



Inquiry into the procurement and delivery of MyWay+

Answer to question on notice

Asked by: Mr Andrew Braddock

Addressed to: Chris Steel MLA

Reference: Transport Canberra and City Services

Hearing: 27 March 2025

In relation to: MyWay+ family and group accounts

Question received: 3 April 2025

Answer Due: 10 April 2025

1. When will family and group accounts become available?
2. Given that this is a key functionality for fare management in MyWay+, what was the reasoning behind going live before this was ready?

Chris Steel MLA, Minister for Transport: The answer to the Member's question is as follows:

1. Transport Canberra are currently undertaking due diligence in reviewing the Group Account functionality with selected account holders. The timing of this functionality going live will be informed by this review.
2. The Group Account functionality is considered additional functionality (i.e. was not included in the 'original scope of work' at the time of contract execution, as detailed in Schedule 2 Statement of work in the contract [GS0314302](#)). Group Accounts which will provide another option for how people manage MyWay+ accounts (e.g. payment methods and travel history) through a centralised, 'primary' account.

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

Signature:

Date:

10/4/25

By the Minister for Transport, Chris Steel MLA