



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## Freedom of Information Publication Coversheet

The following information is provided pursuant to section 28 of the *Freedom of Information Act 2016*.

FOI Reference: CMTEDDFOI 2021-137

Information to be published	Status
1. Access application	Published
2. Decision notice	Published
3. Documents and schedule	Published
4. Additional information identified	No
5. Fees	Waived
6. Processing time (in working days)	35
7. Decision made by Ombudsman	N/A
8. Additional information identified by Ombudsman	N/A
9. Decision made by ACAT	N/A
10. Additional information identified by ACAT	N/A

**From:** [REDACTED]  
**To:** [CMTEDD FOI](#)  
**Subject:** Freedom of Information request  
**Date:** Tuesday, 22 June 2021 10:29:37 AM

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**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.

Please find online enquiry details below. Please ensure this enquiry is responded to within fourteen working days.

### Your details

**All fields are optional, however an email address OR full postal address must be provided for us to process your request. An email address and telephone contact number will assist us to contact you quickly if we need to discuss your request.**

Title:

First Name:

Last Name:

Business/Organisation:

Address:

Suburb:

Postcode:

State/Territory:

Phone/mobile:

Email address:

A large grey rectangular area redacting the contact details for the enquiry.

### Request for information

**(Please provide as much detail as possible, for example subject matter and relevant dates, and also provide details of documents that you are not interested in.)**

Under the Freedom of Information Act 2016 I want to access the following document/s (\*required field):

Records relating to the ChooseCBR voucher scheme, specifically:  
- A list of all the businesses that participated in the scheme, the number of vouchers claimed at each business and the dollar amount of vouchers claimed at each business - Correspondence relating to technical issues on the site from June 9, 2021 to June 18, 2021

I do not want to access the following documents in relation to my request::

Thank you.  
Freedom of Information Coordinator




**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

Our ref: CMTEDDFOI 2021-137



via email: 

Dear 

### **FREEDOM OF INFORMATION ACCESS APPLICATION**

I refer to your application received by the Chief Minister, Treasury and Economic Development Directorate on 22 June 2021 seeking access to information the ChooseCBR scheme under the *Freedom of Information Act 2016* (the Act).

Specifically, you were seeking access to:

*“Records relating to the ChooseCBR voucher scheme, specifically: - A list of all the businesses that participated in the scheme, the number of vouchers claimed at each business and the dollar amount of vouchers claimed at each business - Correspondence relating to technical issues on the site from June 9, 2021 to June 18, 2021”.*

On 12 July 2021 you agreed to rescope part of your request to:

*“all emails between the directorate and the Minister’s Office and all emails between the directorate and the vendor”.* This was interpreted to be for the same timeframe 9 June 2021 to 18 June 2021.

### **Authority**

I am an Information Officer appointed by the Director-General of CMTEDD under section 18 of the Act to deal with access applications made under Part 5 of the Act.

### **Timeframes**

In accordance with section 40 of the Act, CMTEDD is required to provide a decision on your access application was 20 July 2021 however due to third party consultation the due date is now 10 August 2021.

### **Decision on access**

Searches were completed for relevant documents and a large number of documents were identified that fall within the scope of the first point of your request.

I have included as Attachment A to this decision the schedule of relevant documents. This provides a description of each document that falls within the scope of your request and the access decision for each of those documents.

I have decided to grant full access to pages 1-16 and partial access to pages 17-704.

In accordance with section 54(2) of the Act a statement containing the reason for my decision is below.

### **Statement of Reasons**

In reaching my access decisions, I have taken the following into account:

- the Act;
- the content of the documents that fall within the scope of your request;
- the views of the relevant third parties; and
- the *Human Rights Act 2004*.

### **Exemption claimed**

My reasons for deciding not to grant full access to the identified documents are as follows:

#### Public Interest

The Act has a presumption in favour of disclosure. As a decision maker I am required to decide where, on balance, public interests lies. As part of this process, I must consider factors favouring disclosure and non-disclosure.

In *Hogan v Hinch* (2011) 243 CLR 506, [31] French CJ stated that when ‘used in a statute, the term [public interest] derives its content from “the subject matter and the scope and purpose” of the enactment in which it appears’. Section 17(1) of the Act sets out the test, to be applied to determine whether disclosure of information would be contrary to the public interest. These factors are found in subsection 17(2) and Schedule 2 of the Act.

Taking into consideration the information contained in the documents found to be within the scope of your request, I have identified that the following public interest factors are relevant to determine if release of the information contained within these documents is within the ‘public interest’.

#### Factors favouring disclosure (Schedule 2.1)

*(a) disclosure of the information could reasonably be expected to do any of the following:*

- (i) promote open discussion of public affairs and enhance the government’s accountability;*
- (ii) contribute to positive and informed debate on important issues or matters of public interest; and*
- (iv) ensure effective oversight of expenditure of public funds.*

Having considered the factors identified as relevant in this matter, I consider that release of the information will ensure effective oversight of expenditure of public funds, promote open discussion of public affairs, and enhance the government’s accountability. I consider the release of this information may contribute to positive and informed debate on important issues or matters of public interest, namely the delivery of the ChooseCBR voucher scheme in particular the complete list of participants to the scheme and the

information pertaining to the technical issues incurred, the expenditure of public funds and role the ACT Government had in ensuring the scheme was delivered in a responsible and efficient manner.

I am satisfied that this factor favouring disclosure carries significant weight. However, this weight is to be balanced with the weight of factors favouring non-disclosure.

(a) *disclosure of the information could reasonably be expected to do any of the following:*

(ii) *Prejudice the protection of an individual's right to privacy or other rights under the Human Rights Act 2004;*

(xi) *prejudice trade secrets, business affairs or research of an agency or person.*

Having reviewed the documents, I consider that the protection of an individual's right to privacy, especially during dealings with the ACT Government is a significant factor as the parties involved have provided their personal information for the purposes of working with the ACT Government. This, in my opinion, outweighs the benefit which may be derived from releasing the personal information of the individual's involved in this matter.

Individuals are entitled to expect that the personal information they have supplied as part of this process will be dealt with in a manner that protects their privacy. Considering the type of information to be withheld from release, I am satisfied that the factors in favour of release can still be met while protecting the personal information of the individuals involved who have not consented to the release of their information. I therefore weight the factor for non-disclosure more highly than the factor in favour of release in this instance. As a result, I have decided that the release of all Amazon Web Services (AWS) employee information (personal name, position, mobile phone number and email addresses) and the personal email address of the Director of Brainium Labs and the name of one employee should not be released as this information could prejudice their right to privacy under the *Human Rights Act 2004*.

I have also considered the impact of disclosing information which relates to business affairs. In the case of *Re Mangan and The Treasury* [2005] AATA 898 the term 'business affairs' was interpreted as meaning 'the totality of the money-making affairs of an organisation or undertaking as distinct from its private or internal affairs'. Schedule 2 section 2.2(a)(xi) allows for government information to be withheld from release if disclosure of the information could reasonably be expected to prejudice the trade secrets, business affairs or research of an agency or person. The information withheld from release could reasonably be expected to unfairly prejudice the business affairs Brainium Labs by disclosing the estimated costings for increased server settings.

Having applied the test outlined in section 17 of the Act and deciding that release of personal information contained in the documents is not in the public interest to release, I have chosen to redact this specific information in accordance with section 50(2). Noting the pro-disclosure intent of the Act, I am satisfied that redacting only the information that I believe is not in the public interest to release will ensure that the intent of the Act is met

and will provide you with access to the majority of the information held by CMTEDD within the scope of your request.

### **Charges**

Pursuant to *Freedom of Information (Fees) Determination 2018* processing charges are applicable for this request because the total number of pages to be released to you exceeds the charging threshold of 50 pages. However, the charges have been waived in accordance with section 107(2)(b) of the Act.

### **Online publishing – Disclosure Log**

Under section 28 of the Act, CMTEDD maintains an online record of access applications called a disclosure log. Your original access application, my decision and documents released to you in response to your access application will be published in the CMTEDD disclosure log 3 days after the date of my decision. Your personal contact details will not be published.

You may view CMTEDD disclosure log at <https://www.cmtedd.act.gov.au/functions/foi>.

### **Ombudsman Review**

My decision on your access request is a reviewable decision as identified in Schedule 3 of the Act. You have the right to seek Ombudsman review of this outcome under section 73 of the Act within 20 working days from the day that my decision is published in CMTEDD disclosure log, or a longer period allowed by the Ombudsman.

We recommend using this form [Applying for an Ombudsman Review](#) to ensure you provide all of the required information. Alternatively, you may write to the Ombudsman at:

The ACT Ombudsman  
GPO Box 442  
CANBERRA ACT 2601

Via email: [actfoi@ombudsman.gov.au](mailto:actfoi@ombudsman.gov.au)

### **ACT Civil and Administrative Tribunal (ACAT) Review**

Under section 84 of the Act, if a decision is made under section 82(1) on an Ombudsman review, you may apply to the ACAT for review of the Ombudsman decision. Further information may be obtained from the ACAT at:

ACT Civil and Administrative Tribunal  
Level 4, 1 Moore St  
GPO Box 370  
Canberra City ACT 2601  
Telephone: (02) 6207 1740  
<http://www.acat.act.gov.au/>

Should you have any queries in relation to your request please contact me by telephone on 6207 7754 or by email at [CMTEDDFOI@act.gov.au](mailto:CMTEDDFOI@act.gov.au).

Yours sincerely,

A handwritten signature in black ink, appearing to read 'Daniel Riley', written in a cursive style.

Daniel Riley  
Information Officer  
Information Access Team  
Chief Minister, Treasury and Economic Development Directorate

10 August 2021



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## FREEDOM OF INFORMATION REQUEST SCHEDULE

WHAT ARE THE PARAMETERS OF THE REQUEST	Reference NO.
Records relating to the ChooseCBR voucher scheme, specifically: - A list of all the businesses that participated in the scheme, the number of vouchers claimed at each business and the dollar amount of vouchers claimed at each business - Correspondence relating to technical issues on the site from June 9, 2021 to June 18, 2021.	CMTEDDFOI2021-137

Ref No	Page number	Description	Date	Status	Reason for Exemption	Online Release Status
1	1-16	List	7 Jul 2021	Full release	N/A	Yes
2	17-620	Internal email correspondence	9-18 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii) Sch 2 s2.2 (a)(xi)	Yes
3	621-704	Vendor correspondence	9-18 Jun 2021	Partial release	Sch 2 s2.2 (a)(ii)	Yes
<b>Total No of Docs</b>						
3						

