



Legislative Assembly for the
Australian Capital Territory

Standing Committee on Environment,
Planning, Transport and City Services

Submission Cover Sheet

Inquiry into the procurement and delivery of MyWay+

Submission number: 055

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From: [REDACTED]
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Subject: My Way+ Review
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Hi

Whilst my friends and family have experienced a range of issues with My Way+, the key issue I experienced that I thought worth documenting, was trying and failing multiple times to transfer the funds off my old card to my new card.

I contacted Transport Canberra early during the free period and was told to wait a while and that it would be a straight forward and easy process.

When news of the Website to do the switch was announced, I tried to sign up and instead of being an easy process the two stage, get an ACT Digital Account then a My Way+ account was clunky.

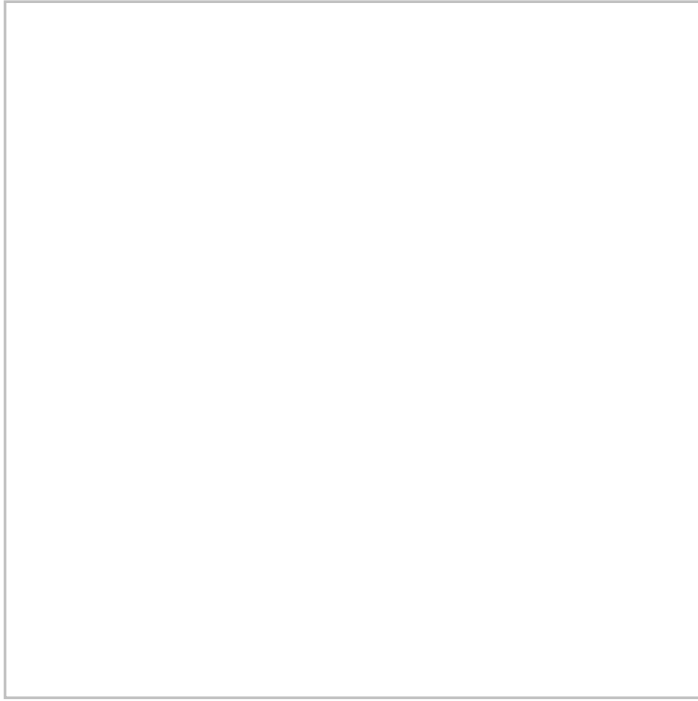
After setting up and accessing my account I tried numerous times on probably 5 different days over a fortnight period to transfer my funds from the old card and got a range of error messages why it didn't work. I tried to call the support number a few times, but gave up after waiting at least 30 minutes.

Note the error messages I received were sometimes different, and there was little advice on the webpage of the number format of your old My Way Card (as you can see from the attached image of my old card, is it a 1 or a | of the Ref: number?

After more failures, I rang again and then the person went through all the details and released there was an issue on my card at the Canberra Transport end. They did some sort of reset and I tried again and it still didn't work. After ringing again they said to wait a week before trying again as it takes a while for the data to transfer across to reset the card.

Finally a week later I was able to transfer the money.

The process to transfer funds from my old card to the new was so cumbersome and tedious and so full of issues, it wouldn't surprise me that millions of dollars remain on old accounts and people have simply given up transferring their funds.



Good luck with the review and getting to the bottom of this important issue and why there have been so many failings with the new My Way+ system and the lack of promised features on delivery. The Card appears to currently have less operating features and much lower reliability than the old card and the NxTBUS app and system.

Regards

Brendan Halloran

