

Video transcript: Modernising myki

About this audit

The Department of Transport and Planning is changing how people pay for public transport in Victoria.

It is building a new myki system so passengers can pay with their bank cards or mobile devices. myki will also expand into all of regional Victoria.

The new system is due to be complete in 2028.

We did this audit to see if it will work as expected and achieve value for money.

What we concluded

New card reader devices are being installed and are working as expected.

Important parts of the system will be delivered in upcoming phases. But the department has not started planning these phases in detail. And the new system's value for money is unclear.

We made 4 key findings.

Key finding 1

The department did not resolve early risks and contract disputes, causing delays of 18 months and extra costs of \$136.8 million.

Key finding 2

The project is on track based on its new timeline, but upcoming challenges may cause more delays.

Key finding 3

The project's value for money is unclear.

Key finding 4

The department delivered an effective strategy and tender process, but did not follow government guidance to appoint a probity auditor.

What we recommended

We made 6 recommendations:

- 4 to the Department of Transport and Planning about:
 - reporting on project milestones
 - understanding passenger needs
 - assessing project benefits
 - and measuring value for money
- and 2 to the Department of Transport and Planning and the Department of Treasury and Finance about:
 - procurement approaches
 - and hiring probity auditors.

More information

For more information, or to read our full report, go to audit.vic.gov.au.