RANKING BY VOLUME OF VOUCHERS REDEEMED			
	Merchant	# Vouchers	Total Value of Vouchers
1	Daily Market City & Gungahlin	1918	\$ 67,700.00
2	Hualong Supermarket	1584	\$ 61,300.00
3	Chemist Warehouse Belconnen Markets- Ibbott lane	1366	\$ 57,190.00
4	Deji Asian Supermarket	1286	\$ 44,850.00
5	Oriental Groceries	953	\$ 37,710.00
6	Panda fresh mart	927	\$ 23,320.00
7	Mega Convenience Store	890	\$ 29,600.00
8	Mani asian supermarket	883	\$ 29,990.00
9	Wukong Hotpot & Super Emoji	878	\$ 29,810.00
10	BESTORE	877	\$ 35,900.00
11	SAIGON ASIAN FOOD, RETAIL & WHOLESALE	764	\$ 30,510.00
12	Fresco Seafood	723	\$ 23,510.00
13	Sycamore Medi Spa	662	\$ 28,840.00
14	EBEST CANBERRA	621	\$ 23,720.00
15	Asian Supa	592	\$ 20,390.00
16	EasiMart Kingston	548	\$ 13,600.00
17	Z COSME STORE	543	\$ 21,010.00
18	YumchaCBD	531	\$ 19,100.00
19	Vina Groceries	524	\$ 18,050.00
20	Ginger and Spice	499	\$ 17,030.00
21	CHILADA/ VR Canberra	489	\$ 19,630.00
22	Emart	460	\$ 15,500.00
23	Desi Bazaar	447	\$ 19,070.00
24	TAK KEE ROAST INN	418	\$ 9,300.00
25	The Food Forum	414	\$ 10,560.00
26	Oscar's Bakery Cafe	408	\$ 17,980.00
27	Yesmart	396	\$ 13,830.00
28	Gungahlin & Jamison Plaza Travel Associates	385	\$ 19,160.00
29	Raku Dining	371	\$ 18,230.00
30	LOST RIVER MEAT	371	\$ 12,920.00
31	Gungahlin Lakes Golf Pro Shop	350	\$ 16,760.00
32	Pandora Belconnen and Pandora Canberra Centre	345	\$ 15,470.00
33	MK Butcher	344	\$ 11,110.00
34	Weston asian grocery	339	\$ 11,590.00
35	Nikki Cosmo	324	\$ 13,330.00
36	Toyworld Fyshwick & Toyworld Belconnen	302	\$ 12,140.00
37	Super Emoji Citywalk	302	\$ 7,800.00
38	Dymocks Canberra	286	\$ 10,160.00
39	coolbuy	283	\$ 10,150.00
40	Jimmy's place	278	\$ 10,610.00
41	hing shing butchery/â...´ç>>è,%â—	273	\$ 8,200.00
42	606 Asian Supermarket	272	\$ 8,770.00
43	ACT FRUIT VEG AND BUTCHER	270	\$ 9,760.00
44	National Zoo & Aquarium	261	\$ 12,240.00
45	Golden Drum	257	\$ 9,980.00
46	Deakin IGA Supermarket	253	\$ 8,720.00
47	Ai Buy Market	245	\$ 5,720.00
48	UC Supermarket	243	\$ 7,600.00

49	Dendy Cinemas Canberra	236	\$	6,560.00
50	Rashays Casual Dining Belconnen	231	\$	6,430.00
51	The Scholar Chinese Seafood Restaurant	230	\$	7,650.00
52	Bellchambers Music School	225	\$	11,100.00
53	Little Sprout	225	\$	9,780.00
54	Chinese Inn Restaurant	223	\$	7,000.00
55	rusden europro automotive	222	\$	10,260.00
56	Dymocks Belconnen	220	\$	6,930.00
57	Tasty Fish	214	\$	5,310.00
58	Mont Adventure Equipment	213	\$	9,620.00
59	GUZMAN Y GOMEZ Canberra Centre/ Belconnen/ Gungah	212	\$	3,310.00
60	Here Collective	211	\$	10,130.00
61	Impact Comics	208	\$	7,520.00
62	Capital Chemist Dickson	205	\$	5,630.00
63	Continental grocery and halal meat	199	\$	7,600.00
64	Bidgee Golf Shop	198	\$	8,900.00
65	Super Emoji Gungahlin	194	\$	5,040.00
66	TG-ONE Groceries	187	\$	6,410.00
67	Ziggys Fresh Belconnen	185	\$	4,120.00
68	PappaRich Canberra	184	\$	4,170.00
69	Asian Provisions	183	\$	5,250.00
70	IGA Drakeford Supermarket	181	\$	5,530.00
71	Fortune Box	180	\$	5,650.00
72	Tackle World Canberra	179	\$	8,590.00
73	bread and butter cafe	176	\$	4,070.00
74	POP Canberra	175	\$	5,620.00
75	Kippax Asian Grocer	175	\$	4,880.00
76	Across The Board Cake Decorating Pty Ltd	174	\$	7,450.00
77	Pandora Tuggeranong	171	\$	7,530.00
78	O2 Hair	169	\$	6,280.00
79	Chic Gourmet	168	\$	6,460.00
80	Tasting China	168	\$	5,870.00
81	Smart Dollar Tuggeranong	166	\$	3,230.00
82	Star Buffet	161	\$	4,820.00
83	Let's Be Natural	160	\$	5,780.00
84	Pharmacy Select Gungahlin	159	\$	4,700.00
85	Latorta	153	\$	5,520.00
86	Landspeed Records	152	\$	6,190.00
87	Canberra City Gymnastics Club	149	\$	7,270.00
88	Daily market	148	\$	4,080.00
89	Discount grocery store	146	\$	6,770.00
90	Sichuan Chinese Restaurant	145	\$	4,730.00
91	Pedal Power ACT	144	\$	7,140.00
92	artKids Canberra	140	\$	6,810.00
93	Crafty Frog	139	\$	5,630.00
94	Bellelis Australia Pty Ltd	139	\$	5,600.00
95	Limelight Cinemas	135	\$	4,680.00
96	Capital Chemist Lyneham	135	\$	4,080.00
97	Rashays Tuggeranong	133	\$	2,920.00
98	AKIKAMBARA	132	\$	6,050.00

99	Belconnen Chicken	130	\$	2,460.00
100	HEY SHOW KARAOKE	126	\$	4,650.00
101	Rashays Woden	126	\$	3,530.00
102	Ziggys Fresh Fyshwick	125	\$	3,090.00
103	SOULution Yoga	125	\$	5,890.00
104	Mr warehouse	124	\$	6,160.00
105	Sushi Musa Belconnen	123	\$	3,270.00
106	Murrumbidgee Country Club	122	\$	6,010.00
107	Trilogy Skateboards	122	\$	5,620.00
108	Lanzhou Beef Noodle	122	\$	3,910.00
109	CBD DUMPLING HOUSE	120	\$	3,720.00
110	XIAN FAMOUS FOOD DICKSON	120	\$	2,030.00
111	The Source Bulk Foods Belconnen	118	\$	2,900.00
112	Number 1 Spicy Noodle	117	\$	2,010.00
113	Can Tho Vietnamese and Chinese Restaurant	116	\$	2,300.00
114	Frugji Dessert Laboratory	116	\$	1,660.00
115	Hanok Korean BBQ Dickson	115	\$	4,790.00
116	Baby Su	115	\$	1,840.00
117	yat bun tong dumpling house belconnen	114	\$	3,670.00
118	Merlin Mosaica	113	\$	5,440.00
119	Hongtao Gao	113	\$	3,950.00
120	The Knox Made in Watson	113	\$	2,300.00
121	NEZUKO PTY LTD	109	\$	3,900.00
122	Gametradars Hyperdome ACT	109	\$	3,850.00
123	Rodney's Plants Plus	107	\$	4,550.00
124	Chongqing street noodle	107	\$	1,660.00
125	The Markets Wanniasa	106	\$	3,970.00
126	Malatang Zhangliang	106	\$	1,690.00
127	Story Room Canberra	105	\$	3,950.00
128	Happys Chinese restaurant	105	\$	3,750.00
129	ORITEA	105	\$	2,660.00
130	Capital Chemist Crace	104	\$	3,520.00
131	Wild Panda	103	\$	1,900.00
132	Chinese Kitchen Dumpling House	102	\$	2,630.00
133	Mel Hill Photography	100	\$	4,770.00
134	little sandpiper	99	\$	3,840.00
135	Lion City	99	\$	2,430.00
136	Super Emoji Belconnen	99	\$	1,920.00
137	Soul Cartel	98	\$	4,360.00
138	Fresh Seafood Canberra	97	\$	3,610.00
139	The tongdak	97	\$	2,380.00
140	Dickson Dumpling House	95	\$	2,900.00
141	Xiâ€™An Famous Noodles	95	\$	2,090.00
142	Lokma Turkish Cuisine Pty Ltd	95	\$	1,990.00
143	Jindii EcoSpa	93	\$	4,550.00
144	Mudd The Spa	93	\$	4,370.00
145	ProfessionAIL Belconnen	93	\$	2,530.00
146	Nicholls IGA Supermarket	92	\$	2,740.00
147	Green Bean on Moore	91	\$	2,060.00
148	The Italian Place Enoteca	90	\$	3,180.00

149	Riddle Room	90	\$	2,940.00
150	Brodburger	90	\$	1,660.00
151	Dumpling Social	89	\$	2,850.00
152	Hero Sushi Canberra Train, Hero Sushi Constitution Place	87	\$	1,610.00
153	BEAUTY CENTRAL	86	\$	3,360.00
154	CHON CO THAI BELCONNEN	86	\$	2,840.00
155	Iron chef Chinese and Malaysian Restaurant	86	\$	2,810.00
156	Azure Dragon/Urban By Asian Tiger (ANU)	86	\$	1,540.00
157	San Churro Woden	86	\$	1,270.00
158	CO.BAR AUS	85	\$	2,750.00
159	Korner Tapri	85	\$	2,240.00
160	milk flower belconnen	85	\$	1,640.00
161	Ka sushi ramen	85	\$	1,360.00
162	BLU GINGER INDIAN RESTAURANT	84	\$	3,110.00
163	Gongcha gungahlin pty ltd	84	\$	990.00
164	Canberra Martial Arts & Fitness	83	\$	3,700.00
165	Intersport Fyshwick	83	\$	3,190.00
166	Mings Restaurant Chinese and Malaysian	83	\$	2,570.00
167	SHOOK	83	\$	1,580.00
168	Elite Meats	82	\$	3,390.00
169	Terra	82	\$	1,730.00
170	Drummond Golf Fyshwick	81	\$	3,750.00
171	Ogawa Japanese cuisine	81	\$	2,440.00
172	My mom's yangpyeong haejanggook	81	\$	2,410.00
173	Super Bao	81	\$	2,400.00
174	Jasmine House Family Restaurant	79	\$	2,590.00
175	SONGLAND RECORDS	78	\$	3,470.00
176	panda crepes pty ltd	78	\$	1,160.00
177	Truefitt & Hill	77	\$	3,640.00
178	Canberra Music Tuition	77	\$	3,540.00
179	Yowani Golf Shop	77	\$	3,500.00
180	Mirchi	77	\$	2,820.00
181	Gungahlin Massage Centre	77	\$	2,590.00
182	Turkish Kebab and Pizza Belconnen	77	\$	1,740.00
183	Indepth Scuba	76	\$	3,770.00
184	Straight Line Sports	76	\$	3,400.00
185	the allergy centre	76	\$	2,750.00
186	HANGARI KIMCHI	76	\$	2,330.00
187	Gongcha Braddon	76	\$	2,300.00
188	Mayfair Espresso cafe	76	\$	2,120.00
189	Adore Tea	76	\$	1,870.00
190	BiangBiang noodles CBD	76	\$	1,420.00
191	Wokitup gungahlin	76	\$	1,340.00
192	Sharetea Dickson	76	\$	880.00
193	Canberra Day Spa	75	\$	3,570.00
194	Mels Massage	75	\$	3,460.00
195	Jade Spa Massage	75	\$	3,310.00
196	Top Goods	75	\$	2,900.00
197	Men's Biz	75	\$	2,510.00
198	AULAC VEGAN CUISINE	75	\$	2,160.00

