



**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: 008

Submitter: Dr Hugh Smith

Date authorised for publication: 19 February 2025

From: Hugh Smith

Sent: Tuesday, 4 February 2025 4:17 PM

To: Bunce, James

Subject: Submission to Inquiry into MyWay+

This submission relates to the distribution of MyWay+ cards. My wife could not find a way to order a MyWay+ card online and phoned Access Canberra. The advice was to visit a retail outlet which she did. She was asked if she was over 60 or over 70 (presumably because of the differing entitlements). On replying 'over 70' she was given a card. No name, address, phone number or other ID was required. No account was set up. It seems that anyone can obtain a card on request if they don't look too young.

The card itself seems to operate just like every other MyWay+ card. What, other than honesty, is stopping people from obtaining a card by mis-stating their age or, if old enough, obtaining any number of cards from different agencies (or even the same agency)? Such cards are quite valuable and might then be sold or given to anyone regardless of the recipient's age since there appears to be nothing on the card to indicate it is for seniors only and the tap-on sounds seems identical to other cards.

Is this how the system was intended to operate?

Dr Hugh Smith