



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by Ms Fiona Carrick MLA

Addressed to: Minister for Transport

Reference: MyWay+ ticketing system

Hearing: 19 November 2025

In relation to: MyWay+ ticketing system

Question received: 27 November 2025

Answer Due: 04 December 2025

When will fare charged and card balance information again be provided by validators at the point of tapping-off?

Mr Chris Steel MLA: The answer to the Member's question is as follows:

Transport Canberra is committed to delivering a modern, flexible ticketing experience for our customers. The new account-based ticketing system enables a wide range of fare options and supports contactless payments, ensuring fast and reliable transactions for everyone.

Displaying fare and balance information at the point of tap off is a feature that many customers value, and Transport Canberra is actively exploring the best way to provide this while maintaining quick and efficient boarding. Our goal is to strike the right balance between delivering useful information and keeping the system seamless and convenient.

This is a challenge shared by leading transport networks worldwide, including Singapore (SimplyGo), London (Oyster), and New York (OMNY). Like these cities, we are working toward solutions that meet customer expectations without compromising speed and reliability. Transport Canberra will continue to innovate and refine the system to ensure it meets the needs of our community now and into the future.

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Approved for circulation to the Standing Committee on Transport and City Services

Signature:



By the Minister for Transport, Mr Chris Steel MLA

Date:

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