199	Gami Chicken And Beer Canberra	74	\$	1,910.00
200	Urban jungle CBR	73	\$	2,750.00
201	UNIVERSITY PHARMACY	73	\$	2,610.00
202	Cinnarbar	72	\$	1,910.00
203	Char Char Thai	72	\$	1,310.00
204	Thai Chiang Rai Belconnen	71	\$	2,870.00
205	FishCo Fish Market	71	\$	2,760.00
206	Beijing House Chinese Restaurant	70	\$	2,540.00
207	Cuptain Planet	69	\$	2,910.00
208	Oporto civic	69	\$	2,200.00
209	Masala hut Indian restaurant	69	\$	2,110.00
210	SushiSushi Belconnen	69	\$	1,010.00
211	mookie burger Tuggeranong	68	\$	1,640.00
212	Altina Drinks	67	\$	3,250.00
213	Workin' Gear	67	\$	3,020.00
214	1980 Chinese restaurant	67	\$	2,130.00
215	Healthy Start Discount Vitamins	67	\$	2,080.00
216	Top Class Spicy Hot Pot	67	\$	1,550.00
217	Asian Tea House	67	\$	1,430.00
218	Ming's Pantry Malaysian Street Food	67	\$	1,330.00
219	CoCo Fresh Tea & Juice	67	\$	760.00
220	Dee's Book and Comic Shop	65	\$	2,740.00
221	Asian Noodle House Woden	65	\$	1,620.00
222	The Hospitality Shop	64	\$	2,380.00
223	bamiyan	63	\$	2,480.00
224	Express Travel Services Pty Ltd.,	62	\$	2,900.00
225	Capital Chemist O'Connor	62	\$	1,680.00
226	Nicholls Chinese Food	61	\$	2,050.00
227	Subway Canberra House	61	\$	1,730.00
228	Bashan	61	\$	1,050.00
229	Chatime	61	\$	770.00
230	Bambusa asian cuisine	60	\$	2,290.00
231	Lilly Cooper	60	\$	2,230.00
232	Retro Cafe	60	\$	1,880.00
233	DaMingle	60	\$	1,780.00
234	The Source Bulk Foods Dickson	59	\$	1,390.00
235	Via & BC	58	\$	2,420.00
236	Fricken	58	\$	1,320.00
237	Chatime Belconnen	58	\$	1,160.00
238	Two Peck Crispy Chicken	58	\$	760.00
239	yat bun tong dumpling house braddon	58	\$	1,610.00
240	BD Dine	57	\$	2,180.00
241	WUYU CUISINE	57	\$	1,810.00
242	Psychedeli	57	\$	1,370.00
243	Wenyang Family Trust	56	\$	2,400.00
244	Capital Chemist Chisholm	56	\$	2,050.00
245	B One Restaurant	56	\$	1,730.00
246	Hero sushi Tuggeranong Miki Sushi Woden	56	\$	1,110.00
247	Lonsdale St Cyclery	55	\$	2,340.00
248	Yaki Boi	55	\$	1,430.00

249	Kitchen Garden At Rodneys + Pialligo Food Emporium	55	\$	950.00
250	Wolfie	54	\$	2,270.00
251	The Curatoreum	54	\$	2,100.00
252	Raijin Japanese Cuisine	54	\$	1,840.00
253	Lyons Friendly Grocer	54	\$	1,430.00
254	2 Yummy	54	\$	1,080.00
255	Spilt Milk Bar	54	\$	830.00
256	Belluci's Manuka	53	\$	2,190.00
257	Molly	53	\$	1,840.00
258	Little steamer	53	\$	1,730.00
259	Asian Noodle House Belconnen	52	\$	1,580.00
260	Coffee Guru Franklin	52	\$	1,280.00
261	Sancho's Dirty Laundry	51	\$	2,330.00
262	OnSon Thai Massage & Day Spa	51	\$	2,310.00
263	Simply Pho	51	\$	1,350.00
264	Savoury Kitchen	51	\$	1,100.00
265	HEALTH FIRST CHINESE ACUPRESSURE MASSAGE	50	\$	1,800.00
266	Two sisters Lao Thai cuisine	50	\$	1,680.00
267	Sharetea Gungahlin	50	\$	540.00
268	Professionail woden	49	\$	1,530.00
269	Belco Halal Kebabs and Pizzeria	49	\$	1,170.00
270	savoury kitchen woden	49	\$	1,040.00
271	Silo Bakery	49	\$	870.00
272	TyrePlus Phillip/Woden Tyre and Exhaust	48	\$	2,370.00
273	White Chaco	48	\$	1,620.00
274	Lisa Chinese Restaurant	48	\$	1,620.00
275	CHONG CO TUGGERANONG PTY LTD	48	\$	1,580.00
276	SoLita Pizzeria & Pasta Bar	48	\$	1,450.00
277	Zambrero Tuggeranong	48	\$	770.00
278	Dobinsons Bakery	48	\$	600.00
279	Timmy's Kitchen	47	\$	1,210.00
280	CHONG CO THAI KINGSTON	46	\$	1,490.00
281	Soundbox Karaoke & Bar	46	\$	1,410.00
282	Edgars Inn	46	\$	1,120.00
283	Spar Express N gunnawal	45	\$	1,290.00
284	Folks Gallery	45	\$	1,210.00
285	Soul Origin Woden, Canberra Outlet and Tuggeranong	45	\$	590.00
286	Pilates with Dan	44	\$	2,130.00
287	Temporada	44	\$	1,980.00
288	NONO NAIL	44	\$	1,620.00
289	Mr.Papa - Peruvian Street Food	44	\$	1,020.00
290	Sushi Sushi Belconnen2	44	\$	650.00
291	Honkytonks	43	\$	1,340.00
292	Soul Origin Canberra Centre and Belconnen	43	\$	520.00
293	Motherly Instincts	42	\$	1,850.00
294	China Tea Club	42	\$	1,260.00
295	Quan's kitchen	42	\$	1,250.00
296	Subway Belconnen Westfield	42	\$	870.00
297	East Row Specialty Coffee	42	\$	700.00
298	The Book Cow	41	\$	1,340.00

299	Knead Patisserie	41	\$	530.00
300	Chisholm newsagency and post office	40	\$	1,660.00
301	Belluci's Woden	40	\$	1,440.00
302	Books R Us & More	40	\$	1,090.00
303	AUSTRALIAN CAPITAL HEALTH CENTRE OF TRADITIONAL C	39	\$	1,700.00
304	Latin Dance Canberra	39	\$	1,580.00
305	Barbeque nation	39	\$	1,550.00
306	Pizza Artigiana	39	\$	1,140.00
307	A Bite to Eat	39	\$	1,110.00
308	littlewujianbing	39	\$	640.00
309	Jamison Travel	38	\$	1,860.00
310	Hair Crew	38	\$	1,620.00
311	Delhi to Canberra Indian Resturant	38	\$	1,460.00
312	Australian Choice	38	\$	1,390.00
313	Woolshed at Manuka	38	\$	1,290.00
314	Gungahlin Centre News	38	\$	1,070.00
315	Naked Foods	38	\$	850.00
316	Wokitup Philip	38	\$	770.00
317	Koku Super Kare	38	\$	720.00
318	EightyTwenty Food	38	\$	710.00
319	mookie burger	38	\$	690.00
320	Tuggeranong Therapeutic Massage	37	\$	1,850.00
321	Capital Chemist Isabella Plains	37	\$	1,110.00
322	B & B Emporium	37	\$	910.00
323	Zehni™s Turkish Kitchen	37	\$	890.00
324	Hawka Thai Massage Centre	36	\$	1,710.00
325	Handy Seven	36	\$	1,610.00
326	Kidzplore Indoor Play Centre	36	\$	1,530.00
327	lilotang	36	\$	1,470.00
328	Capital Chemist Waramanga	36	\$	1,200.00
329	Majura Massage	35	\$	1,690.00
330	M&K Meats	35	\$	1,660.00
331	Pearl Hair & Beauty Services	35	\$	1,540.00
332	K Bar Karaoke	35	\$	1,480.00
333	Beyond Pharmacy	35	\$	1,180.00
334	Coconine	35	\$	1,110.00
335	The Old Canberra Inn	35	\$	620.00
336	Milligram ANU	35	\$	570.00
337	MOMENT CONCEPT TEA	35	\$	500.00
338	Buvelot Picture Framers	34	\$	1,570.00
339	Escape Rooms Canberra	34	\$	1,330.00
340	AdamnEve	34	\$	1,220.00
341	Canberra Hopper Hut	34	\$	1,070.00
342	Palace Electric Cinema	34	\$	1,010.00
343	Punjabihut Indian Restaurant	34	\$	1,010.00
344	VANILLA POD PIZZA & PASTA BAR	34	\$	890.00
345	Sushi Go	34	\$	880.00
346	EasyWay Belconnen	34	\$	810.00
347	DeWok Noodle Bar	34	\$	800.00
348	Event Corner	33	\$	1,650.00

349	Mountain Strong Pty Ltd	33	\$	1,440.00
350	4 Corners Picture Framers	33	\$	1,430.00
351	Redpath Shoes	33	\$	1,360.00
352	TREVS @ Dickson	33	\$	1,120.00
353	Indian Accent	33	\$	960.00
354	Hair Crew Studio	33	\$	730.00
355	Caffe cherrybeans tuggeranong	33	\$	520.00
356	RYE Cafe	33	\$	490.00
357	Quizzic Alley	32	\$	1,340.00
358	Hadfield Painting Studio	32	\$	1,330.00
359	Amici Wine Bar & Deli	32	\$	1,280.00
360	Superfine Cafe	32	\$	980.00
361	Subway Weston	32	\$	870.00
362	CHEZ KIMCHI	32	\$	810.00
363	Multi Yummy	32	\$	770.00
364	Savers Bazaar	32	\$	480.00
365	FRAWLEYS	31	\$	1,490.00
366	Looking for Gamers (LFG) Australia	31	\$	1,490.00
367	Under the Mistletoe	31	\$	1,180.00
368	PASSIONAILS	31	\$	1,040.00
369	Italian Brothers	31	\$	980.00
370	Happy Hair Day	31	\$	940.00
371	Regal Restaurant Belconnen	31	\$	890.00
372	Foodworks Holder ACT	31	\$	840.00
373	Wok Me	31	\$	760.00
374	Sharetea Woden	31	\$	330.00
375	Bliss Garden & Giftware	30	\$	1,340.00
376	Sydney Rams Pty Ltd	30	\$	1,160.00
377	Jimmys palace restaurant	30	\$	1,040.00
378	Thai Chiang rai Kingston	30	\$	850.00
379	Polo Restaurant	30	\$	830.00
380	The Mawson Club	30	\$	550.00
381	The coffee club belconnen	30	\$	530.00
382	The Green House Coffee	30	\$	480.00
383	Smart Dollar Woden	29	\$	580.00
384	Nunie	29	\$	1,420.00
385	Axxe	29	\$	1,240.00
386	Indian Affair Restaurant	29	\$	1,020.00
387	Herbert's at Evatt	29	\$	1,000.00
388	Chalisa Indian Restaurant	29	\$	920.00
389	Thai Ayutthaya Restaurant	29	\$	860.00
390	Selections Bistro " Belconnen Labor Club	29	\$	680.00
391	The coffee club Tuggernong	29	\$	660.00
392	The coffee club Majura Park	29	\$	500.00
393	OMG Decadent Donuts - ACT Region	29	\$	500.00
394	The Front	29	\$	470.00
395	Playground Training	28	\$	1,370.00
396	45 90 Framing & Gallery	28	\$	1,340.00
397	Colleen's Lingerie and Swimwear	28	\$	1,310.00
398	Botanical Bookshop	28	\$	1,180.00

