



**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: 084

Submitter: Joshua Osborne-Goldsbrough

Date authorised for publication: 13 March 2025

**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
**To:** [LA Committee - Environment](#)  
**Subject:** Inquiry submission - procurement and delivery of MyWay+ - Joshua Osborne-Goldsbrough  
**Date:** Tuesday, 25 February 2025 8:08:55 PM

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Full name: Joshua Osborne-Goldsbrough  
Email address: [REDACTED]  
Physical address: [REDACTED]  
Phone number: [REDACTED]

Please select one of these statements: I understand that the committee may publish my submission along with my name, but without my contact details, unless I request my name be withheld or my submission be confidential.

How often do you use public transport?: Daily  
How would you rate your experience with MyWay+?: Dissatisfied  
How do you rate the Government's MyWay+ public education campaign?: Poor  
How do you think the public launch of MyWay+ in November 2024 could have been done better?: Better testing of the app before releasing it to the public  
What issues have you experienced with the new MyWay+ system, if any?: Unable to connect my credit card to the app Unable to load QR code on the app The bus machine takes a long time to scan the QR code or is unable to scan the code (sometimes taking a payment from my digital credit card instead) Unable to log in to my account to top up my account  
Have these issues affected your confidence in any aspect of the public transport system? If so, how?: I park and ride and I am always concerned I will get a parking fine if if the app is unable to tag on the bus I'm not confident that I will be able to catch a bus given the app keeps glitching  
Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?: The online advice was overly simplistic and not helpful in troubleshooting the issues  
Do you feel the MyWay+ system has improved since it was launched in November 2024?: No  
What improvements do you feel the MyWay+ system still needs, if any?: Better functionality from the app without having to login through the browser

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us? Why wasn't the app appropriately tested before going live?

Would you be like to speak to the committee about your experience at a public hearing?: No

I understand I cannot share my submission until the committee publishes it: Yes