

Jenny Aitchison

Minister for Roads

Minister for Regional Transport



Media Release

Tap and go payment solution for regional buses

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The Minns Labor Government is delivering better public transport by ensuring tap and go payment options are made available for the first time on more than 400 town bus services throughout regional NSW.

After successful trials in Bathurst and Dubbo, a new Contactless Ticketing Program will be rolled out to more than 400 fare-paying bus services in rural and regional communities.

This technology means most passengers will now be able to use their smart phone, watch or debit/credit card to pay for their fares.

Until now, people who catch buses around towns in rural and regional NSW have been forced to pay with cash, except for in a few locations where bus operators have independently introduced their own form of contactless payment technology.

The new regional Contactless Ticketing Program now makes the option of contactless payment technology available to bus operators statewide, bringing the regions in line with metropolitan areas where passengers have been able to pay without cash for years.

Wagga Wagga will be the first community to benefit from the Contactless Ticketing Program with 21 local buses next due to be fitted out with the tap and go payment technology in coming months.

Transport for NSW is finalising details of the further stages of the roll out and will announce the first communities to receive the new technology in coming months, with the program expected to be completed by the end of 2027.

Passengers will still be able to pay with cash on buses when the new technology is rolled out.

The Contactless Ticketing Program does not include dedicated school services where students mostly already use pre-paid bus passes or NSW TrainLink long distance coach services where tickets are pre-paid.

Minister for Regional Transport Jenny Aitchison said:

“The Minns Labor Government has heard people in regional communities who’ve told us they want to be able to pay for bus services using their smart phones, credit or debit cards.

“Despite having 12 years to roll out contactless ticketing, the former Liberal and Nationals government put the needs of city commuters ahead of regional bus passengers who were left with cash-only services in most locations.

“Where trials of contactless payment technology have been done in Bathurst and Dubbo, we’ve seen strong uptake with 42 per cent of passengers in those communities now paying without using cash.

“The trial technology will now stay permanently in Bathurst and Dubbo and we will progressively roll out the same technology to other communities across the state.

“We hope this increased convenience and alternative payment option will help increase patronage on buses in regional and rural areas.”

Independent Member for Wagga Wagga, Dr Joe McGirr, said:

“In Question Time last October, I asked Minister Aitchison about the rollout of contactless payment for Wagga Wagga bus passengers, and I welcome her commitment to bringing this new technology to our city.

“It will provide streamlined travel options for passengers wishing to pay fares with cards or devices but importantly, those who wish to pay by cash will still be able to do so, delivering a diversity of choice which will hopefully encourage more people to use public transport in Wagga.”