399	Belconnen Ski N Board	28	\$	1,120.00
400	My value	28	\$	1,020.00
401	The Stitching Room	28	\$	900.00
402	The Dock Kingston	28	\$	890.00
403	Meating room	28	\$	770.00
404	U Accessories	28	\$	610.00
405	DISCOUNT HUT	28	\$	550.00
406	McDonald's Manuka	28	\$	400.00
407	BLACKFIRE RESTAURANT	27	\$	1,290.00
408	Gus' Place	27	\$	430.00
409	SHARETEA TUGGERANONG	27	\$	370.00
410	Sly Fox Coffee	26	\$	1,120.00
411	Cake Decorating Solutions	26	\$	930.00
412	Trove Canberra	26	\$	640.00
413	Ciao cafe and cakes Braddon	26	\$	520.00
414	caffè cherry beans gungahlin	26	\$	350.00
415	KIN Gallery	25	\$	1,220.00
416	Olympian Games	25	\$	1,160.00
417	Tune BikeWorks	25	\$	1,100.00
418	Beautying	25	\$	910.00
419	Playing fields	25	\$	600.00
420	The Coffee Club Woden	25	\$	570.00
421	Civic Asian Noodle House	25	\$	460.00
422	Warehouse Circus	24	\$	1,140.00
423	1882 Hall	24	\$	1,070.00
424	Supreme Massage	24	\$	880.00
425	Oporto Majura Park	24	\$	380.00
426	Passiontree Velvet	24	\$	370.00
427	The Bank Indoor Skate Park	23	\$	1,120.00
428	TJM Canberra	23	\$	1,090.00
429	Kmotion Dance Studio	23	\$	990.00
430	Growers Market Express	23	\$	970.00
431	The Hungry Buddha	23	\$	900.00
432	GOSSIP NAIL SALON	23	\$	840.00
433	What the pho	23	\$	740.00
434	The Highball Express	23	\$	710.00
435	Milky Lonsdale Trading Proprietary Limited	23	\$	670.00
436	Rice & Things Takeaway	23	\$	510.00
437	Bunny beans Cafe	23	\$	510.00
438	Cafe au Lait	23	\$	430.00
439	Lighthouse Pub	23	\$	430.00
440	Canberra Jewellery Repair & Restoration	22	\$	1,100.00
441	Higher Function Physio & Pilates	22	\$	1,070.00
442	Amita beauty & hair parlour	22	\$	960.00
443	GymQuip Fitness and Spas	22	\$	950.00
444	The Mustang Nepalese Restaurant & Bar	22	\$	910.00
445	SportsTec Clinic	22	\$	880.00
446	Flavours of Jiangnan	22	\$	630.00
447	Dumpling King Canberra City	22	\$	590.00
448	EQ Cafe and Lounge	22	\$	570.00

449	Capital Chemist Kambah	22	\$	570.00
450	Just Cuts Manuka & Fyshwick	22	\$	530.00
451	Cocorea	22	\$	480.00
452	Canberra Irish Club	22	\$	410.00
453	Meltd Toasted Sandwich Emporium	22	\$	290.00
454	Oliver Brown Civic	22	\$	280.00
455	SushiSushi Canberra Central 2	22	\$	270.00
456	Goodyear Autocare Gungahlin	21	\$	1,020.00
457	Thai House Restaurant	21	\$	680.00
458	garran kitchen	21	\$	640.00
459	Noodle Castle	21	\$	600.00
460	Jasper and Myrtle Chocolates	21	\$	600.00
461	The Duxton O'Connor	21	\$	540.00
462	La Empanada	21	\$	530.00
463	House Of Desserts	21	\$	480.00
464	Tasuke	21	\$	470.00
465	Kopiku	21	\$	440.00
466	Fat goanna cafe	21	\$	360.00
467	Hot Star Fried Chicken	21	\$	340.00
468	Fairy Legends	20	\$	920.00
469	Civic Shoes	20	\$	880.00
470	B L I S S I M O	20	\$	830.00
471	Carlee Childrens Wear	20	\$	670.00
472	Typica Cafe Manuka	20	\$	660.00
473	The Durham Castle Arms	20	\$	600.00
474	That Gelato Place	20	\$	400.00
475	Sunday in Canberra	20	\$	360.00
476	Bruce Takeaway	20	\$	300.00
477	The Creamery&co	20	\$	280.00
478	DAANA	19	\$	860.00
479	Runway 13 - Hobby Retail & Wholesale	19	\$	860.00
480	Home French Home	19	\$	850.00
481	Scott Leggo	19	\$	800.00
482	Propaganda bistro	19	\$	690.00
483	Designer Op Shop Emporium	19	\$	670.00
484	CC Beauty Centre	19	\$	640.00
485	KIPPAX CHINESE MEDICINE CLINIC	19	\$	630.00
486	New York Nails Spa and Beauty	19	\$	540.00
487	sparkling nails beauty	19	\$	410.00
488	Mamak lunch	19	\$	390.00
489	Token Arcade and Kitchen	19	\$	370.00
490	Whale tea	19	\$	280.00
491	Canberra Dance Theatre	18	\$	900.00
492	Metaphysica	18	\$	710.00
493	106 Hotpot	18	\$	580.00
494	Awesome Noodle Asian Cuisine	18	\$	570.00
495	Walt and Burley	18	\$	480.00
496	Kan sushi & poke	18	\$	380.00
497	Donut King Gungahlin	18	\$	190.00
498	6th Position	17	\$	760.00

499	Charnies Noodles and Dumplings	17	\$	650.00
500	Trecento Restaurant	17	\$	630.00
501	Bewitched Flowers and Gifts	17	\$	570.00
502	To All My Friends	17	\$	480.00
503	Foodworks Forde	17	\$	470.00
504	J&J Hair	17	\$	460.00
505	Tokyo canteen	17	\$	410.00
506	CRUST ERINDALE	17	\$	320.00
507	Penny University Cafe	17	\$	320.00
508	Wokitup Belconnen	17	\$	250.00
509	Little Oink	17	\$	240.00
510	Arnold and Co Jewellers	16	\$	710.00
511	Serenity by G	16	\$	700.00
512	BACKBONE BMX PTY. LTD.	16	\$	680.00
513	H2O MEDI SPA	16	\$	680.00
514	Quintessence Nail & Beauty	16	\$	670.00
515	Canberra Potters Society	16	\$	560.00
516	Canberra Dragon Dance	16	\$	540.00
517	Bleachers Sports Bar	16	\$	480.00
518	Stella's by the lake	16	\$	240.00
519	Boost juice Tuggeranong/ Woden/ Fyshwick	16	\$	210.00
520	Sakura Place	16	\$	180.00
521	Subway Mawson/ Conder	16	\$	160.00
522	CRAFT ACT: CRAFT AND DESIGN CENTRE	15	\$	720.00
523	Cosmo Hair & Beauty	15	\$	690.00
524	Wattlebird Canberra	15	\$	660.00
525	Olive at Hawker	15	\$	650.00
526	DR PRINT & SIGN	15	\$	610.00
527	Ohsama Ramen	15	\$	570.00
528	Green Bamboo Vietnamese Restaurant	15	\$	540.00
529	OfficeEssential Office National	15	\$	520.00
530	Satay kitchen	15	\$	500.00
531	ATNL Nails Spa and Beauty	15	\$	500.00
532	Beess and Co Cafe	15	\$	470.00
533	supersweet pastry	15	\$	410.00
534	Grand Court Chinese Restaurant	15	\$	390.00
535	Capital Chemist Palmerston	15	\$	380.00
536	Holy Nails Spa/Queen Bee Beauty Studio	15	\$	370.00
537	Elemental Cafe	15	\$	330.00
538	Just Cuts Majura Park	15	\$	300.00
539	Caffe Cherry Beans - Canberra Centre	15	\$	280.00
540	7th&bake Patisserie Cafe	15	\$	260.00
541	Nosh	15	\$	230.00
542	Braddon Licensed Post Office & Newsagency	14	\$	700.00
543	BrewYourOwnAtHome	14	\$	670.00
544	Top Cyber Cafe	14	\$	580.00
545	Wood Tang	14	\$	540.00
546	Oxygen Essentials For Life	14	\$	530.00
547	Canberra Sewing	14	\$	520.00
548	Spaza Store	14	\$	510.00

549	Salut! Baroque	14	\$	490.00
550	The Plastic Free Shop	14	\$	450.00
551	Dhaka caf� and Indian restaurant	14	\$	450.00
552	Bentham St Bar& Pizza	14	\$	380.00
553	Jazzercise South Canberra	14	\$	370.00
554	Urban Fresh Sushi	14	\$	350.00
555	Elaine's Gourmet Pies	14	\$	310.00
556	Coffee Cafe	14	\$	230.00
557	Izumi	14	\$	220.00
558	Zambrero	14	\$	210.00
559	Lotus Skin and Beauty	13	\$	650.00
560	KC KICKSAU	13	\$	620.00
561	SWAGAT GROCERS AND CONVENIENCE STORE	13	\$	610.00
562	Gingerfinch	13	\$	580.00
563	Plastic Creations Pty Ltd	13	\$	560.00
564	Orange Bean Cafe	13	\$	520.00
565	Lollipop's Playland and Cafe Canberra	13	\$	500.00
566	Horseland Canberra	13	\$	490.00
567	CITSA	13	\$	480.00
568	UPS BELCONNEN UNIT TRUST	13	\$	410.00
569	Caffe Cherry Beans - Casey	13	\$	320.00
570	Wokitup	13	\$	300.00
571	Neutral Grounds	13	\$	300.00
572	Accelerate Physiotherapy	12	\$	540.00
573	The Outdoor Table	12	\$	530.00
574	Pivotal IT Solutions	12	\$	480.00
575	Elegant Image Day Spa Medi Spa	12	\$	440.00
576	Curves Weston	12	\$	430.00
577	Deco Hotel	12	\$	410.00
578	Foundation Beauty Therapy	12	\$	410.00
579	KimoYes	12	\$	380.00
580	Siam Twist	12	\$	380.00
581	Military Shop	12	\$	380.00
582	Hachiko western Japanese fusion	12	\$	360.00
583	Gommy's Cafe	12	\$	270.00
584	Dollar Choice	12	\$	250.00
585	The coffee club Canberra Outlet Centre	12	\$	180.00
586	La Baguette by R&M	12	\$	180.00
587	The Goods Wholefoods	12	\$	130.00
588	Fernwood Fitness Gungahlin	11	\$	460.00
589	Bags To Go	11	\$	450.00
590	HOME&GIVING	11	\$	430.00
591	Functional Fitness	11	\$	430.00
592	Capital Chemist University of Canberra	11	\$	430.00
593	Beef & Barley	11	\$	350.00
594	Kokomo�s	11	\$	350.00
595	Debacle	11	\$	290.00
596	Turkish Delight Kingston	11	\$	270.00
597	The coffee club gungahlin	11	\$	260.00
598	CSIRO Discovery Cafe	11	\$	240.00

