



**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: 036

Submitter: Jonathan Campton

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**From:** [LCommitteeEnvironment@parliament.act.gov.au](mailto:LCommitteeEnvironment@parliament.act.gov.au)  
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**Subject:** Inquiry submission - procurement and delivery of MyWay+- Jonathan Campton  
**Date:** Tuesday, 11 February 2025 1:31:44 PM

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Full name: Jonathan Campton

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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?: Daily

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?: The new MyWay+ system should not have been launched until the system was substantially ready. It remains an inferior system to public transport systems in other states. The Opal Card system in NSW has existed for over decade with functionality that does not yet exist in the new MyWay+ system. The opal Card system allows an account holder to manage multiple users and cards with various concessions. The new MyWay+ system is an inferior system. The hardware does not work on the buses and the online platform contains bugs and fails at critical times like the start of the school year. Like when the Opal Card was rolled out in NSW it should have been staged, with significant education and all the hardware in place. The needs for families to have to replace multiple cards at a fee lacks any consideration of cost of living. Students are by nature concessional and new student cards should have been offered for free. The roll out should have only occurred when agents had sufficient stock of cards. Many parents needing multiple cards for a family would have to visit multiple agents to locate cards. The base assumption that a everyone had a mobile phone, failed to consider primarily school aged students. The newsagent at Woden only received 50 cards in a batch and the cards were commonly

distributed by mid morning. When I finally got cards from the newsagent I actually purchased a lotto ticket as it was clearly my lucky day. While my lotto ticket produced a win, the three MyWay+ cards have only produced continued headaches and disappointment.

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

The new MyWay+ system appears to have been built on an assumption that all Canberrans have a mobile phone, an email address, a credit card, use the light rail only, and want to operate in a digital environment. While this may be true for most public servants, it fails to consider the needs important public transport user groups, such as pensioners and school children. The MyWay+ system assumes that no families or shared households exist in Canberra. The inability to centrally manage an account for a household is horrid. Each child account needs a unique email address. Messages are continuously sent to those email accounts. The system does not like using the same credit card for different accounts.

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

Absolutely. The government appears inept. Minister Steel has overseen various failed projects that cost Canberra. Canberra should be able to have the best public transport system in the nation, instead we have MyWay+. I have three kids that use public transport daily and I have no confidence that they will get home from school. All three MyWay+ accounts are inactive or broken. I have lost the balance on the previous cards. I have paid for new MyWay+ cards, and the system does not even work. Like the \$77 million payroll project fiasco, Minister Steel owes Canberrans an apology for MyWay+ system.

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

The best help I got was from the local newsagent, not Transport Canberra. The Transport Canberra website was full of propaganda selling the new system rather than proper advice or information. I would have expected Transport Canberra to provide advice to schools about the changes and send out new cards for free to replace the existing cards. There was little information about what was happening other than a month a free public transport around the time of the ACT election. I have called for support and not once has the issue been resolved during the call. The poor operators have no real access to the system and everything seems to be referred to the blackhole of the IT vendor. Currently, two childrens' account are inactive and the third child's account is active, but unable to be accessed and can not be reset as the system fails to send a verification code to the email address. It would be easier to remortgage my house than it is to get my childrens MyWay+ cards operational.

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

Public transport should be free without card to all school children until the system allows families to properly manage school childrens' accounts. Bus drivers should not threaten to kick students off buses if they don't have a card - the MyWay+ system is broken. Parents need to know that their children are safe to catch public transport and should have confidence in a MyWay+ system. The MyWay+ system was not ready for school children returning from school holidays in October 2024 and was taken offline in the first week of returning to school in 2025. As a parent, I have no

any?: confidence in the MyWay+ system. This impacts strongly my confidence in public transport, Transport Canberra and the ACT government.

Is there anything else relating to the MyWay+ system or the bus system more generally that you want to share with us?: If Transport Canberra can not build a system that provides for families with children, then the ACT government should make public transport free for all school aged children.

Would you be like to speak to the committee about your experience at a public hearing?: Yes

I understand I cannot share my submission until the committee publishes it: Yes