOCK:** To ask the Minister for Transport —

1. What did the Transport Canberra and City Services Accessibility Reference Group find about the accessibility of the MyWay+ system (a) prior to the rollout and (b) after the rollout commenced.

**Mr Chris Steel MLA – The answer to the Member's questions are as follows:**

1. (a) The TCCS Accessibility Reference Group (ARG) were provided MyWay+ briefings prior to the roll-out on 12 December 2023 and 13 June 2024, to discuss aspects of the system and provide a preview of the MyWay+ mobile app. With regards to the mobile app, the ARG sought confirmation it would work with the accessibility settings on mobile devices, which was confirmed.

ARG members were also invited to be included in the community-based testing program, with several participating in response (see section (3) of the [ACT Government Submission to the Inquiry into the procurement and delivery of MyWay+](#) (the Submission)). Transport Canberra have advised it is unclear whether ARG members participating in the community-based testing program provided feedback, noting participants were given the option to provide anonymous feedback.

- (b) The ARG were provided a MyWay+ briefing following the roll-out on 19 December 2024, and out-of-session meetings on 13 January and 13 February 2024. These sessions were used to provide updates on improvements made to the system (see Attachment B of the Submission) and as an opportunity to provide further feedback.



Approved for circulation to the Member and incorporation into Hansard.



**Chris Steel MLA**  
**Minister for Transport**

Date:.....8/4/25.....

This response required 1 hrs and 40 mins to complete, at an approximate cost of \$176.45