

Dear all

Please see draft EDMs for your consideration.

Please indicate which time you prefer, pending approval by the Minister.

If you can have the business/customer edms back to me by 12 – I can have these mocked up in campaign monitor ready to send when the Minister has signed.

Please let me know if you or the Minister would like to send the stakeholder update and if you need a list.

Thanks

Karen

FOR BUSINESS – AFTERNOON UPDATE

Subject: Choose CBR vouchers restarting at XXm

We are pleased to inform you that the ChooseCBR program will be back up and running tomorrow Friday 18 June with vouchers available for redemption from XX.

You will be able to login from this time and begin redeeming vouchers presented by your customers.

Changes have been made to improve the performance of the system, and testing has shown the system is performing well at 600 voucher redemptions per minute, while allowing significant customer registrations to occur at the same time.

When you login tomorrow you will see a slight change to your merchant dashboard. Instead of seeing the history of your voucher redemptions on the same page – you will access these via a link. This change is assisting the performance of the system. Be assured a message will still pop up when you redeem a voucher so that you know it has been successful.

It is possible during peak times you may experience a slight delay redeeming vouchers. If you or your staff experience a delay please give the system up to 30 seconds to process the transaction and do not refresh the page, as this will create another redeem transaction and add to the load on the system. If the voucher is redeemed it will show up in your merchant dashboard.

Don't forget to revisit the FAQs and How to Redeem video in the Information for Businesses section of the website. We thank you all for your patience as we have worked to address the technical issues.

Sincerely

The ChooseCBR team

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EMAIL TO STAKEHOLDERS (CBC, AHA, CWB, trader groups)

Good afternoon

I am writing to advise that the ChooseCBR program will be back online tomorrow at XX when customers will be able to redeem vouchers at local participating businesses.

Changes have been made to improve the performance of the system, and testing has shown the system is performing well at 600 voucher redemptions per minute, while allowing significant customer registrations to occur at the same time.

Participating businesses have been advised by email and customers will be advised this afternoon.

Thank you for your support for the program and for local business in Canberra.

If you have any questions, please feel free to contact XX.

[SIGNED By MINISTER?]

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CONSUMER EMAIL – AFTERNOON UPDATE (AFTER BUSINESS)

SUBJECT: ChooseCBR is coming back tomorrow

Dear ChooseCBR customer

We are pleased to let you know that ChooseCBR will be back online at Xam tomorrow.

Thanks again for your patience while we worked through the technical issues with the ChooseCBR website.

We were able to make improvements to the system's ability to deal with the high volume of customer and business activity.

You can begin redeeming your vouchers from Xam tomorrow at [participating businesses](#).

Thank you for your ongoing support for local businesses.

Sincerely

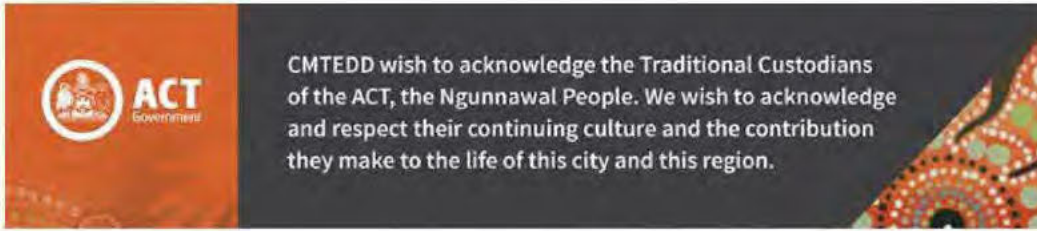
The ChooseCBR Team

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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

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Sent: 16/06/2021 11:07 PM
To: "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Paviour, Mark" <Mark.Paviour@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>
Subject: Re: Draft holding line

Thanks Joe...

Get [Outlook for iOS](#)

From: Saunders, Joe <Joe.Saunders@act.gov.au>
Sent: Thursday, June 17, 2021 9:01:26 AM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Paviour, Mark <Mark.Paviour@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>
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Final tests are currently being carried out on the system.

An email will be sent to businesses and customers this afternoon with further details.

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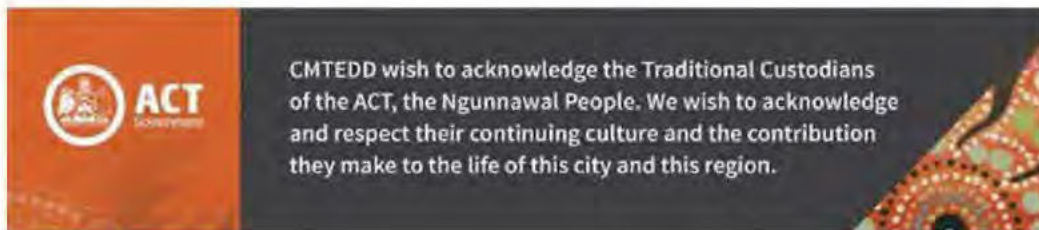
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

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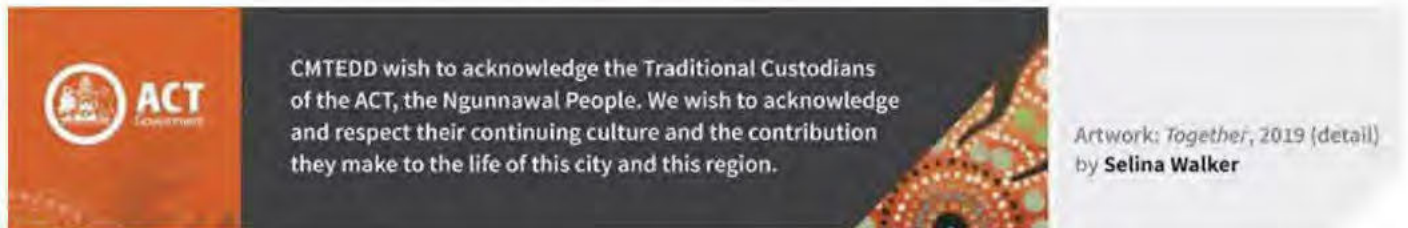
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CMTEDD wish to acknowledge the Traditional Custodians of the ACT, the Ngunnawal People. We wish to acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.

