

From:"Saunders, Joe" <Joe.Saunders@act.gov.au>

Sent:15/06/2021 8:25 PM

To:"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Cc:"Campbell, Morgan" <Morgan.Campbell@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>

Subject:Re: Load testing - update

Thanks very much, Kareena

Joe

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>

Sent: Wednesday, June 16, 2021 12:19 am

To: Argy, Nicholas

Cc: Saunders, Joe; Campbell, Morgan; Starick, Kate; Murdoch, Max

Subject: Load testing - update

OFFICIAL

Hi Nick – in my lay words, I think the advice from the vendor/AWS tonight is that we are looking at an 'option 2' scenario – ie, the results were 'promising'. Beyond that, I am not confident in providing further commentary in case I have misunderstood the incoming information. Our meeting is at 9am – we will call asap after to give you a heads up.

Cheers

Kareena

KAREENA ARTHY

Deputy Director-General, Economic Development

Phone: 02 6207 5564 | Mobile: 0434 563 274 | Email: kareena.arthy@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 3, 220 London Circuit Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 3:03 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "CMTEDDMedia" <CMTEDDMedia@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Subject: Re: Media inquiry

Thanks Claire!

Get [Outlook for iOS](#)

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, June 10, 2021 1:02:12 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: CMTEDDMedia <CMTEDDMedia@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: RE: Media inquiry

OFFICIAL

Hi Ana

Cleared by Kate Starick.

- Do you have figures on how many people tried to access the vouchers and couldn't?

More than \$200,000 in vouchers have now been redeemed since ChooseCBR voucher redemptions started yesterday. While we don't know the exact number of vouchers that weren't able to be redeemed yesterday, vouchers are continuing to be redeemed this morning.

- What's your response to some businesses being unable to process the vouchers?

We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers. The popularity of the program has far exceeded our expectations.

We acknowledge the frustration and disappointment that some businesses and customers experienced.

We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that their experience on day one of the scheme was not as smooth as it could have been.

What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?

We acknowledge the frustration and disappointment that some businesses and customers experienced.

The popularity of the scheme has far exceeded our expectations. We have done everything possible to diagnose and address issues throughout yesterday and overnight to get the site running smoothly for customers and business.

- Can people who were unable to claim a voucher yesterday do so retrospectively?

Anyone who wasn't able to use their vouchers yesterday can use them today. ChooseCBR gives people \$80 worth of vouchers every day.

- What is being done to remedy the teething problems experienced yesterday?

We took the system offline late last night to carry out more work to improve the site's performance. While we believe this has resolved the key issues, we will continue to monitor the system very closely today and immediately address any issues that arise.

ENDS

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>

Sent: Thursday, 10 June 2021 11:13 AM

To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: Media inquiry

Importance: High

Hi all,

Could we please have a response to this drafted asap – preferably before 1:30?

We'd like to run a story on the first day of the ChooseCBR scheme and have a couple of questions. I can get figures on transactions off the website.

- Do you have figures on how many people tried to access the vouchers and couldn't?
- What's your response to some businesses being unable to process the vouchers?
- What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?
- Can people who were unable to claim a voucher yesterday do so retrospectively?
- What is being done to remedy the teething problems experienced yesterday?

RiotACT will post the story this afternoon and worst case scenario will add our response after the story goes live, but I'd rather we give them something earlier to include in the story.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"

Sent:10/06/2021 3:02 AM

To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Cc:"CMTEDDMedia" <CMTEDDMedia@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Subject:RE: Media inquiry

OFFICIAL

Hi Ana

Cleared by Kate Starick.

- Do you have figures on how many people tried to access the vouchers and couldn't?

More than \$200,000 in vouchers have now been redeemed since ChooseCBR voucher redemptions started yesterday. While we don't know the exact number of vouchers that weren't able to be redeemed yesterday, vouchers are continuing to be redeemed this morning.

- What's your response to some businesses being unable to process the vouchers?

We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers. The popularity of the program has far exceeded our expectations.

We acknowledge the frustration and disappointment that some businesses and customers experienced.

We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that their experience on day one of the scheme was not as smooth as it could have been.

What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?

We acknowledge the frustration and disappointment that some businesses and customers experienced.

The popularity of the scheme has far exceeded our expectations. We have done everything possible to diagnose and address issues throughout yesterday and overnight to get the site running smoothly for customers and business.

- Can people who were unable to claim a voucher yesterday do so retrospectively?

Anyone who wasn't able to use their vouchers yesterday can use them today. ChooseCBR gives people \$80 worth of vouchers every day.

- What is being done to remedy the teething problems experienced yesterday?

We took the system offline late last night to carry out more work to improve the site's performance. While we believe this has resolved the key issues, we will continue to monitor the system very closely today and immediately address any issues that arise.

ENDS

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>

Sent: Thursday, 10 June 2021 11:13 AM

To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: Media inquiry
Importance: High

Hi all,

Could we please have a response to this drafted asap – preferably before 1:30?

We'd like to run a story on the first day of the ChooseCBR scheme and have a couple of questions. I can get figures on transactions off the website.

- Do you have figures on how many people tried to access the vouchers and couldn't?
- What's your response to some businesses being unable to process the vouchers?
- What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?
- Can people who were unable to claim a voucher yesterday do so retrospectively?
- What is being done to remedy the teething problems experienced yesterday?

RiotACT will post the story this afternoon and worst case scenario will add our response after the story goes live, but I'd rather we give them something earlier to include in the story.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"
Sent:15/06/2021 4:26 AM
To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:RE: Media inquiry ChooseCBR - Canberra Weekly - print deadline

OFFICIAL

Hi Ana

Cleared response below.

Questions:

- Can you confirm reports an audit is being conducted into the \$400,000 worth of vouchers claimed during the first two days of ChooseCBR last week?
- Does the ACT Government suspect any misuse of the program from either customers or businesses?
- How do you respond to opposition business spokeswoman Leanne Castley questioning the legitimacy of the money claimed via ChooseCBR last week?
- How is the upgrade work on the ChooseCBR website progressing? Do you anticipate the website will go live 18 June as suggested last week?

Response:

Work has continued over the weekend on the ChooseCBR system to make improvements to the database to increase its ability to deal with the very high volume of customer and business activity simultaneously.

A solution continues to be implemented and is being tested over the coming days. ACT Government is also working with more than 80 businesses to reimburse vouchers that were honoured, but not redeemed.

We are working towards having the website back online as soon as possible. We will provide advice ahead of time.

The audit function which is part of the scheme design was initiated last week. As part of the routine checks some businesses have been asked for proof of transactions and we are currently looking at the information that has been provided so far.

ENDS

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 12:44 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Media inquiry ChooseCBR - Canberra Weekly - print deadline

Hi Claire,

Another media inquiry – this one is urgent given the article is meant to be printed today for Canberra Weekly.

Please send through a response by 3pm.

- Can you confirm reports an audit is being conducted into the \$400,000 worth of vouchers claimed during the first two days of ChooseCBR last week?

- Does the ACT Government suspect any misuse of the program from either customers or businesses?
- How do you respond to opposition business spokeswoman Leanne Castley questioning the legitimacy of the money claimed via ChooseCBR last week?
- How is the upgrade work on the ChooseCBR website progressing? Do you anticipate the website will go live 18 June as suggested last week?

Similar to Lucy Bladen's inquiry – you could just combine this with her inquiry as one media statement if that's easier.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"
Sent:15/06/2021 2:54 AM
To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:RE: Media inquiry ChooseCBR - Canberra Weekly - print deadline

Thanks Ana, will come back to you shortly with both of these.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 12:44 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Media inquiry ChooseCBR - Canberra Weekly - print deadline

Hi Claire,

Another media inquiry – this one is urgent given the article is meant to be printed today for Canberra Weekly.

Please send through a response by 3pm.

- Can you confirm reports an audit is being conducted into the \$400,000 worth of vouchers claimed during the first two days of ChooseCBR last week?
- Does the ACT Government suspect any misuse of the program from either customers or businesses?
- How do you respond to opposition business spokeswoman Leanne Castley questioning the legitimacy of the money claimed via ChooseCBR last week?
- How is the upgrade work on the ChooseCBR website progressing? Do you anticipate the website will go live 18 June as suggested last week?

Similar to Lucy Bladen's inquiry – you could just combine this with her inquiry as one media statement if that's easier.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"
Sent:15/06/2021 3:58 AM
To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:RE: Media inquiry ChooseCBR - CT

OFFICIAL

Hi Ana

Cleared response below, thank you.

1. What work was carried out over the long weekend?

Work has continued over the weekend on the ChooseCBR system to make improvements to the database to increase its ability to deal with the very high volume of customer and business activity simultaneously.

2) What work is left to be done?

A solution continues to be implemented and is being tested over the coming days. ChooseCBR is also working with more than 80 businesses to reimburse vouchers that were honoured, but not redeemed.

3) Has the exact issue been identified?

Yes, the issue that affected the system's performance last week has been identified and related to the capacity of the database to deal with the very high volume of customer and business activity occurring simultaneously.

4) Is the website still set to be back online by Friday?

We are working towards having the website back online as soon as possible. We will provide advice ahead of time.

5) Has the audit process uncovered any irregular redemption patterns?

The audit function which is part of the scheme design was initiated last week. As part of the routine process some businesses have been asked for proof of transactions. The process of checking will continue when the system the program is operating again.

6) Anything else to add?

Prior to the pause on Thursday afternoon, there have been 767 businesses and more than 77,000 customers registered for ChooseCBR. Vouchers were able to be redeemed while the site was up, even though there were intermittent technical difficulties.

Over Wednesday and Thursday there were 10,654 vouchers redeemed from 553 businesses to a total value of \$389,950. While the number of vouchers redeemed at each business will vary, this averages to about 19 vouchers redeemed per business over the two days. The most popular voucher value was \$50.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 10:56 AM

To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: Media inquiry ChooseCBR - CT

Morning Claire,

Could we please have a response to the following questions below before 2pm today?

I'm after an update on the ChooseCBR website, please see some questions below.

1) What work was carried out over the long weekend?

2) What work is left to be done?

3) Has the exact issue been identified?

4) Is the website still set to be back online by Friday?

5) Has the audit process uncovered any irregular redemption patterns?

6) Anything else to add?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"
Sent:15/06/2021 4:00 AM
To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:RE: Media inquiry ChooseCBR - CT
Importance:High

OFFICIAL

My apologies, please use this version.

1. What work was carried out over the long weekend?

Work has continued over the weekend on the ChooseCBR system to make improvements to the database to increase its ability to deal with the very high volume of customer and business activity simultaneously.

2) What work is left to be done?

A solution continues to be implemented and is being tested over the coming days. ACT Government is also working with more than 80 businesses to reimburse vouchers that were honoured, but not redeemed.

3) Has the exact issue been identified?

Yes, the issue that affected the system's performance last week has been identified and related to the capacity of the database to deal with the very high volume of customer and business activity occurring simultaneously.

4) Is the website still set to be back online by Friday?

We are working towards having the website back online as soon as possible. We will provide advice ahead of time.

5) Has the audit process uncovered any irregular redemption patterns?

The audit function which is part of the scheme design was initiated last week. As part of the routine checks some businesses have been asked for proof of transactions and we are currently looking at the information that has been provided so far.

6) Anything else to add?

Nil

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 10:56 AM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Media inquiry ChooseCBR - CT

Morning Claire,

Could we please have a response to the following questions below before 2pm today?

I'm after an update on the ChooseCBR website, please see some questions below.

1) What work was carried out over the long weekend?

2) What work is left to be done?

3) Has the exact issue been identified?

4) Is the website still set to be back online by Friday?

5) Has the audit process uncovered any irregular redemption patterns?

6) Anything else to add?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 15/06/2021 4:00 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Media inquiry ChooseCBR - CT

Brilliant – thank you!

Cheers,

Ana

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Tuesday, 15 June 2021 1:59 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: Media inquiry ChooseCBR - CT

OFFICIAL

Hi Ana

Cleared response below, thank you.

1. What work was carried out over the long weekend?

Work has continued over the weekend on the ChooseCBR system to make improvements to the database to increase its ability to deal with the very high volume of customer and business activity simultaneously.

2) What work is left to be done?

A solution continues to be implemented and is being tested over the coming days. ChooseCBR is also working with more than 80 businesses to reimburse vouchers that were honoured, but not redeemed.

3) Has the exact issue been identified?

Yes, the issue that affected the system's performance last week has been identified and related to the capacity of the database to deal with the very high volume of customer and business activity occurring simultaneously.

4) Is the website still set to be back online by Friday?

We are working towards having the website back online as soon as possible. We will provide advice ahead of time.

5) Has the audit process uncovered any irregular redemption patterns?

The audit function which is part of the scheme design was initiated last week. As part of the routine process some businesses have been asked for proof of transactions. The process of checking will continue when the system the program is operating again.