599	Arnold'S Ribs and Pizza	11	\$	240.00
600	Boost Juice Marketplace Gungahlin	11	\$	210.00
601	Farmshop Cafe	11	\$	210.00
602	Stand By Me	11	\$	200.00
603	Just Cuts Canberra Centre	11	\$	190.00
604	Hokka Hokka	11	\$	130.00
605	Zambrero Manuka	11	\$	120.00
606	Canberra halal market kippax	10	\$	500.00
607	Aussie Windscreens	10	\$	470.00
608	APEX driving school	10	\$	470.00
609	Saloon	10	\$	340.00
610	INSKINCARE	10	\$	300.00
611	Lis Dumpling Inn	10	\$	280.00
612	Gloww Beauty	10	\$	260.00
613	My Rainbow-Dreams	10	\$	220.00
614	Remedy by LSR Belconnen	10	\$	220.00
615	Anthos Flowers	10	\$	220.00
616	Cafe alibi	10	\$	170.00
617	Zambrero Dickson	10	\$	130.00
618	Sharetea ANU	10	\$	100.00
619	SAARA HOLIDAYS	9	\$	450.00
620	GoBoat Canberra	9	\$	450.00
621	Flourish Yoga	9	\$	450.00
622	Arthritis ACT	9	\$	320.00
623	La Beaute Hair Salon / Barberology	9	\$	300.00
624	Knuckles German Restaurant	9	\$	290.00
625	Spring garden chinese restaurant	9	\$	290.00
626	The Street Theatre	9	\$	270.00
627	Vietnamese Bakery & Cafe	9	\$	220.00
628	Soxstar	9	\$	200.00
629	Caffe Cherry Bean Majura Park	9	\$	200.00
630	Donut King Canberra DFO	9	\$	150.00
631	Gelca Pty Ltd	9	\$	120.00
632	Burger Hero Mitchell Takeaway	9	\$	120.00
633	Die Schlachtschule	8	\$	400.00
634	Ken Cook Menswear	8	\$	340.00
635	Je Fleur	8	\$	330.00
636	Capital Chemist Kingston	8	\$	330.00
637	Australian Essences - Women's Natural Health Clinic	8	\$	310.00
638	COURTYARD BY MILKCRATE	8	\$	300.00
639	Flow Yoga Canberra	8	\$	280.00
640	Lys Nails	8	\$	270.00
641	Anton's hair studio	8	\$	270.00
642	Toms Superfruits	8	\$	230.00
643	7FA EVENTS	8	\$	180.00
644	The Basement Canberra	8	\$	170.00
645	The Public Place @ chisholm	8	\$	140.00
646	Thirty8 Espresso	8	\$	130.00
647	Coffee Guru Amaroo	8	\$	110.00
648	Dilkara Australia	7	\$	350.00

649	Lisa Cahill   Atelier 818	7	\$	350.00
650	Onred	7	\$	350.00
651	Axis Hairdressing	7	\$	310.00
652	Revelation Puzzle Rooms	7	\$	250.00
653	Rojo Customs	7	\$	230.00
654	Siren Bar & Restaurant	7	\$	220.00
655	Cafe Childers	7	\$	210.00
656	Aliababa Belconnen Emu Bank	7	\$	210.00
657	Green Tea En	7	\$	200.00
658	Ginger Catering at NAC PTY LTD	7	\$	200.00
659	Loveofballoon	7	\$	190.00
660	Cup of Joy	7	\$	130.00
661	BARTON GROCER	7	\$	120.00
662	Dash Jolimont	7	\$	110.00
663	My Cafe	7	\$	110.00
664	Bearded Bean	7	\$	90.00
665	ZAMBRERO MAJURA PARK	7	\$	80.00
666	QUICK WOK	7	\$	70.00
667	Slow Beauty Eco Salon	6	\$	270.00
668	Saigon Restaurant	6	\$	270.00
669	Nucy Thai Massage	6	\$	270.00
670	Smogue	6	\$	240.00
671	McGlades Jewellers	6	\$	210.00
672	Pure Pod - sustainable	6	\$	210.00
673	Magoo's Cafe and Bar	6	\$	110.00
674	Hyde Away Cafe Waramanga	6	\$	100.00
675	Blossoms Of Canberra	6	\$	100.00
676	Cafe Brindabella	6	\$	60.00
677	Aeon Academy	5	\$	250.00
678	Phoebe Porter	5	\$	250.00
679	LUXE Tanning and Lash Studio (formally Luscious Glow)	5	\$	220.00
680	Potbelly Bar	5	\$	220.00
681	GUIFENG ZHOU	5	\$	210.00
682	88mph	5	\$	190.00
683	ABOUT FACE Beauty & Anti Aging Salon	5	\$	180.00
684	Fernwood Fitness Tuggeranong	5	\$	170.00
685	Katsu Nicholls Takeaway	5	\$	130.00
686	Noodle Choice	5	\$	110.00
687	Local Press Wholefoods	5	\$	110.00
688	La Casetta Pizzeria	5	\$	90.00
689	Lewrap Tuggeranong	5	\$	90.00
690	Master Hin Dumplings	5	\$	70.00
691	Reload Bar and Games	5	\$	60.00
692	Urban Bean Woden	5	\$	50.00
693	Gourmet House Woden	5	\$	50.00
694	BDL Car Stereo Pty Ltd	4	\$	200.00
695	Perform Australia	4	\$	200.00
696	Launch Pad Pty Ltd	4	\$	200.00
697	ION DNA Electric Vehicles	4	\$	200.00
698	Canberra Repertory Society	4	\$	200.00

699	Canberra School of Photography	4	\$	200.00
700	La Beaute Hair Salon	4	\$	200.00
701	NewsXpress KippaxFair	4	\$	170.00
702	Asian Arts MAnuka	4	\$	170.00
703	La Piazza Cafe / Restaurant	4	\$	170.00
704	Enliven Infrared Saunas Pty Ltd	4	\$	140.00
705	5 Senses Gourmet Cafe	4	\$	130.00
706	Forrest Hotel and Apartments	4	\$	130.00
707	Mulligans Flat	4	\$	130.00
708	Capital Star Nails & Beauty	4	\$	100.00
709	Brightco Pty Ltd	4	\$	100.00
710	Otto's Kiosk Cafe	4	\$	90.00
711	Fook Lee Sheng Chinese Take Away	4	\$	80.00
712	Cafe Mizzuna	4	\$	80.00
713	Tip Toe Nail Salon	4	\$	70.00
714	Gentle Nails	4	\$	70.00
715	The Muesli Bar	4	\$	60.00
716	UC Esports Lounge	4	\$	60.00
717	Stripey Sundae	4	\$	60.00
718	Zambrero Woden	4	\$	60.00
719	canberra cafe and restaurant	4	\$	50.00
720	Corner Drinks	4	\$	40.00
721	Carpet Factory	3	\$	150.00
722	Sharwood Hampers	3	\$	150.00
723	Venetia Major - Bespoke Jewellery	3	\$	150.00
724	Canberra Glassworks	3	\$	150.00
725	Timber and Tailor Shop	3	\$	150.00
726	Homemakers	3	\$	150.00
727	Grappling Bros	3	\$	150.00
728	Thorson Photography	3	\$	150.00
729	The Healthy Eating Clinic - Harrison	3	\$	120.00
730	Luminous Hair Salon	3	\$	120.00
731	Johneys Kitchen	3	\$	120.00
732	Muay U	3	\$	120.00
733	Emma Strapps Shiatsu	3	\$	120.00
734	watson pharmacy	3	\$	120.00
735	Alexander Fax Booksellers	3	\$	90.00
736	Caffe Cherry Beans Erindale	3	\$	90.00
737	Cannoli Brothers	3	\$	90.00
738	The Verandah	3	\$	80.00
739	21 CAPITAL MART	3	\$	70.00
740	Gina Kingston	3	\$	70.00
741	Yan Capital Motors	3	\$	70.00
742	Amaznails	3	\$	60.00
743	The Warehouse Roast Tap Brew	3	\$	40.00
744	ICHI cafe	3	\$	40.00
745	Mirtsch Brero Pty Ltd	3	\$	30.00
746	Canberra Caravan & 4x4 Centre	2	\$	100.00
747	EasliyManaged Fitness Pty Ltd	2	\$	100.00
748	Caffe Luxxe Espresso	2	\$	100.00

749	Muay Tings	2	\$	100.00
750	Hair and Makeup Artistry by Nicole	2	\$	100.00
751	Balloon Aloft Canberra	2	\$	100.00
752	Why Aesthetics	2	\$	100.00
753	The Coffee Grounds UC	2	\$	100.00
754	Charcoal Rooster	2	\$	100.00
755	11:11 Health and Wellbeing	2	\$	100.00
756	Signage Factor	2	\$	100.00
757	Ginseng @ Hellenic	2	\$	70.00
758	Pure Gelato ACT	2	\$	70.00
759	KaransKloset	2	\$	70.00
760	Caribou Kingston	2	\$	60.00
761	Love Food Catering	2	\$	60.00
762	designher beauty	2	\$	40.00
763	brazilian butterfly	2	\$	40.00
764	Braddon Supermarket	2	\$	40.00
765	Lahori Gate Canberra	2	\$	40.00
766	Cafe friends	2	\$	30.00
767	CASA ESPRESSO	2	\$	30.00
768	Freshii	2	\$	20.00
769	On The Grind Canberra cafe	2	\$	20.00
770	Kismet Turkish Gourmet	2	\$	20.00
771	CGs Discount Tobacconist and Gifts	1	\$	50.00
772	Curves Belconnen	1	\$	50.00
773	Greenaway Studio	1	\$	50.00
774	Blue Ink Group	1	\$	50.00
775	Beautique Smiles	1	\$	50.00
776	Kwik Kopy Phillip	1	\$	50.00
777	BirdieBall Australia	1	\$	50.00
778	The Battery Factory	1	\$	50.00
779	Barbell Foods	1	\$	50.00
780	Empreus I.T Support	1	\$	50.00
781	Edglit	1	\$	50.00
782	54 Benjamin	1	\$	50.00
783	Shine Om	1	\$	50.00
784	Lollypotz	1	\$	20.00
785	Yarralumla Play Station	1	\$	20.00
786	Centrepiece creol	1	\$	20.00
787	Wren & Rabbit Interiors	1	\$	20.00
788	Smith's Alternative	1	\$	20.00
789	Curves Gungahlin	1	\$	20.00
790	Sophie Edwards Music	1	\$	20.00
791	The Barracks, Lanyon Homestead	1	\$	10.00
792	Nassis Snack Bar	1	\$	10.00
793	mini golf federation square	1	\$	10.00
794	Mint rd cafe	1	\$	10.00
795	PINK FLAMINGO INTERIORS	1	\$	10.00
796	CAFE @ BELCO	1	\$	10.00
797	KillingPrints	1	\$	10.00
798	Cafe cherry beans Belconnen	1	\$	10.00

**From:**"Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:**10/06/2021 11:04 AM  
**To:**"Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:**Accepted: ChooseCBR #2

**From:**"Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:**09/06/2021 12:48 PM  
**To:**"Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:**Accepted: Nick/Jenny/Morgan

**From:**"Argy, Nicholas" <Nicholas.Argy@act.gov.au> on behalf of "Cheyne, Tara" <Tara.Cheyne@act.gov.au>

**Sent:**10/06/2021 11:09 PM

**To:**"Campbell, Morgan" <Morgan.Campbell@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Hassett, Glen" <Glen.Hassett@act.gov.au>

**Subject:**BRIEFING: Assistant Minister for Economic Development regular briefing with senior officials

**Attachments:**AGENGA Papers - 20210615 - Minister Cheyne ED Briefing on 15 June 2021.pdf



**ACT**  
Government

Chief Minister, Treasury and  
Economic Development

## AGENDA

### Meeting with the Assistant Minister for Economic Development

**Date:** Tuesday, 15 June 2021

**Time:** 3.15 – 3.45 pm

**Venue:** Min Cheyne's Office

#### Attendees

- Kathy Leigh
- Kareena Arthy
- Kate Starick
- Jenny Priest
- Morgan Campbell
- Karen Stewart-Moore
- Glen Hassett

#### Apologies:

- Ross Triffitt

No.	Item	Lead
1	Choose CBR - update	KS

Out of Scope

Meeting Date	Action Item	Officer	Status	Notes
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Out of Scope				
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Out of Scope

18.05.2021 (ED)	<b>Item 2 - ChooseCBR</b> <b>1.</b> Add voucher amount details and eligible ANZSIC codes to the sign in page. Arts Organisations and Multicultural businesses, what can be done to assist businesses to join/participate in ChooseCBR. <b>3.</b> Develop an automated dashboard that can be used to provide figures to the Ministers office.	2. Max Murdoch/Kate Starick		
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Out of Scope

**From:**"Saunders, Joe" <Joe.Saunders@act.gov.au> on behalf of "Cheyne, Tara" <Tara.Cheyne@act.gov.au>  
**Sent:**15/06/2021 10:43 AM  
**To:**"Wah, Lee" <Lee.Wah@act.gov.au>;"Hilton, Debbie" <Debbie.Hilton@act.gov.au>;"Hanns, Susan" <Susan.Hanns@act.gov.au>;"Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:**BRIEFING: ChooseCBR

Meeting to discuss ChooseCBR

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

**Sent:**10/06/2021 1:31 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:**Business and consumer edms for 7 day pause

**Attachments:**Business and consumer edms for 7 day pause.docx

OFFICIAL

Hi Nick and Joe

Draft EDMs for your review.