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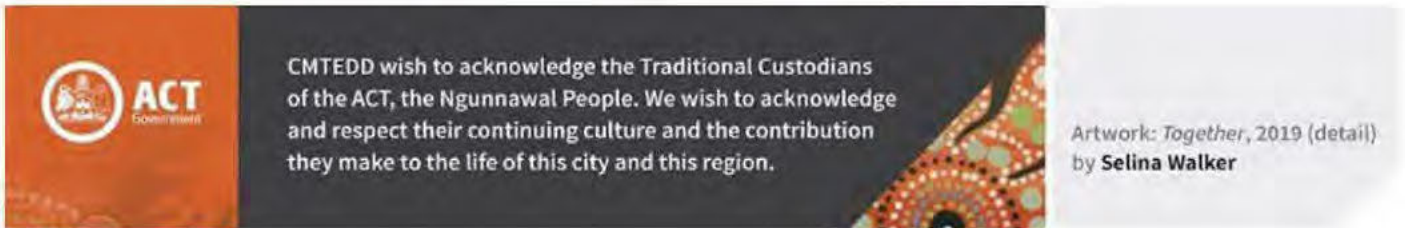
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From: Arthy, Kareena <Kareena.Arthy@act.gov.au>

Sent: Thursday, 17 June 2021 9:07 AM

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

Subject: Re: Draft holding line

Thanks Joe...

Get [Outlook for iOS](#)

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

Sent: Thursday, June 17, 2021 9:01:26 AM

To: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Paviour, Mark <Mark.Paviour@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>

Subject: RE: Draft holding line

Thanks all

On Tuesday we used the following line responding to CT inquiry on whether the site will be back on Friday: "We are continuing to work towards Friday".

What if we just slightly tweak that, such that the holding line is:

We are continuing to work towards restarting ChooseCBR tomorrow Friday 18 June.

Final tests are currently being carried out on the system.

An email will be sent to businesses and customers this afternoon with further details.

Joe

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

Sent: Thursday, 17 June 2021 8:39 AM

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

Subject: Re: Draft holding line

Hi. I've asked Karen to double check given developments after the email was cleared and in light of fact minister has not technically made a decision about tomorrow. I recommend that sentence be taken out, but if the minister wants it left in, we will do so.

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

Sent: Thursday, June 17, 2021 8:33:36 AM

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

Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny

<jenny.priest@act.gov.au>

Subject: RE: Draft holding line

OFFICIAL

Good morning

Just seeking your confirmation you are comfortable with the below holding lines this morning.

Access Canberra/Ministerial holding line

Work has continued on the ChooseCBR system. We are on track to restart the program tomorrow Friday 18 June.

Final tests are currently being carried out on the system.

An email will be sent to businesses and customers this afternoon with further details.

Thanks

Karen

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

Sent: Wednesday, 16 June 2021 11:40 PM

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

Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny

<jenny.priest@act.gov.au>

Subject: RE: Draft holding line

Hi Karen

Thanks for this. Minor changes suggested below, for discussion in the morning.

Would this essentially just be for the AC Contact Centre?

Nick

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

Sent: Wednesday, 16 June 2021 9:45 PM

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

<Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny

<jenny.priest@act.gov.au>

Subject: Draft holding line

OFFICIAL

Hi Joe, Nick, Ana and Mark

Just sending this draft holding line through for approval. This is pending the testing later this evening.

Access Canberra/Ministerial holding line

Work has continued on the ChooseCBR system. We are on track to restart the program tomorrow Friday 18 June.

Final tests are currently being carried out on the system.

An email will be sent to businesses and customers will be updated directly this afternoon by email. with further details.

Please let me know if you are happy in the morning.

Thanks

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



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:17/06/2021 11:01 AM
To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc:"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>
Subject:Re: Draft talking points

Hi Karen

Thanks for getting these through tonight. Minister has reviewed and said they are really good. Very much appreciated.

Kind regards

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

Sent: Thursday, June 17, 2021 20:13

To: Argy, Nicholas

Cc: Arthy, Kareena; Priest, Jenny

Subject: Draft talking points

OFFICIAL

Hi Nick

Please see a draft of the document. We will finalise and send over via KK in the morning.

Thanks

Karen

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

Sent: 17/06/2021 10:40 AM

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

Cc: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>

Subject: RE: Draft talking points

Thanks very much Karen (and worth me noting good feedback from Tara on them).

Joe

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

Sent: Thursday, June 17, 2021 8:13:22 PM

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

Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

Subject: Draft talking points

OFFICIAL

Hi Nick

Please see a draft of the document. We will finalise and send over via KK in the morning.

Thanks

Karen

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

Sent:10/06/2021 2:00 PM

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

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

Subject:RE: DRAFT Text messages for pause and start up ChooseCBR (002)

Attachments:DRAFT Text messages for pause and start up ChooseCBR (002) NA tc.docx

Approved as amended

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

Sent: Thursday, 10 June 2021 11:34 PM

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

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

Subject: DRAFT Text messages for pause and start up ChooseCBR (002)

OFFICIAL

Hi Joe and Nick

Draft text messages for review.

Thanks

karen

TEXT FOR PAUSE FOR ~~AT LEAST~~ FURTHER 7 DAYS

BUSINESS

We're sorry. We are pausing ChooseCBR for ~~at least~~ further 7 days to address ongoing technical issues. More info sent via email. Thanks for your patience.