6) Anything else to add?

Prior to the pause on Thursday afternoon, there have been 767 businesses and more than 77,000 customers registered for ChooseCBR. Vouchers were able to be redeemed while the site was up, even though there were intermittent technical difficulties.

Over Wednesday and Thursday there were 10,654 vouchers redeemed from 553 businesses to a total value of \$389,950. While the number of vouchers redeemed at each business will vary, this averages to about 19 vouchers redeemed per business over the two days. The most popular voucher value was \$50.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>

Sent: Tuesday, 15 June 2021 10:56 AM

To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: Media inquiry ChooseCBR - CT

Morning Claire,

Could we please have a response to the following questions below before 2pm today?

I'm after an update on the ChooseCBR website, please see some questions below.

1) What work was carried out over the long weekend?

2) What work is left to be done?

3) Has the exact issue been identified?

4) Is the website still set to be back online by Friday?

5) Has the audit process uncovered any irregular redemption patterns?

6) Anything else to add?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From:"Johnston, ClaireV"
Sent:15/06/2021 1:07 AM
To:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:RE: Media inquiry ChooseCBR - CT

OFFICIAL

Hi Ana

Thanks, will work on these now.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 10:56 AM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Media inquiry ChooseCBR - CT

Morning Claire,

Could we please have a response to the following questions below before 2pm today?

I'm after an update on the ChooseCBR website, please see some questions below.

- 1) What work was carried out over the long weekend?
- 2) What work is left to be done?
- 3) Has the exact issue been identified?
- 4) Is the website still set to be back online by Friday?
- 5) Has the audit process uncovered any irregular redemption patterns?
- 6) Anything else to add?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 5:29 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: Media inquiry ChooseCBR

Thank you!

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 3:29 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: Media inquiry ChooseCBR

OFFICIAL

Will get back to you asap.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 3:23 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: Media inquiry ChooseCBR
Importance: High

Hi Claire and Karen,

Apologies for the email spam today.

We have another urgent media inquiry – Canberra FM.

Can we please have a statement for Canberra FM – just something about ChooseCBR technical difficulties.

Below is the social media post Canberra FM have sent me which has sparked their interest.

<https://www.facebook.com/photo/?fbid=4083492085063886&set=gm.4153870047982256>

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 11/06/2021 5:14 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: Media inquiry ChooseCBR misuse of voucher scheme - context.

Hi all,

Fyi – Lucy has just informed me:

For context, the opposition has questioned how that much has been able to be spent. There's also been comments on social media alleging misuse about certain stores so I'm hoping to substantiate this.

I suspect we may get more questions on this so we'll also keep hold of the response drafted for Lucy and keep it as a statement if any other media inquire.

Cheers,

Ana

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 11 June 2021 3:01 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Re: Media inquiry ChooseCBR misuse of voucher scheme

Onto it Ana.

Karen Stewart-Moore
Executive Branch Manager
CMTEDD Communications & Engagement
0419212642

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Friday, June 11, 2021 2:57:53 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: Media inquiry ChooseCBR misuse of voucher scheme

Hi all,

Could we please have an urgent response to these questions? Lucy Bladen from CT.

Deadline is asap.

And, I've also got another few questions I'm hoping you can answer:

- Has the ACT government received any reports of alleged misuse of the voucher scheme?
- If so, is the ACT government investigating any reports?
- Could any of this misuse have contributed to the system demand?

Please let me know if this will be an issue.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Johnston, ClaireV"

Sent: 10/06/2021 5:28 AM

To: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Subject: RE: Media inquiry ChooseCBR

OFFICIAL

Will get back to you asap.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>

Sent: Thursday, 10 June 2021 3:23 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Media inquiry ChooseCBR

Importance: High

Hi Claire and Karen,

Apologies for the email spam today.

We have another urgent media inquiry – Canberra FM.

Can we please have a statement for Canberra FM – just something about ChooseCBR technical difficulties.

Below is the social media post Canberra FM have sent me which has sparked their interest.

<https://www.facebook.com/photo/?fbid=4083492085063886&set=gm.4153870047982256>

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 09/06/2021 6:27 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: media inquiry re choosecbr

Hi Claire,

Sorry I didn't respond – yes we've got the statement and our working on it.

Thanks for your help!

Cheers,

A

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Wednesday, 9 June 2021 4:26 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: media inquiry re choosecbr

OFFICIAL

Hi Ana

Just checking you are working with Nick on the statement you need? Let me know if I can do anything.

Claire

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Wednesday, 9 June 2021 3:18 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: media inquiry re choosecbr

Thank you!

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Wednesday, 9 June 2021 3:18 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: media inquiry re choosecbr

OFFICIAL

Hi Ana
Yes we are working on this right now. Will have it to you asap.
Thanks
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Wednesday, 9 June 2021 3:13 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: media inquiry re choosecbr
Importance: High

Hi all,

ABC Radio is speaking with the President of the Phillip Business Council today on Drive.

ABC has asked for a statement from us about the ChooseCBR website being down.

Could we please have a statement urgently drafted? To send back to me before 4:30?

I know we haven't identified the issue but if we can just have something to give the ABC that'd be great.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 09/06/2021 5:17 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: media inquiry re choosecbr

Thank you!

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Wednesday, 9 June 2021 3:18 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: media inquiry re choosecbr

OFFICIAL

Hi Ana
Yes we are working on this right now. Will have it to you asap.
Thanks
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Wednesday, 9 June 2021 3:13 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: media inquiry re choosecbr
Importance: High

Hi all,

ABC Radio is speaking with the President of the Phillip Business Council today on Drive.

ABC has asked for a statement from us about the ChooseCBR website being down.

Could we please have a statement urgently drafted? To send back to me before 4:30?

I know we haven't identified the issue but if we can just have something to give the ABC that'd be great.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 10:54 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Press conference tomorrow for Min Cheyne - talking points

Great – thanks, Karen!

Cheers,

Ana

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 8:52 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Press conference tomorrow for Min Cheyne - talking points

OFFICIAL

Yes understood. We are preparing proactive communications directly to businesses and customers as we speak.
Thanks
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 8:50 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Press conference tomorrow for Min Cheyne - talking points

Could we please continue to have a spokesperson?

This will be for morning radio before Chief's talkback – Tara's presser will be at 10.

We're trying to be as proactive as possible with this issue.

Cheers,

Ana

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 8:49 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Press conference tomorrow for Min Cheyne - talking points

OFFICIAL

Thanks Ana
These are currently being prepared and will send through later this evening.
Confirming that means you no longer want a spokesperson for the ABC in the morning?
Thank you
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 8:46 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Press conference tomorrow for Min Cheyne - talking points

Importance: High

Hi Claire and Karen,

I've just confirmed with Tara that we will hold a press conference tomorrow morning (10:00am) re ChooseCBR.

Could you please collate up-to-date talking points for Tara?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

Minister for the Arts | Minister for Business and Better Regulation | Minister for Human Rights | Minister for Multicultural Affairs

Mobile: 0466 560 032



From: "Brennan, Bernadette"

Sent: 18/06/2021 10:27 PM

To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Cc: "Polglase, David" <David.Polglase@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Subject: RE: Preview business and customer EDM

OFFICIAL

Thanks Nick. Both EDMs have been sent.

Cheers

Bernie

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Sent: Saturday, 19 June 2021 8:13 AM

To: Brennan, Bernadette <Bernadette.Brennan@act.gov.au>

Cc: Polglase, David <David.Polglase@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: Re: Preview business and customer EDM

Good to go thanks Bernie

Nick Argy

Adviser | Office of Tara Cheyne MLA

From: Brennan, Bernadette <Bernadette.Brennan@act.gov.au>

Sent: Saturday, June 19, 2021 7:54:05 AM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Polglase, David <David.Polglase@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: Preview business and customer EDM

OFFICIAL

Morning Nick,

The customer and business 'program closed' EDMs are attached for your ok.

Cheers

Bernie

Bernadette Brennan

Director, Content - web

Ph: 0423 500 563

Email: bernadette.brennan@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 5, 220 London Circuit, Canberra City, ACT 2601 | www.act.gov.au



From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 09/06/2021 11:43 AM

To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>

Cc: "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Subject: RE: Q & A

Further to this, can we please get a line or two added in response to the "how 100k" question – noting the maths of 58,000+ customers, across 700+ businesses with the \$50 voucher being the most used and that this only requires slightly more than 2,000 transactions.

Nick

From: Argy, Nicholas

Sent: Wednesday, 9 June 2021 9:21 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Polglase, David <David.Polglase@act.gov.au>; Saunders, Joe

<Joe.Saunders@act.gov.au>

Subject: RE: Q & A

Hi Karen

Thanks for these lines. In addition to the ACT Gov Facebook account monitoring, responses need to be provided to businesses in reply to comments on posts (ABC Canberra screenshot attached as an example) in line with the approved lines given to media outlets this afternoon.

Thanks

Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Wednesday, 9 June 2021 7:51 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Q & A

OFFICIAL

Hi Nick and Ana

We've prepared some responses to some of the comments the Minister raised.

We'll keep an eye on Reddit along with our Facebook account which we've been monitoring today.

Unfortunately we don't have an account on Reddit to be able to respond directly but we can continue to provide responses.

Happy to discuss.

Thank you

Karen

\$100k spent in less than 1 day, how is this possible?

- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.

- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

Larger businesses will get more benefit from the program because they have more staff

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

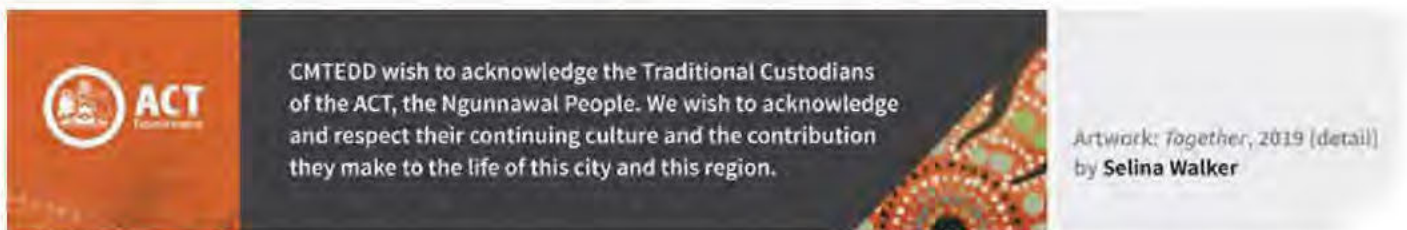
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 09/06/2021 12:17 PM

To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>

Cc: "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Subject: Re: Q & A

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Wednesday, June 9, 2021 10:12:23 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: RE: Q & A

OFFICIAL

Hi Nick

\$100k spent in less than 1 day, how is this possible?

- More than 58,000 customers and 700+ businesses registered for ChooseCBR. With \$50 voucher the most used it would only take just over 2,000 transactions to reach the \$100,000 amount.
- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

Thanks Karen

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Sent: Wednesday, 9 June 2021 9:43 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: RE: Q & A

Further to this, can we please get a line or two added in response to the "how 100k" question – noting the maths of 58,000+ customers, across 700+ businesses with the \$50 voucher being the most used and that this only requires slightly more than 2,000 transactions.

Nick

From: Argy, Nicholas

Sent: Wednesday, 9 June 2021 9:21 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Polglase, David <David.Polglase@act.gov.au>; Saunders, Joe

<Joe.Saunders@act.gov.au>

Subject: RE: Q & A

Hi Karen

Thanks for these lines. In addition to the ACT Gov Facebook account monitoring, responses need to be provided to businesses in reply to comments on posts (ABC Canberra screenshot attached as an example) in line with the approved lines given to media outlets this afternoon.

Thanks
Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Wednesday, 9 June 2021 7:51 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Q & A

OFFICIAL

Hi Nick and Ana

We've prepared some responses to some of the comments the Minister raised.

We'll keep an eye on Reddit along with our Facebook account which we've been monitoring today.

Unfortunately we don't have an account on Reddit to be able to respond directly but we can continue to provide responses.

Happy to discuss.

Thank you

Karen

\$100k spent in less than 1 day, how is this possible?

- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

Larger businesses will get more benefit from the program because they have more staff

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



CMTEDD wish to acknowledge the Traditional Custodians of the ACT, the Ngunnawal People. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Artwork: *Together*, 2019 (detail)
by **Selina Walker**

From:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent:09/06/2021 11:20 AM

To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Vujanic, Ana" <Ana.Vujanic@act.gov.au>

Cc:"Starick, Kate" <Kate.Starick@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Polglase, David" <David.Polglase@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>

Subject:RE: Q & A

Attachments:a9312fe6-c044-4d3e-bffe-bbc43aff403.jpg

Hi Karen

Thanks for these lines. In addition to the ACT Gov Facebook account monitoring, responses need to be provided to businesses in reply to comments on posts (ABC Canberra screenshot attached as an example) in line with the approved lines given to media outlets this afternoon.