Thanks

Karen

## 7 Day pause

### BUSINESS

#### ChooseCBR paused for at least 7 days

Dear valued ChooseCBR business

As you are aware, we took the ChooseCBR website offline yesterday to address the technical issues that were being experienced.

We had hoped taking the site down would allow us to fully resolve these issues and prevent further frustrations for businesses and customers.

Unfortunately, we have not been able to fully resolve the issues yet and out of an abundance of caution and so as to not cause further disruption and uncertainty, we have made the decision to pause the program for at least 7 days.

We know you have put time and effort into preparing for the program and we sincerely apologise for the inconvenience this has caused.

Any businesses that have accepted vouchers but have been unable to redeem them online can submit the voucher codes via this [online form](#). Please retain receipts for these transactions.

We look forward to being able to continue to deliver digital vouchers to your customers once these issues have been fully resolved. We will keep you updated on progress and expect to announce when the website will come back online next week.

We are not going back online until we are confident, so that you can be.

Sincerely

The ChooseCBR Team

### CONSUMER

#### ChooseCBR paused for at least 7 days

As you are aware, we took the ChooseCBR website offline yesterday to address the technical issues that were being experienced.

We had hoped taking the site down would allow us to fully resolve these issues and prevent further frustrations for businesses and customers.

Unfortunately, we have not been able to fully resolve the issues yet and out of an abundance of caution and we don't cause further disruption and uncertainty, we have made the decision to pause the program for at least 7 days.

We know how frustrating this has been and we thank you for your patience and support for small business in Canberra.

We expect to announce when the website will come back online next week. We are not going back online until we are confident, so that you can be.

We look forward to being able to continue to deliver ChooseCBR again soon.

Sincerely

The ChooseCBR Team

**From:**"Stewart-Moore, Karen"

**Sent:**10/06/2021 4:48 AM

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

**Subject:**Business and consumer edms for 7am pause.

**Attachments:**Business and consumer edms for 7am pause..docx.docx

OFFICIAL

For clearance

Thanks

Karen

## **BUSINESS**

### **ChooseCBR launch suspended until 7am Friday**

Dear valued ChooseCBR business

As you are aware, the ChooseCBR website has continued to experience intermittent technical issues. In light of this, we have taken the difficult decision to take the site offline until 7am on Friday 11 June to address the issues and ensure reliability.

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 are asking customers to please treat our local businesses with respect and kindness.

Vouchers that you have accepted from customers but have not been able to redeem, will continued to be honoured. Please submit these unredeemed codes via this [online form](#) (on the Access Canberra website) and we will ensure you are reimbursed.

We sincerely apologise for the inconvenience this has caused. We look forward to being able to continue to deliver digital vouchers to your customers once these issues have been fully resolved.

Sincerely

The ChooseCBR Team

## **CONSUMER**

### **ChooseCBR launch suspended until 7am Friday**

Dear ChooseCBR customer

As you are aware, the ChooseCBR website has continued to experience intermittent technical issues. In light of this, we have taken the difficult decision to take the site offline until 7am on Friday 11 June to address the issues and ensure reliability.

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 appreciate you continuing to treat your local businesses and their staff with respect and kindness. We acknowledge that as a result of these issues some businesses will have paused their participation in the program and we understand that decision.

We sincerely apologise for the inconvenience this has caused. We look forward to being able to continue to deliver digital vouchers to you once these issues have been fully resolved.

Sincerely

The ChooseCBR Team

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

**Sent:** 17/06/2021 4:44 AM

**To:** "Brennan, Bernadette" <Bernadette.Brennan@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Cc:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Paviour, Mark" <Mark.Paviour@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>

**Subject:** Business EDM, SMS and Customer EDM, SMS

**Attachments:** DRAFT EDMs 17 and 18 June - tc mark.docx

**Importance:** High

Attached is cleared by the Minister. The highlighted requires Directorate confirmation.

**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**



**Choose CBR**  
digital vouchers

Enjoy more when you shop local with **ChooseCBR**



[choosecbr.act.gov.au](https://choosecbr.act.gov.au)



## **FOR BUSINESS – AFTERNOON UPDATE - 2pm**

**Subject:** ChooseCBR vouchers resuming at 7am Friday 18 June

We are pleased to inform you that the ChooseCBR program will be available tomorrow Friday 18 June from 7am. Please be aware that while customers will also have access to their vouchers from 7am, it is up to you and your business to choose from what time after 7am tomorrow to begin accepting vouchers. We will advise customers of this, and to be mindful and patient as you get back online.

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

When you log in you will see a slight change to your merchant dashboard. Instead of the history of your voucher redemptions appearing on the same page, this will be available via a link. This change is assisting the performance of the system. 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 that 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.

Don't forget the FAQs and How to Redeem video will still be available in the Information for Businesses section of the website.

Please remember that under the Terms and Conditions you are required to keep proof of transactions. These must be able to show the total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

We are continuing to manually process vouchers where businesses accepted them but were not able to redeem them online. We expect this will be completed by tomorrow.

We again apologise sincerely for the frustration last week's issues caused and the inconvenience you have experienced while we took the system down to improve performance. Your experience fell short of what it should have been and we will be conducting a review into these issues.

Thank you for your patience and continued support as we have worked to address the technical issues.

Should you need support during the day please call Access Canberra from 8am.

Sincerely  
The ChooseCBR team

**TEXT 2PM THURSDAY: ChooseCBR back online from 7am Friday 18 June. You can choose when you accept vouchers from customers. More details sent via email.**

**SUBJECT: ChooseCBR is coming back tomorrow, Friday 18 June**

Dear ChooseCBR customer

Thank you for your patience while we worked through the technical issues with the ChooseCBR website. We are pleased to let you know that ChooseCBR will be back online for businesses and consumers at 7am tomorrow, Friday 18 June.

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.

Please note that while businesses and consumers will have access to the ChooseCBR website from the same time tomorrow morning, it will be up to each business to decide when they are ready to begin accepting vouchers. We ask that you are mindful of this and patient as businesses get back online.

We will send you a reminder text message mid-morning on Friday letting you know that your vouchers are available.

Thank you for your ongoing support for local Canberra businesses.

Sincerely  
The ChooseCBR Team

**TEXT: 9am FRIDAY: ChooseCBR is now back online and your vouchers are available to redeem at participating local Canberra businesses. More details sent via email. Thanks for supporting local.**

**From:**"Stewart-Moore, Karen"

**Sent:**10/06/2021 2:00 PM

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

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

**Subject:**CHEYNE - ChooseCBR pause

**Attachments:**CHEYNE - ChooseCBR pause.docx

OFFICIAL

Hi there

Here is the draft media release.

Karen

## Tara Cheyne MLA

Assistant Minister for Economic Development  
Minister for the Arts  
Minister for Business and Better Regulation  
Minister for Human Rights  
Minister for Multicultural Affairs

Member for Ginninderra

10 June 2021

## ChooseCBR will pause to resolve issues

The ACT Government will pause the ChooseCBR website for maintenance until at least Friday 18 June after ongoing technical difficulties continued to be experienced by businesses and customers today.

Minister for Business and Better Regulation Tara Cheyne said ChooseCBR said, 'I know this news will be a huge disappointment to businesses who have been preparing for the program and customers who have wholeheartedly supported it.

"Work continued last night to try and resolve the issues however it is now clear this will take longer than anticipated.

"We are very conscious of the inconvenience and frustrations this has caused to both businesses and customers, despite our best efforts to fix the problems.

"Work on the system will focus on the database to increase its ability to deal with the large volume of customer and business activity that we have experienced. While the system worked effectively during the trial last year, it has become evident that it is unable to handle the larger volume of transactions that were now seeing."

"We are not going back online until we are confident, so that you can be."

The ACT Government will work with businesses to ensure vouchers that have been honoured are reimbursed.

Any businesses that have accepted vouchers and been unable to redeem them online can submit the voucher codes via this [online form](#). Please retain receipts for these transactions.

We will also keep businesses updated as we work through the next week on the system.


Unfortunately, as this is a digital voucher system, no customer vouchers should be accepted until ChooseCBR is up and running again.


We appreciate Canberrans continuing to support local business wherever possible and appreciate your patience while we get the program up and running again.


ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 0100

 cheyne@act.gov.au

 @In\_The\_Taratory

 taraforginninderra

 in\_the\_taratory



# Media release

## Tara Cheyne MLA

Assistant Minister for Economic Development  
Minister for the Arts  
Minister for Business and Better Regulation  
Minister for Human Rights  
Minister for Multicultural Affairs

Member for Ginninderra

**Statement ends**

### Media contact/s:

**Kaarin Dynon** T (02) 6205 2974 M 0422 772 215 kaarin.dynon@act.gov.au

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 0100

cheyne@act.gov.au

@In\_The\_Taratory

taraforginninderra

in\_the\_taratory

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

**Sent:**17/06/2021 8:16 AM

**To:**"Campbell, Morgan" <Morgan.Campbell@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Konti, Bettina" <Bettina.Konti@act.gov.au>

**Cc:**"Murdoch, Max" <Max.Murdoch@act.gov.au>

**Subject:**ChoosaeCBR UAT accounts

**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 team,

Test account details as below.

Password for all accounts is 2.2(a)(ii)

Login URL: <https://choosecbr.act.gov.au/user>

Customer accounts:

[test1@choosecbr.act.gov.au](mailto:test1@choosecbr.act.gov.au)

[test2@choosecbr.act.gov.au](mailto:test2@choosecbr.act.gov.au)

[test3@choosecbr.act.gov.au](mailto:test3@choosecbr.act.gov.au)

[test4@choosecbr.act.gov.au](mailto:test4@choosecbr.act.gov.au)

[test5@choosecbr.act.gov.au](mailto:test5@choosecbr.act.gov.au)

[test6@choosecbr.act.gov.au](mailto:test6@choosecbr.act.gov.au)

[test7@choosecbr.act.gov.au](mailto:test7@choosecbr.act.gov.au)

[test8@choosecbr.act.gov.au](mailto:test8@choosecbr.act.gov.au)

[test9@choosecbr.act.gov.au](mailto:test9@choosecbr.act.gov.au)

[test10@choosecbr.act.gov.au](mailto:test10@choosecbr.act.gov.au)

Merchant accounts.