CONSUMERS

We're sorry. We are pausing ChooseCBR for ~~at least~~ further 7 days to address ongoing technical issues. More info sent via email. Thanks for your patience.

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

Sent:10/06/2021 2:00 PM

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

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

Subject:RE: DRAFT Text messages for pause and start up ChooseCBR (002)

Attachments:DRAFT Text messages for pause and start up ChooseCBR (002) NA tc.docx

Cleared SMS attached with changes.

Thanks

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

Sent: Thursday, 10 June 2021 11:34 PM

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

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

Subject: DRAFT Text messages for pause and start up ChooseCBR (002)

OFFICIAL

Hi Joe and Nick

Draft text messages for review.

Thanks

karen

From: "Tuan Nguyen" <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: 17/06/2021 3:59 PM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Murdoch, Max" <Max.Murdoch@act.gov.au>
Subject: Re: Draft to Tuan - Afternoon update and questions

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 Morgan,
Test accounts, test merchants and test redeems have been scrubbed now.

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, 17 Jun 2021 at 14:24, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

OFFICIAL

Thanks Tuan

Re. 2 – thanks, look forward to hearing advice and proposal.

Re. 4 – please scrub the test accounts and related transactions and advise when complete. We will then re-commence manual redemptions of business-submitted vouchers from last week.

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

From: Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: Thursday, 17 June 2021 2:25 PM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Subject: Re: Draft to Tuan - Afternoon update and questions

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 Morgan,

1. Yes currently suspended will experience this.
2. This bug would have always been there, we'll investigate this today.
3. The password reset mechanism for customers, merchants and admins is the same, so if you can test by resetting the password for your own personal accounts / admin accounts.
4. Yes. Will take about 30 minutes.
5. Confirmed.
6. Certainly. Happy for you to call as required, whatever works for you.
7. Confirmed. Same link as before.

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: 22@brainiumlabs.com.au

On Thu, 17 Jun 2021 at 13:31, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

OFFICIAL

Hi Tuan

Functional testing carried out today

1. First identified defect that you have remedied – businesses when suspended are re-activated went they navigate to the “edit” page, but their content is gone. Fix – ability for businesses to self-suspend has been removed and they will need to contact us instead. Follow-up question: will businesses who are currently suspended still experience this behaviour? We suspect yes, but wanted to check. We will closely manage these businesses.
2. New, second identified defect – on the business dashboard, when a business clicks “edit my account”, they need to enter their current password (good), but are then presented with two options: (1) edit email and (2) reset password. Issues as follows –when a merchant tries to reset their password, they are told their email address is already taken unless they change the email address. On a related note, was this edit email function always there? We don’t recall it. Could you please advise on this, and suggest a fix for our consideration?
3. Password reset testing – we can’t test that as a business the password reset functionality is working, because we don’t have access to the email inboxes (if any) of the business test accounts you have provided. Any advice on how we can test this? It’s important we do and document this as it’s important functionality.
4. Can you confirm that when we’re ready this afternoon you will be able to scrub the production environment clean of recent test data?

Go-live questions

5. Could you provide advice on your ability to facilitate a 7am tomorrow AEST go-live for both businesses and consumers if this is the decision made, with go-live meaning both customers and businesses able to log in, and the ability for customers to redeem at businesses.
6. We would like a periodic check in, and will be setting up a project room for all involved here tomorrow. Could we please request some form of “check-in” at 9.15am and then on the hour (10am, 11am, etc.). Would you prefer us to call you, or we can set up a Webex that lasts all day that we can pop in and out of, etc.?
7. Can you confirm that there we can still review server performance in real time with the credentials you supplied us last week?

Happy to discuss any of the above if you want to give me a call.

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: morgan.campbell@act.gov.au

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | www.cmtedd.act.gov.au

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: 16/06/2021 9:26 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>
Subject: Re: Drawdown Counter

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 Morgan,

Now that we've gotten over the literal speed bump, we'll look at this component in further detail.

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 Wed, 16 Jun 2021 at 09:16, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

OFFICIAL

Hi there

Following on from our testing conversation this morning – can we please ensure that –

- The drawdown counter's behaviour is monitored during the test in some way to ensure it is accurate?
- There is no way we can overdraw once it goes into Production, that is to say, that only \$2m worth of vouchers will be redeemed?

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: morgan.campbell@act.gov.au

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | www.cmtedd.act.gov.au

From: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Sent: 15/06/2021 9:22 AM
To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc: "Starick, Kate" <Kate.Starick@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: Re: EDM - updated words

Just confirming both EDMs have been distributed. Business first followed by consumer.

Thanks

Karen

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

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Tuesday, June 15, 2021 6:59:57 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: EDM - updated words

Cleared with slight amendment

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Work has continued over the weekend and today on the ChooseCBR system to make improvements to ~~the system~~ to increase its ability to deal with the high volume of customer and business activity. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Tuesday, 15 June 2021 6:57 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

Hi Nick
Bettina's updates reflected below.
Thanks
Karen

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Tuesday, 15 June 2021 6:41 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: EDM - updated words

Cleared as below

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system.

Work has continued over the weekend and today on the ChooseCBR system to make improvements to the system to increase its ability to deal with the high volume of customer and business activity. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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

Sent: Tuesday, 15 June 2021 6:36 PM

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

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

Subject: RE: EDM - updated words

OFFICIAL

Hi Nick

Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Work has continued over the weekend and Tuesday 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. Additional development resources have been brought in to assist and load testing is underway in an environment equivalent to and exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

From: Stewart-Moore, Karen

Sent: Tuesday, 15 June 2021 6:30 PM

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

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>

Subject: RE: EDM - updated words

OFFICIAL

Hi. Some other tiny amendments below. These aren't substantive – just tidying.

