



**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: 046

Submitter: Gill Smile

Date authorised for publication: 4 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+ - Gill  
**Date:** Wednesday, 19 February 2025 1:21:10 PM

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Full name: Gill  
Email address: [REDACTED]  
Physical address:  
Phone number:

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?:

Weekly

How would you rate your experience with MyWay+?:

Very Dissatisfied

How do you rate the Government's MyWay+ public education campaign?:

Very poor

How do you think the public launch of MyWay+ in November 2024 could have been done better?:

Have a period of grace. Cheap travel (eg 50c fares) so we could learn/practice how to use the system. Have support officers at local interchanges, local shops, schools who can assist with the set up. Student cards available via mail.

What issues have you experienced with the new MyWay+ system, if any?:

Kids having to have own log in! Should be connected to parents card. Multiple accounts in a large family is impossible to manage!

Have these issues affected your confidence in any aspect of the public transport system? If so, how?:

Yes, having kids relying on their device to be charged and working is difficult. Means that I drive my kids to and from school because they don't like getting into trouble from the bus driver for not having working cards.

Did you need help to set up or use MyWay+? If you did, how helpful did you find the advice or assistance you received?:

Yes - I could transfer my my way credit to my card but can't transfer it to my kids!

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?:

One account for a family that links to multiple cards - can include a child, full fare and pensioner (to help an elderly parent). Obtain physical cards at schools for students. - ability not to link it to the ACT gov central portal - privacy risks

Is there anything else relating to the MyWay+ system or the bus system more generally

Less admin the better. One account to manage with multiple children, parents and grandparents is so much

that you want to share with us?: more useful!

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