Thanks

Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Wednesday, 9 June 2021 7:51 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: Q & A

OFFICIAL

Hi Nick and Ana

We've prepared some responses to some of the comments the Minister raised.

We'll keep an eye on Reddit along with our Facebook account which we've been monitoring today.

Unfortunately we don't have an account on Reddit to be able to respond directly but we can continue to provide responses.

Happy to discuss.

Thank you

Karen

\$100k spent in less than 1 day, how is this possible?

- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

Larger businesses will get more benefit from the program because they have more staff

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



CMTEDD wish to acknowledge the Traditional Custodians of the ACT, the Ngunnawal People. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

Artwork: *Together*, 2019 (detail)
by **Selina Walker**



Tingting WU

ohh I'm in grocery, 20 mins can pay for one customer

4h Like Reply



Elizabeth Bowler

[Nick Bowler](#) my old nemesis Drupal

8h Like Reply



Nicky Ng

[Vuk Vucic](#) fix it bro

7h Like Reply



Vuk Vucic Nicky Ng Ill fix it delete all of drupal please



Witt Manee-in

19.09pm still can not use it had to tuned down more than 10 customers already

2h Like Reply



Tingting WU

ohh I'm in grocery, 20 mins can pay for one customer

4h Like Reply



Elizabeth Bowler

[Nick Bowler](#) my old nemesis Drupal

8h Like Reply



Nicky Ng

[Vuk Vucic](#) fix it bro

7h Like Reply



Vuk Vucic [Nicky Ng](#) Ill fix it delete all of drupal please



Witt Manee-in

19.09pm still can not use it had to tuned down more than 10 customers already

2h Like Reply

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 11/06/2021 7:40 AM

To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

Yep agree

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Friday, 11 June 2021 5:40 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

OFFICIAL

Hi.

I think for the purposes of social responses we can leave the ANZSIC part out. I doubt anyone will want to interrogate that further.

Thanks

Karen

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Sent: Friday, 11 June 2021 5:37 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

Sorry, that link probably doesn't work – attached is the PDF – might not be able to link to this unless we can host it somewhere (AC website?).

From: Argy, Nicholas

Sent: Friday, 11 June 2021 5:33 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

Hi Karen

The consumer compensation question lines are cleared for use in response on socials. Are you comfortable with the below for the eligibility question?

Nick

Why are businesses like Chemist Warehouse and McDonalds Fyshwick eligible.

- Any business which operates in the ACT, has less than \$10m turnover and is in the hospitality, retail, accommodation, personal services or arts and recreation sectors ([as per ANZSIC code](#)) are eligible for ChooseCBR.
- Many franchises are small businesses and run by small business owners who would face similar challenges to independent small businesses. They also employ Canberrans.
- Following consultation with businesses in response to the three week trial in December, we made a decision to remove the JobKeeper eligibility criteria to allow more businesses to participate.
- The great thing about ChooseCBR is there are hundreds of local businesses participating across a range of sectors and regions, and you can choose where to spend your vouchers.

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 11 June 2021 4:11 PM
To: Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: responses

OFFICIAL

Hi Joe and Nick

Please see below to try and address some of the queries/suggestions you had earlier.

Does this help?

Thanks

Karen

How will you compensate customers who have spent more than they wanted to because they couldn't redeem their voucher?

- We are focusing on getting the system up and running so that people can redeem their vouchers and have access to \$80 to spend at participating businesses every day.
- **If the discount wasn't passed onto the customer, we are unfortunately unable to reimburse the customer as that is not how the program was set up under the Terms and Conditions.**
- We sincerely apologise to customers who were unable to redeem a voucher this week. We know many customers visited certain businesses to use a voucher, and were frustrated and disappointed they weren't able to.
- For those who supported those small businesses anyway, we say thank you. Canberra has done an amazing job supporting local businesses during the COVID pandemic.
- We hope the program will be back up and running again soon so customers can confidently take part in the program and be able to access \$80 to spend at participating businesses every day.

Why are businesses like Chemist Warehouse and McDonalds Fyshwick eligible.

- A range of businesses are eligible for ChooseCBR, including retail and hospitality franchises.
- Many franchises are small businesses and run by small business owners who would be facing similar challenges to independent businesses. They also employ local Canberrans.
- We made a decision to open up the business eligibility criteria after consultation with businesses following the trial to allow more businesses to participate.
- The good thing about ChooseCBR is there are hundreds of local businesses participating across a range of sectors and regions, and you can choose where to spend your vouchers.

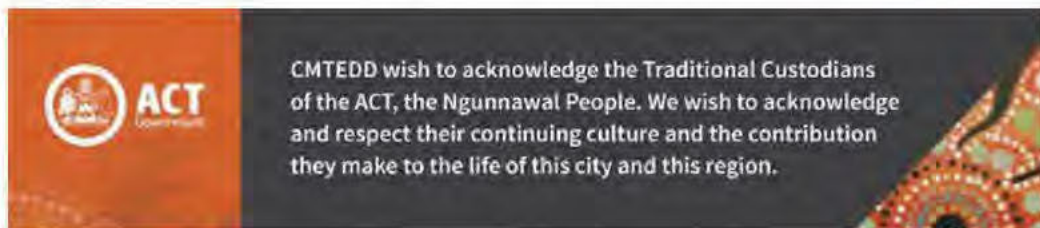
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



Artwork: *Together*, 2019 (detail)
by Selina Walker

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 11/06/2021 7:37 AM

To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

Ok thanks

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Friday, 11 June 2021 5:37 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

OFFICIAL

Looks great. Will pass onto the social team. Shannon is going to check in on it intermittently. It has really died off now so we will only respond if it ramps up again.

Thanks

Karen

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Sent: Friday, 11 June 2021 5:33 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: RE: responses

Hi Karen

The consumer compensation question lines are cleared for use in response on socials. Are you comfortable with the below for the eligibility question?

Nick

Why are businesses like Chemist Warehouse and McDonalds Fyshwick eligible.

- Any business which operates in the ACT, has less than \$10m turnover and is in the hospitality, retail, accommodation, personal services or arts and recreation sectors ([as per ANZSIC code](#)) are eligible for ChooseCBR.
- Many franchises are small businesses and run by small business owners who would face similar challenges to independent small businesses. They also employ Canberrans.
- Following consultation with businesses in response to the three week trial in December, we made a decision to remove the JobKeeper eligibility criteria to allow more businesses to participate.
- The great thing about ChooseCBR is there are hundreds of local businesses participating across a range of sectors and regions, and you can choose where to spend your vouchers.

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Friday, 11 June 2021 4:11 PM

To: Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: responses

OFFICIAL

Hi Joe and Nick

Please see below to try and address some of the queries/suggestions you had earlier.

Does this help?

Thanks

Karen

How will you compensate customers who have spent more than they wanted to because they couldn't redeem their voucher?

- We are focusing on getting the system up and running so that people can redeem their vouchers and have access to \$80 to spend at participating businesses every day.
- **If the discount wasn't passed onto the customer, we are unfortunately unable to reimburse the customer as that is not how the program was set up under the Terms and Conditions.**
- We sincerely apologise to customers who were unable to redeem a voucher this week. We know many customers visited certain businesses to use a voucher, and were frustrated and disappointed they weren't able to.
- For those who supported those small businesses anyway, we say thank you. Canberra has done an amazing job supporting local businesses during the COVID pandemic.
- We hope the program will be back up and running again soon so customers can confidently take part in the program and be able to access \$80 to spend at participating businesses every day.

Why are businesses like Chemist Warehouse and McDonalds Fyshwick eligible.

- A range of businesses are eligible for ChooseCBR, including retail and hospitality franchises.
- Many franchises are small businesses and run by small business owners who would be facing similar challenges to independent businesses. They also employ local Canberrans.
- We made a decision to open up the business eligibility criteria after consultation with businesses following the trial to allow more businesses to participate.
- The good thing about ChooseCBR is there are hundreds of local businesses participating across a range of sectors and regions, and you can choose where to spend your vouchers.

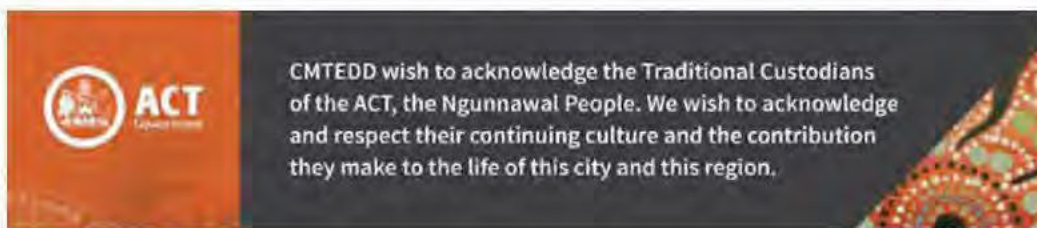
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



Artwork: *Together*, 2019 (detail)
by Selina Walker

From: "Bunt, Jacquie" <Jacquie.Bunt@act.gov.au> on behalf of "CMTEDDMedia" <CMTEDDMedia@act.gov.au>
Sent: 10/06/2021 1:18 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "CMTEDDMedia" <CMTEDDMedia@act.gov.au>
Cc: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: RiotACT questions re ChooseCBR first day

OFFICIAL

Thanks Claire! Give me a yell if you need anything – happy to help as it's a tight deadline 😊

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 11:16 AM
To: CMTEDDMedia <CMTEDDMedia@act.gov.au>
Cc: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: RiotACT questions re ChooseCBR first day

OFFICIAL

Thanks guys, we are on it.

From: Bunt, Jacquie <Jacquie.Bunt@act.gov.au> **On Behalf Of** CMTEDDMedia
Sent: Thursday, 10 June 2021 11:15 AM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Vujanic, Ana <Ana.Vujanic@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: RiotACT questions re ChooseCBR first day
Importance: High

OFFICIAL

Hi Claire,

Ana (cc'd) has requested the following, please.

Please note the deadline of 1.30pm – let me know if you need anything!

Thanks,
Jacquie

Jacqueline Bunt
Communications and Engagement
Chief Minister, Treasury and Economic Development Directorate | ACT Government
Phone: 620 72205 | 24/7 CMTEDD Media Line: 0466 937 557 |
Level 5, Canberra Nara Centre, 1 Constitution Avenue, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 11:13 AM
To: CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: Fwd: RiotACT questions re ChooseCBR first day

Morning,

Could we please, if possible, have a response to this by 1:30?

Cheers,

Ana

Get [Outlook for iOS](#)

From: Michael Weaver <mweaver@region.com.au>

Sent: Thursday, June 10, 2021 9:40 am

To: Vujanic, Ana

Subject: RiotACT questions re ChooseCBR first day

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi Ana,

We'd like to run a story on the first day of the ChooseCBR scheme and have a couple of questions. I can get figures on transactions off the website.

- Do you have figures on how many people tried to access the vouchers and couldn't?
- What's your response to some businesses being unable to process the vouchers?
- What is your advice/response for people who ate a meal or accessed a service, and then had a bill the voucher could not be applied against?
- Can people who were unable to claim a voucher yesterday do so retrospectively?
- What is being done to remedy the teething problems experienced yesterday?

Our deadline is by 2pm today if you can please. We can drop the response into the story after though.

Thanks,



Michael Weaver

Journalist

☎ 0413 044 796

✉ mweaver@region.com.au

🌐 www.region.com.au

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 11/06/2021 12:50 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Stakeholder email

Great, thank you

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 11 June 2021 10:40 AM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Stakeholder email

OFFICIAL

Hi Nick
Yes they have been working on it and its about to go live.
Thanks
Karen

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Friday, 11 June 2021 10:05 AM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Stakeholder email

Hi Karen

These words are good to go. Can we please ensure that the request made to AC yesterday to add a dropdown option to the form specifically for voucher code entry is added ASAP. Please let me know if it would be helpful for me to contact the relevant EBM directly.

Thanks
Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 11 June 2021 10:02 AM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: Stakeholder email

OFFICIAL

Hi Nick and Joe
An email to stakeholders. Proposed this comes from me and that we follow up again later this afternoon with some more next steps.

Graham Catt wants to understand what the 'way back' looks like. We'll do some more work on this today.

+++++

Good morning

Unfortunately the ChooseCBR website has continued to experience intermittent technical issues since launching on Wednesday. In light of this, we have made the difficult decision to take the site offline for a further seven days to address the issues and ensure reliability. This has been communicated to all businesses and customers this morning via email and text message.