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

Sent: Tuesday, 15 June 2021 6:13 PM

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

Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>

Subject: EDM - updated words

OFFICIAL

Hi Nick – as discussed, we recommend the changes in red below... I believe Karen will update the consumer EDM along the same lines... Cheers Kareena

EDM - Possible distribution Tuesday 15 June

+++++

Dear valued ChooseCBR business

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Work continued over the weekend and Tuesday to make improvements to the database to increase its ability to manage the very large amounts of merchant and customer transactions simultaneously. Additional development resources have been brought in to assist and load testing is underway in an environment equivalent to and exceeding the demand we saw during the first 36 hours. These modifications will be tested over the coming days. We will email you again on Thursday morning with a further update.

We are continuing to work with a number of businesses to assist with the manual redemptions of vouchers they honoured on Wednesday and Thursday last week while the system would not allow them to redeem the vouchers themselves.

As a reminder, please ensure you maintain proof of transactions for any vouchers you have redeemed. Regardless of whether they have been submitted through the ChooseCBR website or through the online form for manual processing, receipts must be kept for all redemptions.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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

Sent: 15/06/2021 8:59 AM

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

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

Subject: RE: EDM - updated words

Cleared with slight amendment

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Work has continued over the weekend and today on the ChooseCBR system to make improvements to the ~~system to increase~~ its ability to deal with the high volume of customer and business activity. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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

Sent: Tuesday, 15 June 2021 6:57 PM

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

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

Subject: RE: EDM - updated words

OFFICIAL

Hi Nick

Bettina's updates reflected below.

Thanks

Karen

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

Sent: Tuesday, 15 June 2021 6:41 PM

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

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

Subject: RE: EDM - updated words

Cleared as below

Subject: ChooseCBR upgrades continuing

Dear [name]

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Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely
The ChooseCBR team

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Tuesday, 15 June 2021 6:36 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

Hi Nick
Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

Dear [name]

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Sincerely
The ChooseCBR team

From: Stewart-Moore, Karen
Sent: Tuesday, 15 June 2021 6:30 PM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

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EDM - Possible distribution Tuesday 15 June

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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OFFICIAL

Hi Nick
Bettina's updates reflected below.
Thanks
Karen

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Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
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Subject: ChooseCBR upgrades continuing

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OFFICIAL

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Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

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EDM - Possible distribution Tuesday 15 June

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Cc: "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: EDM - updated words

Hi Karen

Thanks for your call – these further revisions are cleared.

Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Tuesday, 15 June 2021 6:50 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Konti, Bettina <Bettina.Konti@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: FW: EDM - updated words

OFFICIAL

Hi Nick

As discussed. See changes below. I will reflect these in the consumer EDM

Thanks
KAren

From: Konti, Bettina <Bettina.Konti@act.gov.au>
Sent: Tuesday, 15 June 2021 6:42 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

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Subject: RE: EDM - updated words

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Subject: ChooseCBR upgrades continuing

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Subject: RE: EDM - updated words

OFFICIAL

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Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

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EDM - Possible distribution Tuesday 15 June

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Sent: 15/06/2021 8:39 AM

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Cc: "Konti, Bettina" <Bettina.Konti@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

Hi just on the phone to Bettina,. She has some recommended changes to the technical advice, that she is about to send through. Could we hold pending that advice please?

Thanks
Kate

Kate Starick | Executive Group Manager
Economic Development
Ph: +61 2 6205 9828 | M: 0408230214 | Email: kate.starick@act.gov.au
Chief Minister, Treasury and Economic Development Directorate | ACT Government
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I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

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OFFICIAL

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

From: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Sent: 15/06/2021 8:29 AM
To: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc: "Starick, Kate" <Kate.Starick@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

Hi. Some other tiny amendments below. These aren't substantive – just tidying.

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Sent: Tuesday, 15 June 2021 6:13 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Subject: EDM - updated words

OFFICIAL

Hi Nick – as discussed, we recommend the changes in red below... I believe Karen will update the consumer EDM along the same lines... Cheers Kareena

EDM - Possible distribution Tuesday 15 June

+++++

Dear valued ChooseCBR business

Thank you again for your patience as we work through the technical issues with the ChooseCBR system.

Work continued over the weekend **and Tuesday** to make improvements to the database to increase its ability to manage the very large amounts of merchant and customer transactions simultaneously. **Additional development resources have been brought in to assist and load testing is underway in an environment equivalent to and exceeding the demand we saw during the first 36 hours.** ~~These modifications will be tested over the coming days.~~ We will email you again on Thursday morning with a further update.

We are continuing to work with a number of businesses to assist with the manual redemptions of vouchers they honoured on Wednesday and Thursday last week while the system would not allow them to redeem the vouchers themselves.

As a reminder, please ensure you maintain proof of transactions for any vouchers you have redeemed. Regardless of whether they have been submitted through the ChooseCBR website or through the online form for manual processing, receipts must be kept for all redemptions.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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: "Starick, Kate"

Sent: 15/06/2021 9:24 AM

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

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

Subject: RE: EDM - updated words

OFFICIAL

Thanks Karen

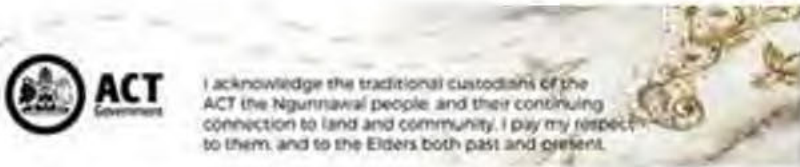
Kate Starick | Executive Group Manager

Economic Development

Ph: +61 2 6205 9828 | M: 0408230214 | Email: kate.starick@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



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

Sent: Tuesday, 15 June 2021 7:22 PM

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

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

Subject: Re: EDM - updated words

Just confirming both EDMs have been distributed. Business first followed by consumer.