[testmerchant1@choosecbr.act.gov.au](mailto:testmerchant1@choosecbr.act.gov.au)

[testmerchant2@choosecbr.act.gov.au](mailto:testmerchant2@choosecbr.act.gov.au)

[testmerchant3@choosecbr.act.gov.au](mailto:testmerchant3@choosecbr.act.gov.au)

[testmerchant4@choosecbr.act.gov.au](mailto:testmerchant4@choosecbr.act.gov.au)

[testmerchant5@choosecbr.act.gov.au](mailto:testmerchant5@choosecbr.act.gov.au)

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

**From:**"Campbell, Morgan"

**Sent:**15/06/2021 7:24 AM

**To:**"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>

**Cc:**"Priest, Jenny" <jenny.priest@act.gov.au>

**Bcc:**"220LC 3.09 (Capacity 10, Seats 6, COVID safe, Webex)" <220LC309@act.gov.au>

**Subject:**Choose CBR - update

**From:**"Campbell, Morgan"

**Sent:**15/06/2021 7:44 AM

**To:**"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>

**Cc:**"Priest, Jenny" <jenny.priest@act.gov.au>

**Bcc:**"220LC 3.09 (Capacity 10, Seats 6, COVID safe, Webex)" <220LC309@act.gov.au>

**Subject:**Choose CBR - update

— Do not delete or change any of the following text. —

**When it's time, join your Webex meeting here.**

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<https://actgov.webex.com/actgov/j.php?MTID=mf73589bf98017e831d327deb23d21e11>

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Meeting number (access code):

5811

Meeting password:

Tap to join from a mobile device (attendees only)

[+61-2-9338-2221,1656895811##](tel:+61-2-9338-2221,1656895811##) Australia Toll

[+61-2-9053-7190,1656895811##](tel:+61-2-9053-7190,1656895811##) Australia Toll 2

Join by phone

+61-2-9338-2221 Australia Toll

+61-2-9053-7190 Australia Toll 2

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Dial [1656895811](tel:1656895811) @[actgov.webex.com](mailto:actgov.webex.com)

You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [1656895811](tel:1656895811).[actgov@lync.webex.com](mailto:actgov@lync.webex.com)

If you are a host, [click here](#) to view host information.

Need help? Go to <https://help.webex.com>

**From:** "Bromley, Guy" <Guy.Bromley@act.gov.au>

**Sent:** 09/06/2021 12:19 AM

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

**Cc:** "Priest, Jenny" <jenny.priest@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Grinter, Stephen" <Stephen.Grinter@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>

**Subject:** Choose CBR daily 9 June update

**OFFICIAL**

Joe, Nick

And we're off – with more than \$32,000 already out the door and 677 businesses approved.

We'll keep registering businesses as quickly as we can, and have a number of colleagues hand delivering packs to businesses today across the city. Half of us will go out at lunchtime to do that too.

Best,

Guy

ChooseCBR Dashboard - Wednesday 9 June 2021

Business registrations	Tuesday, 8 June 2021	Wednesday, 9 June 2021
Approved new registrations (since 18 May 2021)	336	424
Approved re-registrations	246	253
Total approved registrations	582	677
Pending registrations	63	62

Total new business registrations by region	Wednesday, 9 June 2021
Gungahlin	54
Belconnen	77
Inner North	118
Inner South	60
Molonglo Valley	2
Weston Creek	14
Woden Valley	40
Tuggeranong	52
Hall	2
Majura	5
Total	424

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |

Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158 Canberra City 2601

*\*My pronouns are he/him\**



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

**Sent:**16/06/2021 2:23 PM

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

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

**Subject:**Choose CBR update

## OFFICIAL

Hi there – the testing was delayed this evening and we have just finished working through the main issue that was identified in tonight's test.

This afternoon, we briefed you about the delays being caused by having the redeemed vouchers displayed on the consumer dashboard. In summary, the same issue emerged tonight in relation to the business dashboard.

Noting the Minister's request to optimise the business experience as much as possible, we discussed three options:

1. Seek to optimise the redeemed voucher list for businesses. We understand that this would require another couple of days of system changes, and further testing/performance testing to confirm the changes had the desired effect;
2. Release the system as is based on current performance as ascertained by the load test results of the previous two days. We understand this should achieve performance at a level of 8-15 voucher redemptions per second with the rest of the system functions operating as normal.
3. Make a change to the system for business redeemed vouchers, similar to what was done for the consumer redeemed voucher history list, by removing the list from the dashboard and creating a link. It is anticipated that this would improve the performance of the system towards the 60 per second load.

We've taken the decision to go with option 3. The vendor says it will take ½ hour extra to make and test the change.

In terms of the business experience after this change, we have confirmed that a business will continue to get a message saying their voucher has been redeemed, but if they want to check their history, they will need to click on the link. We will include communication about this in the EDM.

The vendor has agreed to commence deployment tonight, and expects to provide it to us around 10-10:30am to start production verification testing. We had hoped to have it earlier, but the change needed has pushed that back slightly.

Noting the Minister wants to have a decision by 1pm, we are going to look at what verification testing can be done in the timeframes available by which to finalise advice to the Minister to meet the 1pm deadline.

I will be up for a while yet if you want to call me to discuss anything.

Cheers  
Kareena

**KAREENA ARTHY**

Deputy Director-General, Economic Development

Phone: 02 6207 5564 | Mobile: 0434 563 274 | Email: [kareena.arthy@act.gov.au](mailto: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](http://www.act.gov.au)

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

**Sent:**10/06/2021 1:21 PM

**To:**"Arthy, Kareena" <Kareena.Arthy@act.gov.au>

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

**Subject:**ChooseCBR - next steps

**Importance:**High

Hi

Confirming that the decision is stay offline for 7 days.

So next step is clearing the EDMs, media release, SMS. (This is priority obviously for clearance tonight.)

For tomorrow's press conference, and as discussed, the Minister needs specifics on the tests that have been done (not just generics), why there was confidence in the developer platform, and why 7 days is needed / what will be achieved in that time.

Thanks

Joe

**Joe Saunders**

**Chief of Staff | 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 2798 0410 529 737**



*Please do not feel obliged to reply to this email outside your normal work hours.*

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

**Sent:**10/06/2021 1:36 PM

**To:**"Arthy, Kareena" <Kareena.Arthy@act.gov.au>,"Konti, Bettina" <Bettina.Konti@act.gov.au>

**Cc:**"Vujanic, Ana" <Ana.Vujanic@act.gov.au>,"Argy, Nicholas" <Nicholas.Argy@act.gov.au>,"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:**ChooseCBR - Radio tomorrow morning

Hi Bettina and Kareena

First, apologies for raising this on the call earlier – I had read my messages too quickly and had thought that this had already been socialised.

Minister Cheyne has requested that someone with an understanding of the technical aspects go on radio (probably with Lish on ABC – but will let Ana confirm details) before the CM Talkback.

To that end, we thought Dan could be a good fit. Bettina, of course if you're happy to go on, that would be terrific; happy to leave it in your hands.

Many thanks

**Joe Saunders**

**Chief of Staff | 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 2798 0410 529 737**



*Please do not feel obliged to reply to this email outside your normal work hours.*

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

**Sent:** 10/06/2021 3:03 AM

**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>

**Subject:** ChooseCBR - Ready for tomorrow

**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 team,

I believe we're in good shape for tomorrow. The AWS support guys pointed us in the right direction for the database server issues.

Brief summary of changes we made tonight:

- Removed map from Discover landing page. There was a performance module we couldn't enable because it broke the map. Moving the map to it's own page allowed us to turn it on.
- We are now calculating the funding blocks **every 5 minutes** (easy to change later to a smaller value once we evaluate system performance after all these changes) - we believe this was the biggest culprit for slowing the system down.
- Removed any non essential Drupal modules from the system
- Increased database to the next type up (might not need this anymore...)
- Removed double vouchers. Having almost half the vouchers in the system will speed up calculations.
- Registration - Prevent entering of spaces in the phone field (a bug logged by Morgan, not performance related)
- We noticed many users would have had trouble registering and logging in, preventing their initial vouchers from being issued. We ran a script to generate their vouchers.

Notes:

- Used vouchers are renewing as I type, but the process that renews them started a bit later than usual whilst we disabled things to deploy all the changes. Fingers crossed it will finish by the time people check in the morning, but worst case it will come through later in the day for them.

Kind regards,  
Tuan

--

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

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

**Sent:**12/06/2021 12:38 AM

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

**Cc:**"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

**Subject:**ChooseCBR - Transaction details

Hi Karen and all

You will have seen the CT article today.

To proactively debunk this theme, can EDD please ensure (by Monday ideally) that we have key facts on transaction numbers (including averaging across active businesses as well as showing how much of the total came from (say) the top 5, 10, or 15 transacting businesses; value redemption averages; etc.

Back of the envelope shows that 553 businesses redeeming \$389k equates to \$703 per business; let's say average voucher redemption was \$30, it's 23 transactions per business. Of course there will be significant differences between the 553 businesses, but we need to clearly explain that these numbers make sense.

I'll be on mobile during the weekend.

Thanks as always

Joe Saunders  
Chief of Staff  
Office of Minister Cheyne

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

**Sent:** 14/06/2021 1:57 AM

**To:** "Starick, Kate" <Kate.Starick@act.gov.au>

**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Subject:** ChooseCBR - Updated figures and website progress

**Attachments:** RE: ChooseCBR - Transaction details

Hi Kate

On Friday, you mentioned that your team had worked through the list of businesses who had copied down voucher codes. Presuming that this work would change the numbers in the attached (which were current for 3:30pm on Thursday), could we please have the updated figures provided?

And – appreciating this probably goes without saying – any updates on the progress of the website as well.

We'd like to have both of these on hand tomorrow morning to either immediately respond to media queries, or proactively provide to the public.

Many thanks  
Joe

**Joe Saunders**  
**Chief of Staff | 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 2798 0410 529 737



The banner features a red background. On the left, a white digital voucher card 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 card is a QR code. Further right, the text "Enjoy more when you shop local with ChooseCBR" is written in white. At the bottom right of the banner, the website "choosecbr.act.gov.au" is listed next to the ACT Government logo.



*Please do not feel obliged to reply to this email outside your normal work hours.*

**From:**"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Sent:**12/06/2021 8:40 AM  
**To:**"Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Cc:**"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>  
**Subject:**RE: ChooseCBR - Transaction details

**OFFICIAL**

Hi Joe  
Please see the below in response to your request this morning.  
Thanks  
Karen

**STATEMENT FOR RESPONSE:** *"there's been only a handful of shops that have actually been able to make those vouchers work".*

**RESPONSE:**

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.

**ENDS**

**BACKGROUND (NOT FOR DISTRIBUTION):**

Additional Questions and information that has been asked

Built into the design of the scheme is an audit function. This commenced as soon as the scheme was launched. As a part of this function unusual redemption patterns/and or high voucher redemption rates by businesses are identified for further checking.

As part of this routine process, six businesses have been asked to provide further information.

*Top 10 by Voucher value and voucher redemption rate as at 1530 Thursday 10 June:*

	<i>Total</i>	<i>Top 10</i>	<i>proportion</i>
Number of Businesses	553	10	
Number of Vouchers Redeemed	10,654	2,977	27%
Total amount redeemed	\$389,950	\$119,330	30%
Average Voucher Value	\$36.60	\$40.08	
Transaction Value	\$1,028,238.19	\$270,692.13*	26%

*\*by voucher value*

The top 10 comprised of four supermarkets (one with two outlets), speciality food, pharmacy and other retail. Median vouchers redeemed per business = 8; Median value of vouchers redeemed per business = \$210.

*How many businesses have withdrawn?*

As of Friday morning we were aware of four businesses that requested their registration be suspended.

**Internal only** - *Additional administration costs.*

- \$123,000 was allocated for administrative and operational expenses to support the rollout of \$2,500,000 of discount vouchers through the trial and the full rollout of the scheme, funding both one-off establishment of the program, as well as ongoing delivery.
- There was approximately \$190,000 unexpended from the trial available for additional supports for businesses and system upgrades if required.
- In total \$203,000 has been allocated to date for the trial and full rollout of \$2.5 million in vouchers including one off establishment of the program, system and hosting capacity upgrades, supports and information for businesses and consumers, and promotional material.
- As of Friday, another 100 hours from the developer at \$150/hour has been agreed.