Work continued last night to try and resolve the issues, however it is now clear this will take longer than anticipated. Out of an abundance of caution—and so as to not cause further disruption and uncertainty—we have made this difficult decision to pause the program for a further seven days.

Work on the system will focus on the database to increase its ability to deal with the very high volume of customer and business activity simultaneously. The ACT Government will work with businesses to ensure vouchers that they have honoured and not redeemed, are reimbursed.

We know this news is incredibly disappointing. We thank you for your advocacy for the program and hope we apologise for the inconvenience this has caused to your members.

Vouchers that businesses have accepted from customers, but have not been able to redeem, will be honoured. Businesses should list any unredeemed codes in the details section of this [online form](#) (on the Access Canberra website). Our focus in the coming days will be to ensure they are reimbursed.

Please don't hesitate to get in touch with me if you have any further questions.

Sincerely
Karen

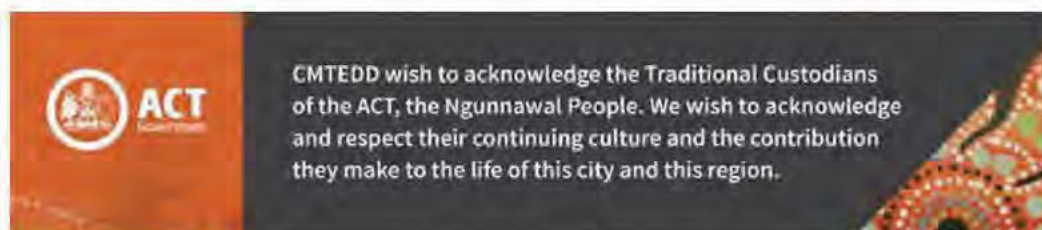
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

Level 3, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



Artwork: *Together*, 2019 (detail)
by Selina Walker

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 09/06/2021 7:00 AM

To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>

Cc: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Subject: RE: Statement - ChooseCBR technical issues being resolved

Hi Ana and all

Approved lines below for response to media queries:

Businesses and customers have embraced the ChooseCBR program wholeheartedly today and are supporting local business in huge numbers by redeeming their vouchers.

More than \$100,000 in vouchers has been claimed on day one of ChooseCBR.

Regrettably, the ChooseCBR website is intermittently experiencing a number of technical issues and experienced an outage for maintenance to help resolve these.

At this stage we believe the technical issues may be a result of the high volume of traffic on the site.

Our priority is stabilising the platform and ensuring its reliability. We are actively monitoring the platform and addressing the issues as they arise.

"We are pleased that Canberrans have wholeheartedly embraced ChooseCBR and are making use of their vouchers to support small business," said Minister Cheyne.

"The popularity of the scheme among businesses and customers alike has exceeded our expectations. Regrettably, we have experienced intermittent issues with the system on this first day."

"I acknowledge this has been frustrating and regret the inconvenience caused. I want to stress my thanks for the community's patience and support as we work to resolve these issues."

Kind regards

Nick Argy

Adviser | Office of Tara Cheyne MLA

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

02 6205 4018



The banner features a red background. On the left, a white digital voucher is shown with the text "Choose CBR" in large red letters and "digital vouchers" in smaller red letters below it. To the right of the voucher is a QR code. Further right, the text "Enjoy more when you shop local with ChooseCBR" is written in white. At the bottom right, the website "choosecbr.act.gov.au" is listed next to the ACT Government logo, which includes the ACT coat of arms and the letters "ACT".

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Sent: Wednesday, 9 June 2021 4:07 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: Statement - ChooseCBR technical issues being resolved

Importance: High

OFFICIAL

Hi Joe, Nick, Ana

Attached is a statement for your review.

Cheers

Claire

From:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent:10/06/2021 3:19 AM

To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Cc:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Campbell, Morgan"

<Morgan.Campbell@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Starick, Kate"

<Kate.Starick@act.gov.au>;"Webber, James" <James.Webber@act.gov.au>;"Johnston, ClaireV"

<ClaireV.Johnston@act.gov.au>

Subject:RE: Talking Points - website issue - 10 June 1pm NA TC

Attachments:Talking Points - website issue - 10 June 1pm NA TC 2.docx

Cleared as attached

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Thursday, 10 June 2021 1:13 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Priest,

Jenny <jenny.priest@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>

Subject: Talking Points - website issue - 10 June 1pm NA TC

OFFICIAL

As discussed.

Updated TPs

Minister: Minister Tara Cheyne

Date: 10 June 2021, 1.10pm

SUBJECT: ChooseCBR website issues

ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- More than \$200,000 in vouchers have now been redeemed since ChooseCBR voucher redemptions started yesterday.
- The popularity of the program has far exceeded our expectations. At this rate, the total amount that was claimed during the trial (around \$310,000) will be claimed within 48 hours.
- Vouchers are continuing to be readily redeemed this morning.
- Around 11.30am the system was again having intermittent issues. We are working to resolve these issues as quickly as possible. While the experience for customers and businesses is the same as yesterday we understand the cause is unrelated.
- We sincerely regret the intermittent technical issues being experienced on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers.
- We are working to get an update out to businesses as soon as possible and this will include information about how we can reimburse vouchers that could not be redeemed yesterday.
- We acknowledge the frustration and disappointment that some businesses and customers experienced yesterday.
- We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that your experience of the scheme in the past 36 hours was not as smooth as it could have been. We are grateful for their patience as we have worked to resolve the issues and readily welcome any further feedback businesses might have on how we can support them to make the most of the scheme in the coming days.

Background on steps taken last night

- Working with our vendor partner we took the system offline late last night to carry out more work to improve the site's performance. Steps taken include:
 - Our vendor partner was able to tap into the expertise of the server provider Amazon Web Services to assist in diagnosing some bottlenecks in the IT infrastructure that were contributing to the issues experienced yesterday.
 - Further increasing capacity for the database server. It is important to note that we did significantly increase server capacity in readiness for the rollout, however it is now apparent it was not enough. We have now gone even further to meet the significant demand.
 - Reducing how often the spend counter is refreshed now to every 5 minutes. The counter had been refreshing in real time and, together with the very high volume of transactions, we believe was this was causing the site to slow down.
 - Loading the map on one page rather than two. This has also reduced load on the system.

Q&As

The counter amount is showing less than \$2million available. Has that changed?

No, the \$2 million is the amount available. This is currently being fixed. It's likely this is a by-product of measures taken overnight to reduce the server. Customers and businesses can be reassured that there is \$2 million in total available.

Can you guarantee the site won't crash again?

As with any IT system it is not possible to provide an ironclad guarantee.

The popularity of the scheme has far exceeded our expectations. What I can say is we have done everything possible to diagnose and address issues throughout yesterday and overnight to get the site running smoothly for customers and business.

Why didn't we anticipate the high volumes of traffic?

- We did anticipate a high volume of traffic on the system and purchased increased capacity to meet higher demand. As I said, our priority has been to stabilise the system and ensure its reliability.

Why didn't you load test the site before it went live?

- All reasonable tests were carried out on the site when the vouchers were deployed.
- Unfortunately it is not possible to simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.
- Following the trial of ChooseCBR significant additional capacity was implemented to meet the expected higher demand during the full rollout.

\$100k spent in less than 1 day, how is this possible?

- More than 58,000 customers and 700+ businesses registered for ChooseCBR. With \$50 voucher the most used it would only take just over 2,000 transactions to reach the \$100,000 amount.
- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.

- Spot audit processes have now commenced and will continue daily.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- In signing up to the scheme, businesses are required and agree to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

What should businesses do if they are still experiencing issues today?

- We are monitoring the site very closely and the feedback we are getting from businesses to see how the site performs today.
- If any businesses are still experiencing difficulties redeeming vouchers we would urge them to contact us by calling Access Canberra on 13 22 81.

What should businesses do if they have vouchers they weren't able to enter into the system yesterday and they have already given customers a discount?

- We understand that some businesses accepted voucher codes while the website was down or having issues loading with the intention of processing those codes when the website was functioning again.
- If you have had any issues processing these vouchers codes once the website was functioning again, we will honour these.
- Please submit these voucher codes here [hyperlink – note this is on the Access CBR website] and we will ensure your business is reimbursed.
- If you successfully processed these voucher codes, there is no need to resubmit it.
- As usual, please hang onto receipts.

Larger businesses will get more benefit from the program because they have more staff

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

Did you consult with local business before the full rollout of the program?

Yes, following the trial the ACT Government has listened to feedback from businesses and the community and as a result increased eligibility, increased voucher amounts and have put more resources and training in place for businesses.

What did you do to inform businesses of the issues?

Initially a message was deployed to the website about system maintenance and then an email was sent to as many businesses as possible registered in the program to advise them of the outage. We have been responding to customers on social media and via the Access Canberra Contact Centre.

Action officer: **Karen Stewart-Moore**

Cleared by: Kate Starick

Date: 9 June 2021

From:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent:10/06/2021 5:35 AM

To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Cc:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>

Subject:RE: Talking Points - website issue - 10 June 2.50pm

Attachments:Talking Points - website issue - 10 June 2.50pm - tc.docx

Cleared as amended

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Thursday, 10 June 2021 3:08 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

Subject: Talking Points - website issue - 10 June 2.50pm

OFFICIAL

Hi Nick

Next set of messages for clearance – we will continue to work on Q&As.

Thanks

Karen

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 10/06/2021 1:56 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: Talking Points - website issue - 10 June 10am
Attachments: EDM re technical issues - 10 June - tc.docx

Hi Karen

Attached – same as TPs, needs checking for consistency with CDO advice and confirmation of number (noting we'd like something 6XXX XXXX).

Nick

From: Argy, Nicholas
Sent: Thursday, 10 June 2021 11:28 AM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: Talking Points - website issue - 10 June 10am
Importance: High

Hi Karen

Attached is cleared by the Minister – grateful if you could revise as needed noting the CDO advice in the further version sent at 1120.

Will come back on the EDM ASAP.

Thanks
Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 11:20 AM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>
Subject: Talking Points - website issue - 10 June 10am

OFFICIAL

Hi Nick
I have spoken to CDO re AWS and see slightly revised points attached.
Happy to discuss.

Thanks
Karen

Business EDM

ChooseCBR back in business / ChooseCBR technical issues being resolved

The ChooseCBR scheme has been very popular. As a result, yesterday the ChooseCBR website experienced intermittent technical issues which made it difficult for some customers and businesses to use the vouchers.

We know businesses have really embraced the program and had been preparing for it for some weeks. We sincerely apologise that your experience with the scheme on its first day was not what it should have been.

We took the system offline again late last night to carry out more work to improve the site's reliability, to increase capacity and to make it faster.

The good news is that vouchers are being steadily redeemed this morning and the site is operating smoothly and quickly. We are monitoring the system very closely today and will address any issues as they arise.

We are grateful for your patience as we have worked to resolve the issues.

Please see below some FAQs that might assist.

If you have any feedback or questions about how we can better support you to make the most of the scheme, please don't hesitate to get in touch.

Sincerely

The ChooseCBR Team

Can you guarantee the site won't crash again?

As with any IT system it is not possible to provide an ironclad guarantee.

The popularity of the scheme has far exceeded our expectations. We have done everything possible to diagnose and address issues overnight to get the site running smoothly for customers and business.

We are actively monitoring the website today and will address any issues that arise.

Why didn't we anticipate the high volumes of traffic?

We did anticipate a high volume of traffic on the system and purchased increased capacity to meet higher demand. However, it has still exceeded our expectations. Our priority has been to stabilise the system and ensure its reliability.

What should businesses do if they are still experiencing issues today?

We are monitoring the site very closely and the feedback we are getting from businesses and customers to see how the site performs today.

If any businesses are still experiencing difficulties redeeming vouchers we would urge them to [contact us online](#) or call Access Canberra on 13 22 81.

Commented [CT1]: Find a different headline please- do not use these

Commented [CT2]: Can we please consider giving them their own personal line to call?

What should businesses do if they have vouchers they weren't able to enter into the system yesterday and they have already given customers a discount?

We understand that some businesses accepted voucher codes from customers while the website was down or having issues loading with the intention of processing those codes when the website was functioning again.

If you have had any issues processing these vouchers codes, we will honour these so that you are reimbursed.

Please contact us via the [online form](#) or via Access Canberra on 13 22 81 with the voucher codes of any vouchers that you have not yet been able to redeem.

If you successfully processed your voucher codes, there is no need to resubmit them.

We ask that you keep receipts to ensure audit requirements can be met.

Have a question? Call us on 13 22 81.

Commented [CT3]: Can they have their own number?

From:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent:10/06/2021 1:27 AM

To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Cc:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Campbell, Morgan" <Morgan.Campbell@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>

Subject:RE: Talking Points - website issue - 10 June 10am

Attachments:Talking Points - website issue - 10 June 9am NA TC.docx

Importance:High

Hi Karen

Attached is cleared by the Minister – grateful if you could revise as needed noting the CDO advice in the further version sent at 1120.