Thanks

Karen

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

Sent: Tuesday, June 15, 2021 6:59:57 PM

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

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

Subject: RE: EDM - updated words

Cleared with slight amendment

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system.

Work has continued over the weekend and today on the ChooseCBR system to make improvements to the system to increase its ability to deal with the high volume of customer and business activity. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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

Sent: Tuesday, 15 June 2021 6:57 PM

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

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

Subject: RE: EDM - updated words

OFFICIAL

Hi Nick

Bettina's updates reflected below.

Thanks

Karen

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

Sent: Tuesday, 15 June 2021 6:41 PM

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

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

Subject: RE: EDM - updated words

Cleared as below

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system.

Work has continued over the weekend and today on the ChooseCBR system to make improvements to the system to increase its ability to deal with the high volume of customer and business activity. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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

Sent: Tuesday, 15 June 2021 6:36 PM

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

Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

Subject: RE: EDM - updated words

OFFICIAL

Hi Nick

Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

Dear [name]

Thank you again for your patience as we work through the technical issues with the ChooseCBR system.

Work has continued over the weekend and Tuesday 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. Additional development resources have been brought in to assist and load testing is underway in an environment equivalent to and exceeding the demand we saw during the first 36 hours. We will email you again on Thursday with a further update.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

From: Stewart-Moore, Karen
Sent: Tuesday, 15 June 2021 6:30 PM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Subject: RE: EDM - updated words

OFFICIAL

Hi. Some other tiny amendments below. These aren't substantive – just tidying.

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Sent: Tuesday, 15 June 2021 6:13 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Subject: EDM - updated words

OFFICIAL

Hi Nick – as discussed, we recommend the changes in red below... I believe Karen will update the consumer EDM along the same lines... Cheers Kareena

EDM - Possible distribution Tuesday 15 June

+++++

Dear valued ChooseCBR business

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Work continued over the weekend and Tuesday to make improvements to the database to increase its ability to manage the very large amounts of merchant and customer transactions simultaneously. **Additional development resources have been brought in to assist and load testing is underway in an environment equivalent to and exceeding the demand we saw during the first 36 hours.** These modifications will be tested over the coming days. We will email you again on Thursday morning with a further update.

We are continuing to work with a number of businesses to assist with the manual redemptions of vouchers they honoured on Wednesday and Thursday last week while the system would not allow them to redeem the vouchers themselves.

As a reminder, please ensure you maintain proof of transactions for any vouchers you have redeemed. Regardless of whether they have been submitted through the ChooseCBR website or through the online form for manual processing, receipts must be kept for all redemptions.

Again, we apologise for the inconvenience this delay in the program has caused and thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

The ChooseCBR team

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:"Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Sent:15/06/2021 9:09 AM
To:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc:"Starick, Kate" <Kate.Starick@act.gov.au>
Subject:RE: Email address for submitting receipts requested

OFFICIAL

Hi Nick

It's ChooseCBR@act.gov.au.

Currently businesses submit via the webform which then gets onforwarded from Shared Services to the above address.

Once we receive them, the process is for the business to receive a courtesy call at which time they're asked to submit receipts to the above address to expedite their voucher submissions – I'll ask that the team is reminded to provide the address in the follow-up call, including if they leave a voicemail.

Cheers
Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Tuesday, 15 June 2021 6:31 PM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>
Subject: Email address for submitting receipts requested

Hi Morgan

Can we please get an answer to this? Also grateful if voicemail messages being left/calls being made could provide the email address.

Today 3:54 pm

Hi Tara. You might be the easiest person to ask. We were called and asked to supply our invoices from the 10th that we honoured ChooseCBR vouchers with, as we put through a submission with the Merchant Enquiry page. Do you know the email we can contact with the attachments for the claim? Much appreciated



Message...



Kind regards
Nick Argy
Adviser | Office of Tara Cheyne MLA

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 15/06/2021 10:01 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: RE: Email address for submitting receipts requested

Thanks for this, Morgan

From: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Sent: Tuesday, 15 June 2021 7:09 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>
Subject: RE: Email address for submitting receipts requested

OFFICIAL

Hi Nick

It's ChooseCBR@act.gov.au.

Currently businesses submit via the webform which then gets onforwarded from Shared Services to the above address.

Once we receive them, the process is for the business to receive a courtesy call at which time they're asked to submit receipts to the above address to expedite their voucher submissions – I'll ask that the team is reminded to provide the address in the follow-up call, including if they leave a voicemail.

Cheers
Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Tuesday, 15 June 2021 6:31 PM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Starick, Kate <Kate.Starick@act.gov.au>
Subject: Email address for submitting receipts requested

Hi Morgan

Can we please get an answer to this? Also grateful if voicemail messages being left/calls being made could provide the email address.

From: "Stewart-Moore, Karen"
Sent: 10/06/2021 7:32 AM
To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Email to stakeholders

OFFICIAL

Hi Nick
Are you ok with the below going to stakeholders.
Thanks
Karen

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 5:25 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: Email to stakeholders

OFFICIAL

Heya, you happy with this?

+++

Good evening

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 until 7am on Friday 11 June to address the issues and ensure reliability. This has been communicated to all businesses and customers.

Taking the site down will allow us to fully resolve these issues and prevent further frustrations for businesses and customers.

We know this news is incredibly disappointing. We sincerely apologise that your experience with the scheme so far has not been what it should have been. 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 continue to be honoured. Businesses should list any unredeemed codes in the details section of this [online form](#) (on the Access Canberra website) and we will ensure they are reimbursed.

Please don't hesitate to get in touch.

