



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by: Mr Andrew Braddock MLA

Addressed to: Minister for Transport

Reference: MyWay+

Hearing: 19 November 2025

In relation to: MyWay+ account functionality

Question received: 27 November 2025

Answer Due: 04 December 2025

I've received feedback from a user regarding the following issues present in MyWay+:

- Creating a MyWay+ account that is a non-ACT digital account requires the first name to be at least 3 letters, which appears to preclude the input of a range of non-anglo names, notably Chinese and other East Asian names.
- The refund form for the balance of legacy MyWay cards does not allow hyphens in bank account names, which appears to preclude the input of double-barrelled surnames for an accountholder (such as Hodgins-May or Stephen-Smith).
- MyWay+ accounts that are non-ACT digital accounts produce usernames based on legal names, rather than allowing choice, which can be problematic for people seeking to escape domestic violence, or who are transgender and in the processes of transitioning.

Can you please advise:

1. Is the ACT Government aware of each of these issues?
2. Whether NEC or the ACT Government has been required to rectify them?
3. When each issue can be expected to be fixed or resolved?

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

1. Yes, the Government is aware that these types of issues exist across a range of Government and industry data collection points, both in systems and in manual collection. As soon as Transport Canberra was made aware of these specific issues in relation to MyWay+, they have been investigated.

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2. In relation to creating a MyWay+ account with the first name field character constraint, Transport Canberra has raised with NEC to rectify the issue. This is expected to be resolved with the next system update release.

In relation to the refund form not allowing hyphens or double-barrelled surnames, this issue has been resolved on 28 November 2025 by the Access Canberra Smartforms team.

In relation to personal information contained in non-digital MyWay+ account usernames, first name and surname are non-mandatory fields at the discretion of the customer. There is no instruction or requirement for them to provide a legal name. Customers are able to use a pseudonym or alias if preferred. The system generates a username based on what is provided by the customer, being first name-full stop-surname. This is only used by the customer when signing into the account together with a password set by the customer. Usernames or any personally identifiable information is not visible to the public, only to the individual user and system administrators. When creating a non-digital MyWay+ account, customers are asked to provide a first name, surname and a unique email address. The unique email address is the primary identification used for the MyWay+ account.

3. See response above.

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

Signature:



Date:

3 / 12 / 25

By the Minister for Transport, Mr Chris Steel MLA