Will come back on the EDM ASAP.

Thanks

Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Thursday, 10 June 2021 11:20 AM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

Subject: Talking Points - website issue - 10 June 10am

OFFICIAL

Hi Nick

I have spoken to CDO re AWS and see slightly revised points attached.

Happy to discuss.

Thanks

Karen



TALKING POINTS

Minister: Minister Tara Cheyne
Date: 10 June 2021, 9am

SUBJECT: ChooseCBR website issues
ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- More than \$200,000 in vouchers have now been redeemed since ChooseCBR voucher redemptions started yesterday on ChooseCBR. This equated to XXX transactions.
- The popularity of the program has far exceeded our expectations. At this rate, the total amount that was claimed during the trial (around \$310,000) will be claimed within -we are on track to exceed the entire trial amount within 48 hours.
- Vouchers are continuing to be being readily redeemed this morning. Businesses and customers are reporting that transactions are working smoothly.
- We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers.
- We took the system offline late last night to carry out more work overnight to improve the site's reliability. Steps taken include:
 - Tapping into the expertise of the server provider Amazon Web Services. We were able to assist in diagnosing some bottlenecks in the IT infrastructure that were contributing to the issues experienced yesterday.
 - We have further increased Further increasing capacity for the database server. It is important to note that we did significantly increase server capacity in readiness for the rollout, however it is now apparent it was not enough. We have now gone even further to meet the significant demand.
 - We have reduced Reducing how often the spend counter is refreshed now to every 5 minutes. The counter was had been refreshing in real time and, together with the very high volume of transactions, we believe this was causing the site to slow down.
 - You might have also noticed the map has moved from the discover page to a separate page Loading the map on one page rather than two. This has also reduced load on the system.

- ~~While we believe this has resolved the key issues and the site is working smoothly. We will continue today to monitor the system very closely today and immediately address any issues that arise.~~
- We acknowledge the frustration and disappointment that some businesses and customers experienced yesterday.
- We know businesses in particular have really embraced the program and have been preparing for it for some weeks ~~and rightly feel let down. We~~ ~~For that we sincerely apologise that your experience on day one of the scheme was not as smooth as it could have been.~~ We are grateful for their patience as we have worked to resolve the issues ~~and readily welcome any further feedback businesses might have on how we can support them to make the most of the scheme in the coming days.~~

Q&As

The counter amount is ~~only~~ showing less than \$2million available. Has that changed?

No, the \$2 million is the amount available. This is currently being fixed. It's likely this is a by-product of measures taken overnight to reduce the server. Customers and businesses can be reassured that there is \$2 million in total available.

Can you guarantee the site won't crash again?

As with any IT system it is not possible to provide an ironclad guarantee.

The popularity of the scheme has far exceeded our expectations. What I can say is we have done everything possible to diagnose and address issues ~~throughout yesterday and~~ overnight to get the site running smoothly for customers and business.

Why didn't we anticipate the high volumes of traffic?

- We did anticipate a high volume of traffic on the system and purchased increased capacity to meet higher demand. As I said, our priority has been to stabilise the system and ensure its reliability.

Why didn't you load test the site before it went live?

- All reasonable tests were carried out on the site when the vouchers were deployed.
- Unfortunately it is not possible to simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.
- Following the trial of ChooseCBR significant additional capacity was implemented to meet the expected higher demand during the full rollout.

\$100k spent in less than 1 day, how is this possible?

- More than 58,000 customers and 700+ businesses registered for ChooseCBR. With \$50 voucher the most used it would only take just over 2,000 transactions to reach the \$100,000 amount.
- An audit process is in place for the ChooseCBR program. Transactions are monitored for any suspicious activity.
- Spot audit processes have now commenced and will continue daily.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.

- In signing up to the scheme, businesses are required and agree ~~Businesses need to~~ keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

What should businesses do if they are still experiencing issues today?

- We are monitoring the site very closely and the feedback we are getting from businesses to see how the site performs today.
- If any businesses are still experiencing difficulties redeeming vouchers we would urge them to contact us by calling Access Canberra on 13 22 81.

Commented [CT1]: Can't we give them their own personal number?

What should businesses do if they have vouchers they weren't able to enter into the system yesterday and they have already given customers a discount?

- We understand that some businesses accepted voucher codes while the website was down or having issues leading with the intention of processing these codes when the website was functioning again.
- If you have had any issues processing these vouchers codes once the website was functioning again, we will honour these.
- If you successfully redeemed a voucher code, there is no need to resubmit it. However, if you took note of any voucher code but have been unable to login to the website to redeem, we will honour these.
- We will be happy to honour any vouchers that businesses accepted yesterday from customers that they were unable to login to the website to redeem.
- Please contact us via the online form [out these voucher codes here](#) [hyperlink - note this is on the Access CBR website] or via Access Canberra via 13 22 81 with the voucher code of any that you have not yet been able to redeem because they have since been claimed by a customer elsewhere can contact us via Access Canberra or our online form to find a and we will ensure solutions to see that our business is reimbursed, even if the customer subsequently claimed that code elsewhere.
- If you successfully processed these voucher codes, there is no need to resubmit it.
- As a final measure we will be able to check hang onto receipts to ensure we can honour the vouchers as quickly as possible.

Larger businesses will get more benefit from the program because they have more staff

- The program is designed to benefit small businesses in retail, hospitality, tourism, personal services, arts and recreation with a turnover of less than \$10million.
- We have put significant effort into providing resources for businesses of any size to make the most of the program.

Did you consult with local business before the full rollout of the program?

Yes, following the trial the ACT Government has listened to feedback from businesses and the community and as a result increased eligibility, increased voucher amounts and have put more resources and training in place for businesses.

What did you do to inform businesses of the issues?

Initially a message was deployed to the website about system maintenance and then an email was sent to as many businesses as possible registered in the program to advise them of the outage. We have been responding to customers on social media and via the Access Canberra Contact Centre.

Action officer: **Karen Stewart-Moore**
Cleared by: Kate Starick
Date: 9 June 2021

From: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Sent: 10/06/2021 11:19 AM

To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Cc: "Polglase, David" <David.Polglase@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Subject: RE: Update on Choose CBR comments, sentiment and monitoring

UNOFFICIAL

Nick thanks, the two you highlighted are in the next set of Q&As this evening. Those two aren't currently being answered until we have those responses.

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Sent: Thursday, 10 June 2021 9:08 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Cc: Polglase, David <David.Polglase@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: RE: Update on Choose CBR comments, sentiment and monitoring

Thanks for this, Karen, David and all. These will need to be checked against the TPs and TPs updated as appropriate to include answers to those not covered – highlighted jump out to me as not in TPs but will need a closer look.

Minister is standing up for a press conference at 10am tomorrow.

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Sent: Thursday, 10 June 2021 7:18 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Polglase, David <David.Polglase@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>

Subject: FW: Update on Choose CBR comments, sentiment and monitoring

UNOFFICIAL

Hi Nick

Please see below a report on sentiment. If you would like to we can do another update later this evening.

Thank you

Karen

From: Polglase, David <David.Polglase@act.gov.au>

Sent: Thursday, 10 June 2021 6:52 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: FW: Update on Choose CBR comments, sentiment and monitoring

From: Wanless, Joni <Joni.Wanless@act.gov.au>

Sent: Thursday, 10 June 2021 6:45 PM

To: Polglase, David <David.Polglase@act.gov.au>

Cc: Eurell, Shannon <Shannon.Eurell@act.gov.au>; Keyworth, Grace <Grace.Keyworth@act.gov.au>

Subject: Update on Choose CBR comments, sentiment and monitoring

UNOFFICIAL

The WHoG Content Team has been monitoring original posts about the launch as well as newer posts about the website being taken offline on the ACTGOV Facebook and Twitter accounts.

We are responding to comments on Facebook and Twitter, plus direct messages to the Facebook Inbox.

We are monitoring relevant Facebook posts on ABC Canberra, Canberra Notice Board Group, The Canberra Times and Canberra Weekly and responding to comments where appropriate.

We are also monitoring the hashtag #ChooseCBR on Twitter.

MAIN QUESTIONS WE ARE ANSWERING :

- Can people use vouchers tonight?
- Can businesses still redeem vouchers that were already accepted from customers?
- Will customers be compensated for vouchers not working?
- Will businesses be compensated for loss of business?
- Technical issues trying to set up accounts prior to the website being taken offline
- Questions about how so many vouchers were able to be redeemed in such a short period of time considering the technical issues faced

SENTIMENT:

- Disappointment that customers and businesses haven't been able to take advantage of the initiative
- There has also been a lot of support on the most recent ACT Gov Facebook post about us being upfront and understanding that technical issues happen
- Frustration from customers at having to change plans for tonight
- Frustration from business owners for impacts on business, loss of business, and upset customers
- People have been impressed by the email and messages informing them of the change to the website

Kind regards, Joni

Joni Wanless | Assistant Director, Content (Social Media)

Whole of Government Communication | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Phone: 02 6205 8206 | joni.wanless@act.gov.au

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | www.act.gov.au

-

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 16/06/2021 9:16 AM

To: "CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>

Cc: "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>

Subject: RE: !!Brief - Evidence required for manual redemption of ChooseCBR vouchers,

Attachments: 20210616 - SIGNED - Evidence required for manual redemption of ChooseCBR vouchers.pdf

Hi KK

Signed brief attached and in the folder for progressing.

Kind regards

Nick Argy

Adviser | Office of Tara Cheyne MLA

Member for Ginninderra

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Assistant Minister for Economic Development

02 6205 4018



From: Kennedy, Karen <Karen.Kennedy@act.gov.au> **On Behalf Of** CMTEDD, Economic Development DLO

Sent: Wednesday, 16 June 2021 2:51 PM

To: Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>

Subject: !!Brief - Evidence required for manual redemption of ChooseCBR vouchers,

Importance: High

OFFICIAL

Hi Nick and Joe,

The above critical brief is saved [HERE](#).

Thanks

KK

Karen Kennedy | Directorate Liaison Officer - Economic Development

Office of the Chief Minister | Office of Minister Berry

Office of Minister Steel | Office of Minister Cheyne

Chief Minister, Treasury and Economic Development Directorate | ACT Government

6205 4643 | 0418 688 102 | EcoDevDLO@act.gov.au

ACT Legislative Assembly, 196 London Circuit Canberra City ACT 2601



Chief Minister, Treasury and Economic Development Directorate

To: Minister for Business and Better Regulation

Tracking No.: CMTEDD2021/2927

Date: 16/06/2021

From: Executive Group Manager, Economic Development

Subject: Evidence required for manual redemption of ChooseCBR vouchers

Critical Date: 16/06/2021

Critical Reason: To progress voucher redemptions

- DDG .../.../...

Recommendations

That you:

1. Note the information contained in this brief; and

Noted // Please Discuss

2. Agree an option for the level of evidence required for the Territory to manually redeem vouchers.

Option 1 // Option 2 // Please Discuss

Tara Cheyne MLA

Joe C Lye 16/6/21

Minister's Office Feedback

Option 2 is agreed on the basis that:

- there is precedence from the trial
- we have made a commitment to honour them
- the total amount processed + honoured represents 71% of the \$2 million and 77% of total claimed/redemptions so far
- that the number of the merchants who have submitted with little or no evidence is only a proportion ~~small~~ ^{by way of transaction or receipt} of businesses who have requested manual processing, and that all businesses have provided codes
- that no one/angle business provides/is reimbursed for ~~the same~~ ^{a code} more than once
- if there are outliers, that EDD take an approach of whether it's plausible, given the above.

OFFICIAL

we stated clearly

and that we would honour the

vouchers that had been accepted.

Background

1. Due to the performance issues of the ChooseCBR website on Wednesday 9 and Thursday 10 June 2021, ChooseCBR was paused on Thursday 10 June until Friday 18 June 2021 for remediation.
2. Businesses had been able to redeem vouchers to varying degrees of success over the one-and-a-half days ChooseCBR was live. Businesses were advised that if they were unable to redeem vouchers in the system, but they had honoured the discount, they were able to submit these vouchers to the ACT Government for manual redemption.

median + mean ≈ 9.5 vouchers

3. Since that time, 89 merchants have submitted requests to redeem 767 vouchers.

4. Your office has requested the value of vouchers to be manually redeemed so that the public can be informed of the total amount available prior to ChooseCBR going live on Friday 18 June 2021.

I note, updated verbal advise that these manual redemptions likely will not be able to be processed during the test and prod environments.

5. Businesses who submitted requests for manual voucher redemptions have been contacted and advised that payments could be processed more quickly with the provision of invoices. Where invoices have been provided, payments are being processed.

we will need to be clear with public/media that we will still be processing them within the timeframe in the T+Cs.

