



# Inquiry into the procurement and delivery of MyWay+

## Answer to question on notice

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Asked by: Ms Fiona Carrick MLA

Addressed to: Minister for Transport

Reference: Minister for Transport – City and Environment Directorate

Hearing: 03 July 2025

In relation to: Access to bike cages

Question received: 03 July 2025

Answer Due: 10 July 2025

**Ms Carrick, Fiona:** To ask the Minister for Transport

Access to bike cages across Canberra currently requires the use of an old MyWay card. Obtaining access for new users is a slow and cumbersome process which can take 2-3 weeks to complete. Users must also continue to carry their old MyWay card (for cage access) in addition to a new MyWay+ card or other payment method for the new system to pay their transport fares. New bike cages are planned for the new Woden bus interchange, due to open later this year.

1. Did the MyWay+ contract specifications include a requirement for the MyWay+ card and app to enable access to a bike cage?
2. When will access to Canberra's secure bike cages be integrated with the new MyWay+ system?
3. How will this integration streamline the process of gaining access to cages?
4. What plans does Transport Canberra have to promote increased usage of bike cages?
5. Apart from the new cages planned for the Woden bus interchange, what other locations are being considered for new bike cages?

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

1. At 4.29 (p. 158), the contract for the Next Generation Ticketing System for Transport Canberra, requires that the Contractor (NEC Australia) *has the capability to integrate with other service applications that enable: planning, booking, and paying for other services*. This included at 4.29.9: *Park and Ride, Bike and Ride and bike cages*. NEC Australia has delivered a system that has this capability.
2. NEC Australia and the program are working on a fully integrated and secure MyWay+ bike cage access solution. Latest advice from NEC Australia is that this functionality could be available in the coming year.

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3. The envisaged solution would be an extension to MyWay+ account management, as an additional self-service function, similar to park and ride.
4. Once the solution is nearing implementation, additional communications would commence, leveraging off existing advertising and social media channels and collateral.
5. Transport Canberra, as part of the City and Environment Directorate is well placed as Canberra grows and takes shape, to support the delivery of key actions under the [ACT Government Active Travel Plan 2024-30](#).

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

Signature: 

Date: 11/7/25

By the Minister for Transport, Chris Steel MLA