Sincerely

Claire Johnston
Senior Director, Communications & Engagement | Economic Development
Ph 0452 597 459 or 02 6205 0022
clairev.johnston@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government
Constitution Place, 220 London Circuit, Canberra City | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 17/06/2021 6:39 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Subject: RE: Email to withdrawn businesses

Good to go as below (minor edits)

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 17 June 2021 4:33 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>
Subject: Email to withdrawn businesses

OFFICIAL

Are you comfortable with this?

Dear X

We'd like to sincerely apologise again for the issues you encountered using the ChooseCBR system last week. Your experience fell well short of what it should have been and we will be conducting a review into these issues.

Over the past seven days we have been able to make improvements to the system's ability to deal with the high volume of customer and business activity. As a result, you may have heard that ChooseCBR will be back online for businesses and consumers at 7am tomorrow, Friday 18 June.

We respect and understand your decision to withdraw from the scheme last week. However, if at any time you would like to opt back in, please let us know so that we can reactivate your account and listing. You can contact us on 02 6207 3271 or choossecbr@act.gov.au.

Best
The ChooseCBR Team

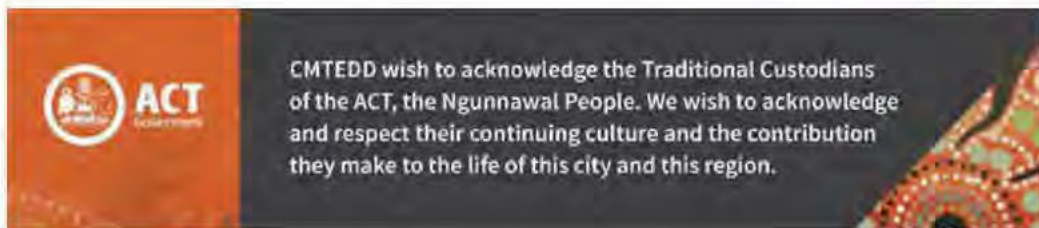
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

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: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 15/06/2021 1:45 PM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: Re: Fact check

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 Morgan,

Yes this is correct.

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 Tue, 15 Jun 2021 at 13:41, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:
OFFICIAL

Hey Tuan

Is this accurate –

“The developer is working to set up a new test environment so we can do load testing in an environment equivalent to **and exceeding** the demand we saw during the first 36 hours.”

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: morgan.campbell@act.gov.au

Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | www.cmtedd.act.gov.au

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 12:48 PM
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>
Subject: RE: Follow up ChooseCBR

OFFICIAL

Thanks, Karen. I'm just going to wait until I speak with Nick to confirm we're good for tonight before I head off. If I do head off tonight, I'll let you both know 💎💎

Cheers,

Ana

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 10:46 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: Re: Follow up ChooseCBR

OFFICIAL

Hi Ana. We will send through materials as soon as we have a final decision. So yes I think head off to bed and it will be in your inbox in the morning.

Thanks
Karen

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

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, June 10, 2021 10:33:39 PM
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>
Subject: RE: Follow up ChooseCBR

OFFICIAL

Hi Karen,

I think that'd be okay.

I'll be up at 6am tomorrow – if you could let me know by 6:30 the spokesperson I can then contact ABC to get them to speak on morning radio.

As for the media statement – that would need to be back to us before 6:30 (so we can clear then send out to select news outlets before 7am). Is that doable?

From: "Stewart-Moore, Karen"

Sent: 10/06/2021 12:46 PM

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

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

Subject: Re: Follow up ChooseCBR

Hi Ana. We will send through materials as soon as we have a final decision. So yes I think head off to bed and it will be in your inbox in the morning.

Thanks

Karen

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

Sent: Thursday, June 10, 2021 10:33:39 PM

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>

Subject: RE: Follow up ChooseCBR

OFFICIAL

Hi Karen,

I think that'd be okay.

I'll be up at 6am tomorrow – if you could let me know by 6:30 the spokesperson I can then contact ABC to get them to speak on morning radio.

As for the media statement – that would need to be back to us before 6:30 (so we can clear then send out to select news outlets before 7am). Is that doable?

Is there anything else we can do for tonight or should we clock off until tomorrow?

Cheers,

Ana

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

Sent: Thursday, 10 June 2021 10:29 PM

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

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

Subject: RE: Follow up ChooseCBR

OFFICIAL

Hi Ana. Keen to finalise messaging. Can we let ABC know early tomorrow? I will know tonight but just need to get messages for proactive comms in the morning. Will back to you ASAP.

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

Sent: Thursday, 10 June 2021 9:22 PM

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>
Subject: Follow up ChooseCBR

Hi Claire and Karen,

Do we have an ETA on when we'll get confirmation on who will be spokesperson for ABC Radio tomorrow? We'd be keen on Daniel Bray given his technical knowledge. If he's not available, Bettina would be great too.

Also do you know when we might get those media statements too?

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: 18/06/2021 7:08 AM
To: "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: RE: FOR APPROVAL : ACT GOVT SOCIAL: ChooseCBR post for this afternoon

Hi Karen,

Here is the approved line:

ChooseCBR was designed to support local businesses with \$2 million set aside for the program. It has been extraordinarily popular with businesses and customers who have embraced it wholeheartedly, meaning the vouchers are being redeemed quickly. There are more than 77,000 customers registered, more than 700 businesses participating and the most popular voucher being redeemed is \$50. The scheme will end when the \$2 million has been expended.

Cheers,

A

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 18 June 2021 4:17 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: FOR APPROVAL : ACT GOVT SOCIAL: ChooseCBR post for this afternoon

UNOFFICIAL

Thanks Ana

How about this for a response to the 'feeling rushed' comment?