6. Economic Development has received feedback from some merchants that they are not able to provide receipts or invoices that show the total sale value, ChooseCBR Discount value applied, and time and date of the transaction.

I note this is one example of

- a. For example, one business – a day spa – advised on Friday 11 June 2021 that they had maintained a written list of vouchers codes but had not matched them to transactions in its booking system.

89 merchants so not a clear overall picture.

The ChooseCBR team has also received feedback that some businesses were not able to maintain accurate records due to managing customer demand at the time.

I note verbal advise that businesses contacted so far there has been a good proportion providing evidence, or agreeing to.

7. The following options have been identified for your consideration in the event receipts/invoices are not provided by businesses submitting requests for manual redemptions.

- a. **Option 1:** If receipts for transactions are not provided, the voucher is not redeemed and the business is advised as such.

- i. This option is in strict adherence to the ChooseCBR Terms and Conditions but does not allow for the difficulties encountered by businesses in redeeming vouchers while ChooseCBR was encountering performance difficulties.

that is → issues that businesses had no control over.

OFFICIAL

b. **Option 2:** The Territory redeems the voucher, and the business is reminded ✓ of the merchant obligations and requirements in the Terms and Conditions; that transactions may be checked and businesses may be required to present proof of transaction showing the matching total sale value, ChooseCBR Discount value applied, and time and date of transaction.

i. This option is consistent with the standard approach when the system ✓ is live, whereby a business can redeem a voucher without providing a receipt but may be spot checked later.

8. Under the Terms and Conditions for ChooseCBR, per Section 3.1, businesses are required to generate an invoice for the sale of goods and services of transactions for which vouchers were redeemed. Typically, this is retained in the form of a receipt or tax invoice (Attachment A).

9. ChooseCBR was designed to include a checking process, which would see a sample of businesses asked for receipts to verify transactions for which vouchers were redeemed. In agreeing to the Terms and Conditions, the Merchant agrees to be "audited by the Territory, and if required present proof of transaction showing the matching total sale value", ChooseCBR Discount value applied, and time and date of Transaction. The proof can be in the form of a POS report or tax invoice.

10. During the check carried out after the ChooseCBR Trial in December 2020, businesses unable to provide receipts were reminded of their obligations for future reference but were paid for the value of vouchers redeemed.

Financial Implications

11. Voucher redemptions for those submitted manually will be met from within the budget allocated for ChooseCBR vouchers. ✓

Consultation

Internal

12. Shared Services were consulted regarding the manual redemption process and have advised they will work with Economic Development to process payments within the timeframes of the Terms and Conditions.

Cross Directorate

13. Nil

External

14. All merchants that had by that time submitted requests for manual redemptions were contacted on Friday 11 June 2021.

Work Health and Safety

15. Nil for this brief

Benefits/Sensitivities

- 16. Retaining proof of a transaction showing the matching total sale value, ChooseCBR Discount value applied, and time and date of the transaction in the form of a POS report or tax invoice is a requirement for audit purposes under the Terms and Conditions. It is not currently a requirement for merchants to provide receipts to be able to redeem vouchers.
- 17. While a complete analysis has not been finalised, it is likely there will be instances of duplication in voucher codes, where customers have presented the same code to multiple merchants seeking a discount. Without invoices it is not possible to verify the transaction.
- 18. Seeking further evidence from merchants will delay payment, but enable compliance checking against the Terms and Conditions.

Communications, media and engagement implications

- 19. Pending your decision, merchants requesting manual voucher redemptions will be reminded of the proof of transaction requirements in the Terms and Conditions.
- 20. There is an opportunity to remind all registered merchants of proof of transaction requirements in upcoming EDMs.

Signatory Name: Kate Starick

Phone: 6205 9828

Attachments

Attachment	Title
Attachment A	ChooseCBR Merchant Terms and Conditions

The ChooseCBR digital discounts program is a web application launched by the Territory (“we” or “us”) to encourage economic stimulus that supports both community and its local businesses directly. It is a free service in which users and businesses may participate.

How does the Program Work?

The Territory will provide funds to the value of \$2,00,000 to the community in the form of subsidised digital discounts. Every Customer will initially receive the value of \$80 to spend at participating businesses.

A Customer will receive point of sale discounts, in the form of a discount code applied at checkout, in the amounts of \$10, \$20 and 1 x 50.

ChooseCBR Discounts will be valid up until the Program Funds are exhausted, at which time the Program will cease.

There is a minimum spend required to use the ChooseCBR discounts. Refer to General clause 1.5 for more details.

Every Customer who utilises ChooseCBR Discounts will be replenished with the equal value of the subsidised ChooseCBR Discount the following day until the Program Funds are exhausted.

E.g.: Customer A uses a ChooseCBR Discount of \$20 at a merchant on the 10th of June, it will be replenished with an equal ChooseCBR Discount value of \$20 on the 11th of June.

The Merchant (“you”) is to redeem the ChooseCBR Discount value from an online dashboard. The value of ChooseCBR Discounts redeemed will be paid by the Territory as per the payment terms specified in General clause 4.

Definition of Terms

ABN: Has the same meaning as it has in section 41 of the A New Tax System (*Australian Business Number*) Act 1999 (Cth).

ABR: the Australian Business Register is the storage of business and organisation details by the Australian Government.

ACN: Australian Company Number is a unique 9-digit code assigned to a company by the Australian Taxation Office (ATO).

ANZSIC: the Australian and New Zealand Standard Industrial Classification assigns a business to an industry based on its predominant activity as defined by the Australian Bureau of Statistics.

COVID-19: coronavirus disease 2019 caused by the novel coronavirus SARS-CoV-2.

COVID-19 Direction: a direction made by the ACT Chief Health Officer in connection with the public health emergency declared on 16 March 2020 in the Territory pursuant to the Public Health Act 1997 (ACT) in respect of the risks posed to the community of COVID-19.

ChooseCBR Dashboard: the home screen that a Merchant or Customer user is taken to after they log in.

ChooseCBR Discount: a subsidised digital discount voucher (in the form of an alpha-numerical code) issued by the Territory for the Program.

Customer: any person (other than a Merchant) who has registered and is eligible to use the Program.

Merchant: any business operating within the ACT that has an approved registration for the Program.

OTP-SMS: a one-time passcode generated by short messaging service for Customers to receive on their mobile phones.

POS: a point of sale device or terminal used by Merchants to accept payments and carry out business transactions.

Program: the ChooseCBR digital discounts program.

Program Funds: the pool of funds made available by the Territory for the Program.

Terms and Conditions: the terms and conditions contained in this document including any schedules and any variations made from time to time.

Territory: the Australian Capital Territory, the body politic established by section 7 of the Australian Capital Territory (Self-Government) Act 1988 (Cth) represented by the Chief Minister, Treasury and Economic Development Directorate.

Transaction: the purchase of goods or services using a ChooseCBR Discount.

1. General

1.1 The ChooseCBR Discount values are in Australian dollars and do not include Goods and Services Tax (GST).

1.2 The ChooseCBR Discount is only valid up until the Program Funds are exhausted. When the Program Funds are exhausted, the Program will end, and any unused ChooseCBR Discounts will be void.

1.3 The availability of the Program Funds will be displayed on the Customer's ChooseCBR Dashboard page. The Customer may check the ChooseCBR Dashboard to confirm that Program Funds are available prior to making any purchase.

1.4 The ChooseCBR Discount can be used to part-pay for goods or services.

1.5 The following minimum amount per Transaction applies to the Program:

- use of \$10 ChooseCBR Discount – a minimum spend of \$20 (inclusive of ChooseCBR Discount value);
- use of \$20 ChooseCBR Discount – a minimum spend of \$40 (inclusive of ChooseCBR Discount value).
- Use of \$50 ChooseCBR Discount – a minimum spend of \$100 (inclusive of ChooseCBR Discount value).

1.6 The ChooseCBR Discount must be presented by the Customer and redeemed by the Merchant at the time of Transaction.

1.7 The ChooseCBR Discount can only be redeemed at approved and listed participating businesses located within the Australian Capital Territory.

1.8 The ChooseCBR Discount cannot be used to pay for alcohol, smoking or gambling products.

1.9 The ChooseCBR Discount cannot be used to pay for any illegal products or services.

1.10 The ChooseCBR Discount is considered redeemed when status of the ChooseCBR Discount code shows redeemed in the Customer's, Merchant's and Territory's ChooseCBR Dashboard.

1.11 A ChooseCBR Discount has one-time use only. The full value of a ChooseCBR Discount must be applied to the relevant Transaction at time of redemption.

1.12 If any error occurs or redemption attempt fails, it needs to be reported immediately with supporting evidence (e.g. screenshots) to the ChooseCBR support team via email to chooseCBR@act.gov.au.

1.13 Only one ChooseCBR Discount may be used per Transaction except where the bill is split between multiple customers. If multiple customers are splitting a bill, the minimum spend amounts at Clause 1.5 apply to each voucher redemption.

I.e.: The total value of ChooseCBR vouchers redeemed in a transaction will never exceed 50 per cent of the total transaction value.

1.14 A Customer may only use one ChooseCBR Discount for one Transaction per Merchant per day to support the stimulus objective of the Program.

1.15 All available ChooseCBR Discounts received by a Customer can be used daily if used at different Merchants.

- Example 1: on Monday, use a \$10 discount at Merchant A, then use another discount (e.g. a \$20 discount) at Merchant B.
- Example 2: on Monday, use a \$10 discount at Merchant A. No other discount can be used at Merchant A on this day.
- Example 3: on Monday, use a \$10 discount at Merchant A. On Tuesday, use another discount (of any value) at Merchant A.

1.16 At the POS, the Customer must pay the difference between the total goods and services purchased plus the appropriate GST less the value of the ChooseCBR Discount used.

E.g.: the total sale is \$44 (Inclusive of \$4 GST) – This will include the \$10 ChooseCBR Discount and the \$34 balance payment from the Customer.

1.17 The ChooseCBR Discounts are non-transferrable and non-refundable.

1.18 If the sum of money paid by a Customer to a Merchant for a Transaction is refunded for any reason, the Merchant must, as soon as practicable, notify the Territory that this has occurred.

1.19 The Territory reserves the right to change ChooseCBR Discount status to void when the Program Funds are exhausted; where there is suspected abuse of the Program by a Customer or Merchant; when an error occurs; or for any unforeseen circumstance.

1.20 The ChooseCBR Discount may only be used at a participating business that has a physical shop or store that is located within the Australian Capital Territory.

1.21 If any dispute arises regarding any of the Terms and Conditions, the decision of the Territory will be final and conclusive.

2. Merchant Obligations

2.1 You must register through the ChooseCBR website and may be approved by the Territory as a participating Merchant to the Program.

2.2 By applying for registration, you agree to be bound by these Terms and Conditions.

2.3 You must have your own device (computer, smart phone or tablet) that can access the ChooseCBR Dashboard via a web browser to redeem ChooseCBR Discounts at the time of Transaction.

2.4 Without limiting any other remedies available to the Territory at law or in equity, the Territory reserves the right to, without notice, temporarily or indefinitely suspend, or terminate, your registration if:

- you breach any provision of these Terms and Conditions;
- the Territory is unable to verify or authenticate any information that you provide to us;
- the Territory believes that your actions may cause damage and/or legal liability to the Territory or any other person;
- the Territory has any suspicion of fraud in connection with you or any transaction;
- your business or equipment is or has been targeted by a person engaged in fraudulent or dishonest activity, whether with or without your knowledge;
- the Territory, acting reasonably, determines in its absolute discretion that it is appropriate to do so.

2.5 You indemnify and hold harmless the Territory and its employees, agents, consultants, licensors, partners and affiliates from and against any losses, liabilities, costs, expenses or damages (including actual, special, indirect and consequential losses or damages of every kind and nature, including all legal fees on a solicitor-client basis) suffered or incurred by any of them due to, arising out of, or in any way related to (directly or indirectly):

- your use of, or in connection to, the ChooseCBR Program website;
- your participation in the Program; or

- your negligence or misconduct, breach of these Terms and Conditions or violation of any law or the rights of any person.

2.6 You are solely responsible for your interactions with the Customer and the Territory is not a party to any Transactions between you and any Customer. We reserve the right, but have no obligation to, monitor and take action regarding any disputes between you and the Customer.

2.7 To the maximum extent permitted by law, the Territory and its employees, agents, consultants, licensors, partners and affiliates expressly disclaim all conditions, representations and warranties (whether express or implied, statutory or otherwise) in relation to the Program, including any implied warranty/guarantee of merchantability, fitness for a particular purpose or non-infringement.

