

Jenny Aitchison

Minister for Roads
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Media Release

New contactless ticketing goes live on Wagga Wagga buses

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Wagga Wagga is the latest community in regional New South Wales to benefit from the Minns Labor Government's new Contactless Ticketing Program, with 20 local buses fitted with tap-and-go payment technology.

This innovative program is part of the Minns Labor Government's commitment to better public transport by making convenient tap-and-go payment options available on more than 400 rural and regional bus services.

Following successful trials in Bathurst and Dubbo, the Contactless Ticketing Program is being rolled out on fare-paying buses across regional and rural NSW, allowing passengers to pay using their smartphone, smartwatch, debit or credit card.

Until now, many passengers have largely been limited to paying with cash, except in a few locations where operators independently introduced contactless payment systems.

In partnership with local operator Busabout Wagga, the Government has upgraded existing systems to a new, purpose-built solution tailored for rural and regional networks.

It's part of the Minns Labor Government's commitment to build more connected regional communities across NSW.

In July, contactless payment readers were installed on 20 Wagga Wagga buses. Transport for NSW is now finalising the rollout schedule for other regional areas, with the full Contactless Ticketing Program expected to be completed by the end of 2027.

While the new technology offers greater flexibility, passengers will still have the option to pay with cash, ensuring accessibility for all users.

The program does not apply to dedicated school services, where students typically use pre-paid passes, or NSW TrainLink long-distance coaches, which require pre-booked tickets.

Minister for Roads and Regional Transport Jenny Aitchison said:

"Contactless payment technology is becoming increasingly popular with the community for a range of transactions, but until now the option of tap-and-go payments on buses has mostly been confined to Greater Sydney.

"The Minns Labor Government's Contactless Ticketing Program will make public transport in the regions more convenient and accessible, with the choice of a more seamless, secure, and reliable payment experience, in addition to cash.

"Having the one contactless payment system across the state's entire regional and rural bus network, with 35 operators has a lot of complexities, which is why this solution tailored specifically for regional and rural NSW is a such a win."

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

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“This is a fantastic step forward for Wagga Wagga and regional NSW. Making bus travel easier and more convenient with tap-and-go payments, with the option to pay by cash to continue, means more people can access public transport quickly and safely. It’s great to see our community benefit from this new technology.”

Director of Busabout Wagga, Joe Calabro said:

“Installing contactless payment technology on our buses means a smoother, faster boarding experience for our passengers. It’s a win for both customers and operators and is an exciting milestone for our city and for regional NSW.

“Contactless ticketing is a welcome step forward that makes daily travel easier and more reliable for everyone.

“Busabout is proud to be at the forefront of this initiative and to play our part in delivering safer, more efficient, and more reliable transport options for the Wagga community.

“Today marks the start of a new era for bus travel in Wagga, and we look forward to seeing more people on board, enjoying the benefits of this system.”

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