ChooseCBR was designed to support local businesses with \$2 million set aside for the program. It has been extraordinarily popular with customers who have embraced it wholeheartedly, meaning the vouchers are being redeemed quickly. Unfortunately this means it won't run as long as the trial did and will end once the \$2 million has been expended.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Friday, 18 June 2021 2:33 PM
To: 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: RE: FOR APPROVAL : ACT GOVT SOCIAL: ChooseCBR post for this afternoon

Hi Karen,

The below is approved for posting:

POST WORDS:

Wow, Canberra, we're blown away (hands clapping emoji)

\$1 million in ChooseCBR vouchers have already been redeemed from the \$2 million available!

Thank you for being so generous and supporting local business and the ChooseCBR program (heart emoji)

Also, please can the comms team start working up comments about the 'timeframe' that \$ is being expended. The issue that's coming through now is that people are 'feeling rushed' and 'that they are going to miss out' and 'why couldn't people have one voucher to spend at the time of their choosing'. Tara has been responding to these but would appreciate the comms team being on board to respond – this post will certainly prompt that.

Cheers,

Ana

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

Sent: Friday, 18 June 2021 1:31 PM

To: Paviour, Mark <Mark.Paviour@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>

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

Subject: FOR APPROVAL : ACT GOVT SOCIAL: ChooseCBR post for this afternoon

UNOFFICIAL

Hi Mark and Ana

Proposed social media post for this afternoon to gently signal that money is going quickly. \$1m amount to be adjusted pending timing.

Not wedded to this so would appreciate you seeking Minister's comfort. Minister and I did discuss this as a possible approach after the meeting today.

Just for awareness we are having to set expectations with new businesses wanting to register that we cannot process any new ones now until Monday – if funds are still available.

Team is ready to post and then respond so don't want to leave it too late.

POST WORDS:

Wow, Canberra, we're blown away (hands clapping emoji)!

\$1 million in ChooseCBR vouchers have already been redeemed from the \$2million available (surprised face emoji).

Thank you for being so generous and supporting local business and the ChooseCBR program.

**Thank you for
supporting
local business.**



Shannon Eurell | Director, Content (Social Media)

Communications & Engagement | Chief Minister, Treasury and Economic Development Directorate | ACT Government

M: 0408 220 879 | E: shannon.eurell@act.gov.au

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



From: "Stewart-Moore, Karen"
Sent: 18/06/2021 6:11 AM
To: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Cc: "CMTEDDMedia" <CMTEDDMedia@act.gov.au>
Subject: RE: FOR APPROVAL: ChooseCBR

OFFICIAL

Hi Ana

Yes we can say \$50 was most popular on 9/10 – but we can't say that for today without running a report.

Can we say 'While we cannot name the top 10 businesses, popular business types included food and fresh food retailing, cafes, restaurants and takeaway food services.

Thanks
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Friday, 18 June 2021 3:58 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: RE: FOR APPROVAL: ChooseCBR
Importance: High

Hi Karen,

Can we please add a line to 1 that "while we cannot name the top 10 businesses, the businesses redeeming the most vouchers on 10 and 9 June included an X, Y and Z business" – as is alluded to in response to 6

In response to 3 can you check if we can say that "the \$50 was the most popular voucher on 9 and 10 June"?

Cheers,

A

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 18 June 2021 3:49 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Cc: CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: FW: FOR APPROVAL: ChooseCBR

Apols for the delay on this one. Cleared by Kareena.

OFFICIAL

1) As of 11am on Friday, about \$630,000 vouchers had been claimed. Where had these vouchers been claimed? If you could please give me the top 10 businesses, the number of vouchers claimed and the amount?

As of 3.20pm on Friday 18 June 2021, ChooseCBR had:

- Vouchers redeemed today : \$18,641

- Voucher value redeemed today: \$634,760

Around 3pm Friday 18 June 2021, the total value of vouchers redeemed hit \$1 million.

2) How many individuals have claimed vouchers?

Note – we're unable to run this report at this time.

3) What voucher amount has been the most redeemed?

Note – we are unable to run this report at this time.

4) There were lines of people at Chemist Warehouse Belconnen on Friday morning using the vouchers? How many vouchers have been redeemed at this business?

We are unable to provide information on individual businesses.

5) There have been reports that people have been buying baby formula and then on selling it. What is your reaction to this? Is it a concern?

It is important to note this is a business support measure and designed to stimulate economic activity in local businesses. Customers using their ChooseCBR vouchers is directly supporting those businesses.

Any business which operates in the ACT, has less than \$10 million turnover per ABN and is in the hospitality, retail, accommodation, personal services or arts and recreation sectors ([as per ANZSIC code](#)) is eligible for ChooseCBR.

The only products not eligible as part of ChooseCBR are smoking products, alcohol and gambling products.

6) During June 9 and June 10, what businesses had the most claimed vouchers?

As of 9/10 June 2021, 553 businesses were able to redeem vouchers as part of ChooseCBR. Popular business types included food and fresh food retailing, cafes, restaurants and takeaway food services.

Additional Questions:

As more and more money looks to be spent, I've got a couple more questions.

- **Are there concerns that people have used multiple accounts to redeem multiple vouchers?**
- **Are there reports people have asked interstate friends to sign up in order to use their vouchers?**

Anyone over the age of 18 years old who is visiting or living in the ACT can use ChooseCBR. The tourism sector is eligible in the ChooseCBR scheme so it is important that customers from outside the ACT can register.

By design customers can access three vouchers per day, and cannot use more than one per business. Customers also need to submit a unique mobile phone number to register and confirm it by submitting a One Time Password, so options to create multiple accounts are very limited.

The great thing about ChooseCBR is that there are hundreds of local businesses participating across a range of sectors and regions, and you can choose where to spend your vouchers within the ACT. All money spent as part of the program goes directly to participating businesses, further stimulating the ACT economy.

What we've seen is a huge willingness to support and shop local. ChooseCBR vouchers has also provided an avenue to introduce new customers to businesses and for them to broaden their customer base, reaching people they may not have had interaction with in the past. We hope that the interactions that customers had with these small businesses will continue after ChooseCBR finishes.