2.8 This Program is provided strictly on an "as is" basis. To the maximum extent permitted by law, the Territory and its employees, agents, consultants, licensors, partners and affiliates make no representation, warranty or guarantee as to the reliability, timeliness, quality, suitability, truth, availability, accuracy or completeness of the Program or any of its content, and in particular do not represent, warrant or guarantee that:

- the use of this Program will be secure, timely, uninterrupted or error-free or operate in combination with any other hardware, software, system or data;
- this Program will meet your requirements or expectations;
- anything on this Program, or on any third-party website referred or linked to in this Program, is reliable, accurate, complete or up-to-date;
- the quality of any information or other material purchased or obtained through this Program will meet any particular requirements or expectations;
- errors or defects will be corrected; or
- this Program or the servers that make it available are free of viruses or other harmful components.

2.9 To the maximum extent permitted by law, the Territory and its employees, agents, consultants, licensors, partners and affiliates exclude all liability to you or any other person for any loss, cost, expense, claim or damage (whether arising in contract, negligence, tort, equity, statute or otherwise, and for any loss, whether it be consequential, indirect, incidental, special, punitive, exemplary or otherwise, including any loss of profits, loss or corruption of data or loss of goodwill) arising directly or indirectly out of, or in connection with, these Terms and Conditions or the use of this Program by you or any other person.

2.10 You agree that your use of this Program is at your own discretion and risk. You agree to release the Territory and its employees, agents, consultants, licensors, partners and affiliates from any claim, demand or cause of action that you may have against any of them arising from the Terms and Conditions or the use of the Program by you or any other person. The Territory may plead this release as a bar and complete defence to any claims or proceedings.

2.11 You agree that where required by a COVID-19 Direction, you will have a safety plan that meets the requirements for such a plan stipulated in the relevant COVID-19 Direction.

3. Eligible Businesses

3.1 Eligible Businesses

To be eligible to participate in the Program, the Merchant must:

- be a registered business with a valid ABN;
- not have an annual turnover in excess of \$10 million;
- be a business that falls within one of the classifications set out in **Schedule 1**;

Australian and New Zealand Standard Industrial Classification (ANZSIC), 2006 (Revision 1.0) will be utilised to assess the eligible sectors. Refer schedule 1.

- have a physical presence within the Australian Capital Territory.

Only one Merchant may be registered for the Program against a single ABN.

The Merchant will be required to generate an invoice for the sale of goods and services. The GST must be calculated appropriately on the full value of the Transaction.

E.g.: The total sale is \$44 (Inclusive of \$4 GST) – This will include the \$10 ChooseCBR Discount and the \$34 balance payment from the Customer.

3.2. Businesses Not Eligible

- solely online businesses are not eligible; and
- home-based businesses may not be eligible.

4. Redemption of ChooseCBR Discount

4.1 The Merchant must input the ChooseCBR Discount alpha-numeric code and total sale value of the Transaction into their ChooseCBR Dashboard at the time of sale, for redemption. If the Merchant fails to do so, the Merchant will not be able to claim reimbursement of the ChooseCBR Discount.

4.2 The Merchant agrees to be audited by the Territory if required by presenting proof of Transaction showing the matching total sale value, ChooseCBR Discount value applied, and time and date of Transaction. The proof can be in the form of a POS report or tax invoice.

4.3 It is the Merchant's responsibility to train its staff on the Program and the redemption process.

5. Payments

5.1 The Territory will use its best endeavours to reimburse the Merchant within two weeks of the ChooseCBR Discount being redeemed in accordance with clause 1.10.

5.2 The Territory will produce an invoice which will be sent to the Merchant at time of payment.

5.3 It is the Merchant's responsibility to ensure that all supporting documents for each Transaction are available upon request.

6. Privacy

6.1 The Territory will only collect and use information that is necessary to offer and improve this Program and for its internal reporting purposes.

6.2 The Territory will not disclose any information collected other than in accordance with the privacy notice for this Program.

6.3 It is the responsibility of the Merchant to ensure all information provided to the Territory in connection with the Program is accurate.

6.4 All personal information (as that term is defined in the Information Privacy Act 2014 (ACT)) is stored within Australian borders and will not be shared with third parties except for the use of this Program.

6.5 If you wish to learn more about the Territory's approach to privacy please visit www.act.gov.au/privacy.

7. Variation

7.1 The Territory reserves the right to amend all Terms and Conditions relating to the Program and any other policy in relation to this Program at any time in its sole discretion and any such changes will, unless otherwise noted, be effective immediately. Your continued usage of this Program will mean you accept those amendments. We reserve the right, without notice and at our sole discretion, to change, suspend, discontinue or impose limits on any aspect or content of this Program.

8. Governing law and jurisdiction

8.1 These Terms and Conditions will be governed in all respects by the laws of the Australian Capital Territory. The parties irrevocably submit to the exclusive jurisdiction of the courts of the Australian Capital Territory and the courts of appeal from them.

Schedule 1 - Eligible ANZSIC codes

MANUFACTURING

16 Printing (including the Reproduction of Recorded Media)

161 Printing and Support Services

1611 Printing

1612 Printing Support Services

RETAIL TRADE

39 Motor Vehicle and Motor Vehicle Parts Retailing

392 Motor Vehicle Parts and Tyre Retailing

3921 Motor Vehicle Parts Retailing

3922 Tyre Retailing

41 Food Retailing

411 Supermarket and Grocery Stores

4110 Supermarket and Grocery Stores

412 Specialised Food Retailing

4121 Fresh Meat, Fish and Poultry Retailing

4122 Fruit and Vegetable Retailing

4129 Other Specialised Food Retailing

42 Other Store-Based Retailing

421 Furniture, Floor Coverings, Houseware and Textile Goods
Retailing

4211 Furniture Retailing

4212 Floor Coverings Retailing

4213 Houseware Retailing

4214 Manchester and Other Textile Goods Retailing

422 Electrical and Electronic Goods Retailing

4221 Electrical, Electronic and Gas Appliance Retailing

4222 Computer and Computer Peripheral Retailing

4229 Other Electrical and Electronic Goods Retailing

423 Hardware, Building and Garden Supplies Retailing

4231 Hardware and Building Supplies Retailing

4232 Garden Supplies Retailing

424 Recreational Goods Retailing

4241 Sport and Camping Equipment Retailing

4242 Entertainment Media Retailing

4243 Toy and Game Retailing

4244 Newspaper and Book Retailing

4245 Marine Equipment Retailing

425 Clothing, Footwear and Personal Accessory Retailing

4251 Clothing Retailing

4252 Footwear Retailing

4253 Watch and Jewellery Retailing

4259 Other Personal Accessory Retailing

427 Pharmaceutical and Other Store-Based Retailing

4271 Pharmaceutical, Cosmetic and Toiletry Goods Retailing

4272 Stationery Goods Retailing

4273 Antique and Used Goods Retailing

4274 Flower Retailing

4279 Other Store-Based Retailing n.e.c.

ACCOMMODATION AND FOOD SERVICES

44 Accommodation

440 Accommodation

4400 Accommodation

45 Food and Beverage Services

451 Cafes, Restaurants and Takeaway Food Services

4511 Cafes and Restaurants

4512 Takeaway Food Services

4513 Catering Services

452 Pubs, Taverns and Bars

4520 Pubs, Taverns and Bars

453 Clubs (Hospitality)

4530 Clubs (Hospitality)

TRANSPORT, POSTAL AND WAREHOUSING

501 Scenic and Sightseeing Transport

5010 Scenic and Sightseeing Transport

INFORMATION MEDIA AND TELECOMMUNICATIONS

551 Motion and video activities

5513 Motion picture exhibition

ADMINISTRATIVE AND SUPPORT SERVICES

722 Travel Agency and Tour Arrangement Services

7220 Travel Agency and Tour Arrangement Services

ARTS AND RECREATION SERVICES

89 Heritage Activities

891 Museum Operation

8910 Museum Operation

892 Parks and Gardens Operations

8921 Zoological and Botanical Gardens Operation

8922 Nature Reserves and Conservation Parks Operation

90 Creative and Performing Arts Activities

900 Creative and Performing Arts Activities

9001 Performing Arts Operation

9002 Creative Artists, Musicians, Writers and Performers

9003 Performing Arts Venue Operation

91 Sports and Recreation Activities

911 Sport and Physical Recreation Activities

9111 Health and Fitness Centres and Gymnasia Operation

9112 Sports and Physical Recreation Clubs and Sports Professionals

9113 Sports and Physical Recreation Venues, Grounds and Facilities Operation

9114 Sports and Physical Recreation Administrative Service

913 Amusement and Other Recreation Activities

9131 Amusement Parks and Centres Operation

9139 Amusement and Other Recreational Activities n.e.c.

OTHER SERVICES

94 Repairs and Maintenance

949 Other Repair and Maintenance

9491 Clothing and Footwear Repair

95 Personal and Other Services

951 Personal Care Services

9511 Hairdressing and Beauty Services

9512 Diet and Weight Reduction Centre Operation

953 Other Personal Services

9531 Laundry and Dry-Cleaning Services

9539 Other Personal Services n.e.c.

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

Sent: 18/06/2021 2:13 AM

To: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

Subject: RE: \$2m reached - what happens

Attachments: Closing off ChooseCBR draft materials - UPDATED NA - tc.docx

Hi Kareena

Attached as discussed in the meeting just now. Confirming the SMS should also go at \$1.5m. I understand the separate 'health check' email for this afternoon regarding the importance of not writing down codes for later redemption is being drafted by the Minister and Karen now.

Nick

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>

Sent: Friday, 18 June 2021 9:58 AM

To: Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>

Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: \$2m reached - what happens

OFFICIAL

Hi Joe and Nick – as discussed this morning, there are two options for what may happen when we reach the \$2m. at the meeting on Wednesday, the Minister asked us to consider options for 'leeway' should businesses be attempting to redeem vouchers when the \$2m mark is hit.

The options are:

1. Scheme closes and no more vouchers can be redeemed.
 - Aligns with terms and conditions
 - Avoids potential for significant overspend to budget
 - Simple to communicate
2. Businesses provide evidence of their attempts to redeem vouchers at the time of closure (eg within 10 mins of the time the system closes) and we do manual redemptions – maximum one voucher per business
 - What evidence will be required? A photo with time stamp? There is no system logging available to indicate whether a business attempted to redeem a voucher and failed.
 - How will businesses know when the \$2m has been reached and whether they fall into the 10 minute window – expectations could be raised and not met
 - What happens at the 11th minute? Will have the same issues as at the \$2m
 - While limited to one voucher per business, could potentially increase the call on the budget by up to \$35,000
 - The administrative burden of checking the evidence, communicating with business (particularly if they aren't eligible and there is a dispute) and the manual entry will be significant.
 - This will be difficult to communicate to business.

Our preferred option is Option 1.

If this option is agreed, we will do a significant amount of direct communication with business about what will happen at the \$2m mark. It is proposed:

- At the \$1.5m mark, and EDM will be sent to business outlining what will happen at the \$2m mark and telling them they need to process any vouchers they have recorded manually.

- At the \$1.75m mark, a pre-cleared text will send to businesses alerting them to the approach of the \$2m and telling them to read the email.
- After funding is expended, all dashboards will be deactivated, EDMs sent, website text changed and social media posts sent.

Attached are all the comms materials for your clearance (so we can get everything organised today).

Happy to discuss, but your earliest agreement to an option is sought so we can have materials prepared well in advance.

Cheers
Kareena

KAREENA ARTHY

Deputy Director-General, Economic Development

Phone: 02 6207 5564 | Mobile: 0434 563 274 | Email: kareena.arthy@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

Level 3, 220 London Circuit Canberra ACT 2601 | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

ChooseCBR Closing Off Timeline

Timing	Action	Responsibility
Thursday 17 June	Prepare materials	CJ
Friday 18 June	Send script to Access Canberra in preparation	KSM
	Send social tile and TPs to social team	KSM
When \$1.5m has been expended	EDM to business Shared Services on alert	BB
When \$1.75m has been expended	Send SMS to businesses to let them know the program will close in 24 hours	Leon Gerbich (Shared Services)
After program is closed	Send EDM to businesses	BB, CJ
	Send EDM to customer	BB, CJ
	Update website text and close off dashboard for customers	BB, CJ, Tuan
	Post to socials	Social team
W/C 21 June	Stakeholder email	CJ
	Media follow up	CJ

Commented [CT1]: And put a message on the 'My Discounts' page of the website and perhaps also on the front page of the website if people aren't logged in. Please consider other ways to manage customer expectations.

EMAIL TO BUSINESS – at 1.5million

Dear valued ChooseCBR business

ChooseCBR funds are beginning to run low ~~and~~. ~~Of the \$2 million in vouchers available, \$1.5 million has now been redeemed. have now reached around more than \$1.5million of the \$2million available.~~

It is ~~possible~~ likely that the funding may be fully spent ~~within the next 24 hours~~ soon.

