



Inquiry into annual and financial reports 2024–2025

Answer to question on notice

Asked by Mr Thomas Emerson MLA

Addressed to: Minister for Transport

Reference: MyWay+ Dormant Cards

Hearing: 19 November 2025

In relation to: MyWay+ Dormant Cards

Question received: 27 November 2025

Answer Due: 04 December 2025

1. How many dormant MyWay cards still hold credit?
2. How much credit do the cards hold?
3. Will this credit be foregone by users to the Territory, and how will it be used?

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

1. As at the end of June 2025, there were approximately 750,000 MyWay cards that still hold credit.
2. As at the end of June 2025, there is \$8.9 million of legacy MyWay balance.
3. The outstanding credit on MyWay cards is available to be refunded to customers upon completion of an Application for MyWay Refund readily available on the Transport Canberra website. Alternatively, customers can transfer the available MyWay balance to their MyWay+ account to be used for future travels.

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

Signature:

By the Minister for Transport, Mr Chris Steel MLA

Date:

4/12/25