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

Sent: 15/06/2021 4:44 AM

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

Cc: "Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

Subject: RE: FOR APPROVAL: EDM to business and media update

OFFICIAL

Hi Nick

Morgan has confirmed with the vendor this is correct.

Thanks

Karen

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

Sent: Tuesday, 15 June 2021 2:04 PM

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

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

Subject: RE: FOR APPROVAL: EDM to business and media update

Hi Karen

Thanks for your time on the phone – as discussed, grateful if this line could be checked for inclusion in both the EDM and media update:

“The developer is working to set up a new test environment so we can do load testing in an environment equivalent to **and exceeding** the demand we saw during the first 36 hours.”

Thanks

Nick

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

Sent: Tuesday, 15 June 2021 12:10 PM

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

Cc: Dynon, Kaarin <Kaarin.Dynon@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>

Subject: FOR APPROVAL: EDM to business and media update

OFFICIAL

Hi Joe and Nick

Please see a draft EDM and update for media attached for your approval.

Thanks

Karen

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 18/06/2021 5:48 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: FOR APPROVAL: RE: Media inquiry ChooseCBR - City News

Thank you, Karen!

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 18 June 2021 3:47 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: FW: FOR APPROVAL: RE: Media inquiry ChooseCBR - City News

OFFICIAL

Approved by Kareena.

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Friday, 18 June 2021 3:23 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: Media inquiry ChooseCBR - City News

Hi all,

This has come through from City News:

1. What has the uptake for the scheme has been since it's relaunch?

As of 3.20pm on Friday 18 June 2021, ChooseCBR had:

- Vouchers redeemed today : 18,641
- Voucher value redeemed today: \$634,760

Around 3pm Friday 18 June 2021, the total value of vouchers redeemed hit \$1 million.

2. Have you heard of many businesses no longer participating?

There are three businesses who have actively withdrawn from the program since last week.

3. Are you confident you have resolved all the issues?

The popularity of the program has meant that already \$1 million dollars of vouchers have been redeemed. We have had no reports of any performance issues with the system today and we continue to monitor it closely.

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: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 17/06/2021 5:22 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Paviour, Mark" <Mark.Paviour@act.gov.au>; "Brennan, Bernadette" <Bernadette.Brennan@act.gov.au>
Cc: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>
Subject: RE: FOR APPROVAL: Stakeholder Email

Hi Karen

Below is cleared for you to send (signed by you as the previous stakeholder emails have been).

Thanks
Nick

+++++
EMAIL TO STAKEHOLDERS (CBC, AHA, CWB, trader groups)

Good afternoon

I am writing to advise that the ChooseCBR program will be back online tomorrow at 7am for businesses and consumers. While businesses and consumers will have access to the scheme at the same time, it will be up to individual businesses to choose from what time they begin accepting vouchers. We are asking customers to be understanding as businesses get back online with the program.

Over the past seven days, changes have been made to improve the performance of the system. Testing has shown the system is performing well in a simulated environment of 600 voucher redemptions per minute, while allowing significant customer registrations to occur at the same time.

Participating businesses have been advised by email and text message, and customers will be advised via email this afternoon. Customers will also get a reminder text message mid-morning tomorrow.

Thank you for your support for the program and for local business in Canberra.

If you have any questions, please feel free to contact **XX**.

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 17 June 2021 2:28 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Paviour, Mark <Mark.Paviour@act.gov.au>
Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Subject: FW: FOR APPROVAL: Stakeholder Email

OFFICIAL

Hi all
Please see revised stakeholder email. Please confirm who you would like this to come from and if you need a list.

I will just be offline for 40 mins while I pick up kids but I am on mobile.

Team is on standby for EDMs. Please send final copy to Bernadette.brennan@act.gov.au so she can provide a preview for MO review. Please cc Kareena if you make any changes.

Thanks

Karen

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Sent: Thursday, 17 June 2021 2:23 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: Re: FOR APPROVAL: Stakeholder Email -

Approved

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, June 17, 2021 2:04:42 PM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Subject: FOR APPROVAL: Stakeholder Email -

OFFICIAL

For approval
This didn't need too much change.

Thanks
Karen

+++++
EMAIL TO STAKEHOLDERS (CBC, AHA, CWB, trader groups)

Good afternoon

I am writing to advise that the ChooseCBR program will be back online tomorrow at 7am when customers will be able to redeem vouchers at local participating businesses. It will be up to individual businesses when they choose to accept vouchers and we are asking customers to be understanding as businesses get back online.

Changes have been made to improve the performance of the system, and testing has shown the system is performing well at 600 voucher redemptions per minute, while allowing significant customer registrations to occur at the same time.

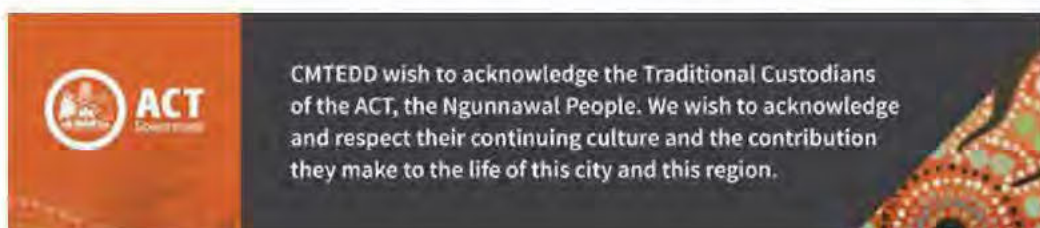
Participating businesses have been advised by email and customers will be advised this afternoon.

Thank you for your support for the program and for local business in Canberra.

If you have any questions, please feel free to contact XX.

[SIGNED By MINISTER?]

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