When the funding runs out, **vouchers will not be able to be redeemed.** This means as soon as ~~the \$2 million is of vouchers are redeemed~~ spent, the redeem function on ~~the website your business dashboard~~ will become unavailable.

~~Because it will not be possible to redeem these after the system closes off,~~ it is important that any vouchers you have honoured are redeemed in the system ~~as it will not be possible to redeem these after the system closes off.~~ **If you have manually taken note of any codes and not yet processed them, it is important that you please redeem these in the system as a matter of priority.** Vouchers ~~not redeemed in the system when the \$2 million voucher cap is reached cannot be reimbursed.~~

~~As the funds are beginning to run low~~ You may wish to advise customers as they enter your business ~~that funds are running low~~, particularly if ~~they~~ are likely to be paying for goods or services after consuming or using them. You can let them know that it is possible their voucher won't be able to be redeemed. ~~We have also updated the voucher page for customers.~~

Again, ~~as per the Terms and Conditions, just a reminder to~~ please keep your proof of transactions, including total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

Thank you for your participation in the scheme.

Sincerely

The ChooseCBR team

SMS FOR BUSINESSES – at \$1.75 million

~~\$1.5m ChooseCBR vouchers redeemed. Funds are likely to be expended on the ChooseCBR program in the next 24 hours soon. Vouchers can't be redeemed once \$2m cap is reached. Make sure Ensure you to only redeem all vouchers at the time of purchase. Thank you~~
~~Check email now for more details.!~~

(1488 characters)

SCRIPT FOR ACCESS CANBERRA

Thank you for participating in the ChooseCBR program!

The program has now closed, with all \$2 million of funding spent in hundreds of local businesses.

Thank you for taking part in this program and supporting our local businesses.

For any customers who weren't able to redeem a voucher after the program closed:

The ChooseCBR program has now closed after all \$2 million of funding was spent across local businesses.

Unfortunately, any vouchers that weren't redeemed during that time are no longer valid.

For any businesses that have been unable to redeem a voucher after the program closed:

The ChooseCBR program has now closed after all \$2 million of funding was spent across local businesses.

Unfortunately, any vouchers that weren't redeemed during that time cannot to be reimbursed by the ACT Government. OR

If you have passed a discount on to someone and haven't been able to redeem the voucher code yet, we are very sorry we won't be able to reimburse that voucher.

Will there be any more money for the program?

No, ~~only~~ \$2 million was committed towards the ChooseCBR program.

ACT GOV SOCIAL MEDIA POST



The ChooseCBR program has now closed after all \$2 million was spent across local businesses!

Thank you to the thousands of Canberrans who got out and supported the many businesses across Canberra through the ChooseCBR program.

We hope you were able to enjoy something more with ChooseCBR.

BUSINESS EDM

Dear valued ChooseCBR business

Thank you for participating in the ChooseCBR program!

The program has now closed, with all \$2 million of [available voucher funding](#) spent by ~~Canberrans~~ [across hundreds of](#) ~~across~~ local businesses.

Thank you for being part of this program and we hope that you were able to make the most of it!

We invite you to stay up to date with the latest communications from the ACT Government by signing up to our Business e-news here, and visiting our Business Hub website.

We will be in touch again soon with a survey to help us evaluate the program.

Thanks again for being involved.

Sincerely

The ChooseCBR Team

CUSTOMER EDM

Dear ChooseCBR customer

Thank you for participating in the ChooseCBR program!

The program has now closed, with all \$2 million of [available voucher](#) funding spent across hundreds of local businesses.

Thank you for being part of this program and we hope that you were able to enjoy more!

Supporting local business will continue to be important as Canberra recovers from COVID-19. ~~se~~
[Let's keep](#) supporting the local businesses that support us.

We will be in touch again soon with a survey to help us evaluate the program.

Thanks again for being involved.

Sincerely

The ChooseCBR Team

STAKEHOLDER EMAIL (Once program closes)

Good morning/afternoon

The ChooseCBR program has now closed with all \$2 million of funding spent across hundreds of local businesses.

Thank you for your role in helping shape the program through your feedback and insights and by promoting it within your networks.

While we [acknowledge and regret that](#)~~know~~, the difficulties of the first few days caused frustration and disappointment amongst participating businesses, we hope that following the relaunch [that the](#)
~~for the vast majority the~~ experience was positive [for the vast majority](#).

We welcome your feedback and that of your members who participated and to understand more from businesses who chose not to join in.

We will be contacting participating businesses and customers to complete a survey in the near future and we will share those results as soon as we can.

Sincerely

Karen/Claire

WEBSITE TEXT

The ChooseCBR program is now closed. \$2 million was spend by thousands of customers across hundreds of local businesses

Thank you for participating and supporting local.

FAQ (for [website](#))

What happens when the \$2million is spent?

Commented [CT2]: This should appear on the 'My Discounts' page as text as soon as the \$1.5 million is reached

As soon as the full \$2 million has been spent the system will close off and vouchers will no longer be redeemed. It's important you are aware this may happen quickly and you may not be able to redeem a voucher at the point of sale. Businesses will not be able to record your voucher to redeem later. It is important you consider this possibility when receiving goods or services.

Stakeholder List

BUSINESS ORGS

Mitchell Traders Association
Braddon United Retailers and Traders (BURT)
Phillip Traders Association
Fyshwick Business Association
Inner South Business Council
Clubs ACT
Canberra Women in Business

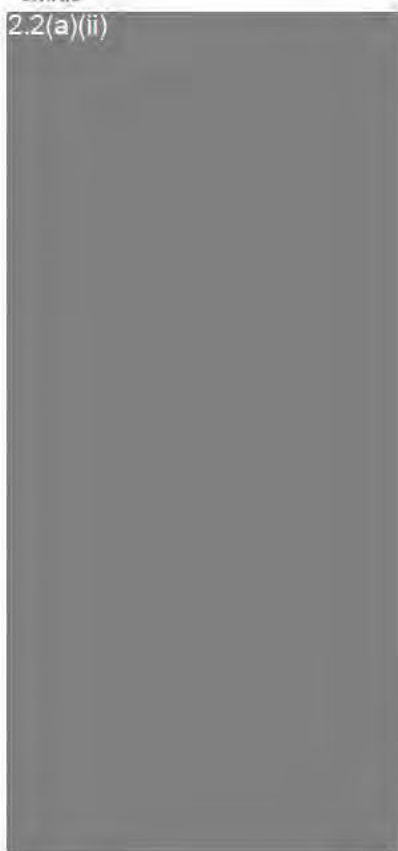
Canberra Business Chamber

Australian Hotels Association ACT
Canberra Region Tourism Leaders Forum
Naomi Dale, Canberra Region Tourism Industry Council
National Capital Attractions Assoc.

Music ACT

EMAIL

2.2(a)(ii)



From: '2.2(a)(ii)'@amazon.com>

Sent: 10/06/2021 8:23 AM

To: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>

Subject: RE: ACT Gov/Brainium/AWS

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Tuan

Trying to contact you to arrange a call with our pro support team, solutions architects and tech account managers. We would like to have a call before the 8.30 session so we can determine what you need from AWS. Please reach out to me ASAP so I can get this started on the back end.

Thanks

2.2(a)(ii)



From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au>

Sent: Thursday, June 10, 2021 5:20 PM

To: 2.2(a)(ii)'@amazon.com>; Konti, Bettina <Bettina.Konti@act.gov.au>; Bensley, Nelson <Nelson.Bensley@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>

Subject: RE: [EXTERNAL] ACT Gov/Brainium/AWS

CAUTION: This email originated from outside of the organization. Do not click links or open attachments unless you can confirm the sender and know the content is safe.

Hi all,

We'll already begun work on optimising the code as discussed as we need to do this regardless of whether or not we through more hardware at it, read replicas etc and is 100% achievable by tonight.

The queries relating to the creation, validation and redeeming of vouchers are relatively heavy at the moment (given the amount of website traffic) and we're confident we can increase the performance of these by at least 5 fold by:

1. Removing the query abstraction (Drupal entity query language) and writing direct SQL queries and hardcoding certain variables instead of looking them up in separate tables (reducing joins) i.e. trimming the fat and increasing speed
2. Vouchers are stored in one table at the moment, which is being queried and written to at great speed causing a "queue" to form. We'll alleviate this by creating a separate database table to store indexed

voucher codes only i.e. voucher code lookup table - this wouldn't be any different if the table was sitting in a read replica database and also requires less code changes / less risk.

3. Change the user registration functions to look up the voucher code lookup table when creating vouchers. This will free up the actual voucher table to the function that redeems a voucher.

Please see diagram attached, the Excuse roughness.

Kind regards,

Tuan.

--

Director, Brainium Labs

Phone: (08) 8985 1713 // M: 0410 997 202

Help: support@brainiumlabs.com.au

Website: www.brainiumlabs.com.au

Email me: 2.2@brainiumlabs.com.au

On Thu, 10 Jun 2021 at 14:59, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

+1 213-336-0340,349849323# United States, Los Angeles

Phone Conference ID: 349 849 323#

[Find a local number](#) | [Reset PIN](#)



[Learn More](#) | [Help](#) | [Meeting options](#) | [Legal](#)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

Sent: 10/06/2021 4:49 PM

<2.2(a)(ii)@amazon.com>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>

Subject: Re: ACT Gov/Brainium/AWS

Attachments: Voucher tables.pdf

CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

Hi all,

We'll already begun work on optimising the code as discussed as we need to do this regardless of whether or not we through more hardware at it, read replicas etc and is 100% achievable by tonight.

The queries relating to the creation, validation and redeeming of vouchers are relatively heavy at the moment (given the amount of website traffic) and we're confident we can increase the performance of these by at least 5 fold by:

1. Removing the query abstraction (Drupal entity query language) and writing direct SQL queries and hardcoding certain variables instead of looking them up in separate tables (reducing joins) i.e. trimming the fat and increasing speed
2. Vouchers are stored in one table at the moment, which is being queried and written to at great speed causing a "queue" to form. We'll alleviate this by creating a separate database table to store indexed voucher codes only i.e. voucher code lookup table - this wouldn't be any different if the table was sitting in a read replica database and also requires less code changes / less risk.
3. Change the user registration functions to look up the voucher code lookup table when creating vouchers. This will free up the actual voucher table to the function that redeems a voucher.

Please see diagram attached. the Excuse roughness.

Kind regards,
Tuan.

--

Director, Brainium Labs
Phone: (08) 8985 1713 // M: 0410 997 202
Help: support@brainiumlabs.com.au
Website: www.brainiumlabs.com.au
Email me: 2.2@brainiumlabs.com.au

On Thu, 10 Jun 2021 at 14:59, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

Microsoft Teams meeting

Join on your computer or mobile app

[Click here to join the meeting](#)

Or call in (audio only)

[+1 213-336-0340,,349849323#](#) United States, Los Angeles

Phone Conference ID: 349 849 323#

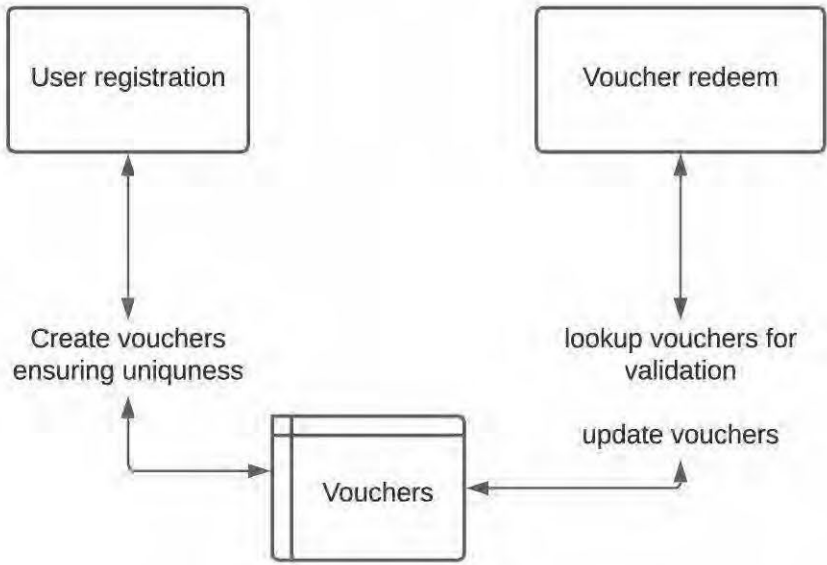
[Find a local number](#) | [Reset PIN](#)



[Learn More](#) | [Help](#) | [Meeting options](#) | [Legal](#)

This email, and any attachments, may be confidential and also privileged. If you are not the intended recipient, please notify the sender and delete all copies of this transmission along with any attachments immediately. You should not copy or use it for any purpose, nor disclose its contents to any other person.

Current



Changes being made