-----Original Message-----

From: Saunders, Joe [Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)

Sent: Saturday, 12 June 2021 10:39 AM

To: Stewart-Moore, Karen [Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)

Cc: Johnston, ClaireV [ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au); Arthy, Kareena [Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au); Starick, Kate [Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au); Argy, Nicholas [Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)

Subject: ChooseCBR - Transaction details

Hi Karen and all

You will have seen the CT article today.

To proactively debunk this theme, can EDD please ensure (by Monday ideally) that we have key facts on transaction numbers (including averaging across active businesses as well as showing how much of the total came from (say) the top 5, 10, or 15 transacting businesses; value redemption averages; etc.

Back of the envelope shows that 553 businesses redeeming \$389k equates to \$703 per business; let's say average voucher redemption was \$30, it's 23 transactions per business. Of course there will be significant differences between the 553 businesses, but we need to clearly explain that these numbers make sense.

I'll be on mobile during the weekend.

Thanks as always

Joe Saunders

Chief of Staff

Office of Minister Cheyne

**From:**"Campbell, Morgan"

**Sent:**10/06/2021 9:27 AM

**To:**"Konti, Bettina" <Bettina.Konti@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Mison, Matt" <Matt.Mison@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>

**Bcc:**"220LC 3.17 Project Room (Seats 11, COVID safe, Webex)" <220LC317ProjectRoom@act.gov.au>

**Subject:**ChooseCBR #2

Please note we will seek to bring this forward if the 8.30 meeting with Amazon Web Services and the vendor finishes earlier.

**From:**"Campbell, Morgan"

**Sent:**10/06/2021 8:42 AM

**To:**"Konti, Bettina" <Bettina.Konti@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Mison, Matt" <Matt.Mison@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>

**Bcc:**"220LC 3.17 Project Room (Seats 11, COVID safe, Webex)" <220LC317ProjectRoom@act.gov.au>

**Subject:**ChooseCBR #2

**From:**"Campbell, Morgan"

**Sent:**10/06/2021 11:33 AM

**To:**"Konti, Bettina" <Bettina.Konti@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Mison, Matt" <Matt.Mison@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>;"Bray, Daniel" <Daniel.Bray@act.gov.au>

**Bcc:**"220LC 3.17 Project Room (Seats 11, COVID safe, Webex)" <220LC317ProjectRoom@act.gov.au>

**Subject:**ChooseCBR #2

Please note we will seek to bring this forward if the 8.30 meeting with Amazon Web Services and the vendor finishes earlier.

– Do not delete or change any of the following text. –

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Join by phone

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Dial [1657982911@actgov.webex.com](tel:+61-2-9338-2221)

You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [1657982911.actgov@lync.webex.com](tel:+61-2-9338-2221)

If you are a host, [click here](#) to view host information.

**From:** "Bromley, Guy" <Guy.Bromley@act.gov.au>

**Sent:** 08/06/2021 12:02 AM

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

**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Grinter, Stephen" <Stephen.Grinter@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>

**Subject:** ChooseCBR 8 June dashboard

**OFFICIAL**

Morning Nick and Joe,

Figures for this morning which show the change since last night at 1740. **582** business registrations are now approved – we're edging ever closer to 600.

Best,

Guy

ChooseCBR Dashboard - Tuesday 8 June 2021

Business registrations	Monday, 7 June 2021 (evening)	Tuesday, 8 June 2021
Approved new registrations (since 18 May 2021)	322	336
Approved re-registrations	239	246
Total approved registrations	561	582
Pending registrations	40	56

Total new business registrations by region	Tuesday, 8 June 2021
Gungahlin	44
Belconnen	56
Inner North	97
Inner South	48
Molonglo Valley	2
Weston Creek	11
Woden Valley	30
Tuggeranong	42
Hall	1
Majura	5
Total	336

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |

Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158 Canberra City 2601

*\*My pronouns are he/him\**



**From:** Bromley, Guy

**Sent:** Monday, 7 June 2021 5:56 PM

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

**Cc:** Saunders, Joe <Joe.Saunders@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Grinter, Stephen <Stephen.Grinter@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

**Subject:** RE: ChooseCBR 7 June dashboard

OFFICIAL

Hi Nick,

We spoke. I know Claire has already given you the headline figure, but the below shows the change since this our update at 1000 earlier today. For consistency purposes, we'll send you through a 1000 dashboard tomorrow morning too.

Best,

Guy

ChooseCBR Dashboard - Monday 7 June 2021 (evening)

Business registrations	Monday, 7 June 2021 (morning)	Monday, (evening)
Approved new registrations (since 18 May 2021)	291	
Approved re-registrations	231	
Total approved registrations	522	
Pending registrations	35	

Total new business registrations by region	Monday, 7 June 2021 (evening)
Gungahlin	42
Belconnen	53
Inner North	93
Inner South	46
Molonglo Valley	2
Weston Creek	11
Woden Valley	30
Tuggeranong	39
Hall	1
Majura	5
Total	322

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |

Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158 Canberra City 2601

*\*My pronouns are he/him\**



---

**From:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

**Sent:** Monday, 7 June 2021 3:44 PM

**To:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>

**Cc:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

Hi Guy

Ahead of some potential early morning media tomorrow morning – would it be possible to get a further update as of COB today for the Minister to have at hand in the morning?

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 advertisement features a red background. On the left, there is a white digital voucher card with the text 'Choose CBR digital vouchers' in red. To the right of the card is a QR code. Further right, the text 'Enjoy more when you shop local with ChooseCBR' is written in white. At the bottom right, there is a small logo for 'ACT Government' and the website address 'choosecbr.act.gov.au'.

---

**From:** Argy, Nicholas

**Sent:** Monday, 7 June 2021 12:39 PM

**To:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

Amazing – thanks for pulling this for us Guy!

---

**From:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>

**Sent:** Monday, 7 June 2021 12:38 PM

**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

OFFICIAL

Ok, got it - 58,586 consumer registrations as of 12.25 (when I started the download).

Guy

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |

Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158 Canberra City 2601

*\*My pronouns are he/him\**



---

**From:** Bromley, Guy

**Sent:** Monday, 7 June 2021 12:26 PM

**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

OFFICIAL

It's ca 50,000 but I'm (slowly) downloading the csv file to get you the latest numbers!

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

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*\*My pronouns are he/him\**



---

**From:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

**Sent:** Monday, 7 June 2021 12:23 PM

**To:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

She's pleased with the spread too. Out of curiosity, do we know the current number of consumer registrations?

---

**From:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>

**Sent:** Monday, 7 June 2021 12:22 PM

**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

**Subject:** RE: ChooseCBR 7 June dashboard

OFFICIAL

Cheers Nick – it's heartening! I'm glad the uptake is so well spread across the ACT. Min must be pleased that Belconnen is in such a good spot – much thanks to your office.

Guy

**Guy Bromley** | Director | Business and Innovation  
Economic Development | Chief Minister, Treasury and Economic Development Directorate  
Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |  
Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158  
Canberra City 2601

*\*My pronouns are he/him\**



**ACT**  
Government



CANBERRA

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**From:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Sent:** Monday, 7 June 2021 11:28 AM  
**To:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>  
**Subject:** RE: ChooseCBR 7 June dashboard

Great news to start the week &#128522;

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**From:** Bromley, Guy <[Guy.Bromley@act.gov.au](mailto:Guy.Bromley@act.gov.au)>  
**Sent:** Monday, 7 June 2021 9:51 AM  
**To:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto:jenny.priest@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; Grinter, Stephen <[Stephen.Grinter@act.gov.au](mailto:Stephen.Grinter@act.gov.au)>; Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>; Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Subject:** ChooseCBR 7 June dashboard

**OFFICIAL**

Joe, Nick

Good morning! You'll see we've now approved **522 registrations**, of which **291 are new** and **231** are re-registered from the December trial. **Inner North** is in first place for new registrations, followed by **Belconnen**.

We'll move quickly to work through registrations and get packs out to businesses, as we would like as many businesses as possible to be in a good position to use with customers as soon as the system opens to spending.

Best,

Guy

**ChooseCBR Dashboard – Monday 7 June 2021**

Business registrations	Friday, 8 June 2021
Approved new registrations (since 18 May 2021)	
Approved re-registrations	
Total approved registrations	
Pending registrations	

Total new business registrations by region	Monday, 7 June 2021
Gungahlin	
Belconnen	
Inner North	
Inner South	
Molonglo Valley	
Weston Creek	
Woden Valley	
Tuggeranong	
Hall	
Majura	
Total	

**Guy Bromley** | Director | Business and Innovation

Economic Development | Chief Minister, Treasury and Economic Development Directorate

Phone: +61 (0)2 620 73271 | Mob: +61 (0)484 774 212 | ✉ [guy.bromley@act.gov.au](mailto:guy.bromley@act.gov.au) |

Constitution Place, 220 London Circuit, Canberra City | Canberra City, ACT 2601 | GPO BOX 158 Canberra City 2601

*\*My pronouns are he/him\**



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

**Sent:**10/06/2021 7:55 AM

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

**Subject:**ChooseCBR media release for tomorrow

**Importance:**High

Hi Claire and Karen,

I know we're still evaluating the situation, but could we please tonight reach a decision on whether the website will or will not go live tomorrow. Perhaps we draft two different media releases even?

We plan to send a media release tomorrow right morning before 7 regarding the ChooseCBR website.

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:**16/06/2021 1:20 PM

**To:**"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>

**Cc:**"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Vujanic, Ana" <Ana.Vujanic@act.gov.au>;"Paviour, Mark" <Mark.Paviour@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>

**Subject:**ChooseCBR responses ahead of media on Thursday 17 June and QTB

**Importance:**High

Hi Karen and KK

Below is a list of questions we anticipate from the media and the opposition tomorrow and through the sitting week.

Karen, many of the responses exist already but will need to be compiled into a single TP doc ahead of any media tomorrow. Some responses may require further input from the developer and AWS. Given the anticipated timeline for tomorrow, **we will need this TP doc in the MO by 2pm.**

KK, this doc should form the basis for the QTB being prepared to come up as a draft on Friday. In addition to the below, a general timeline of key dates from the trial in December through to this week needs to be included in the QTB.

1. What exactly were the technical issues with the full roll out?
  - a. How were they diagnosed?
  - b. What fixes were applied?
  - c. How do the technical issues this time differ from the trial?
2. How was the website chosen?
  - a. When was the issue with the website load issues (in terms of the issue that manifested during the full roll out) first mooted as a possible issue?
  - b. When did the vendor realise it was an actual issue?
3. What testing was done during the trial and before the full rollout?
4. What assurances did you and the Directorate seek and receive about the website?
5. Why were you confident the website would work?
6. What occurred on Tuesday night (before the launch on Wednesday) when vouchers were being claimed?
7. Why was the decision taken to take the site offline?
  - a. Why did you think 24 hours was enough?
  - b. Why did you instead need a further 7 days?
  - c. Why didn't you just push through?
8. What gives you confidence that the website works now?
9. How are you confident that all purchases are genuine / that this many purchases actually occurred when it is so much higher than the trial and "only a handful of businesses have claimed" (Castley quote)
10. How many businesses in the time the website was up (even intermittently) redeemed:
  - a. At least 1 voucher
  - b. At least 10 vouchers
  - c. At least 50
  - d. More than 100
11. How is the Government sure the 'money is going where it is supposed to be' / consumers aren't 'misusing the system' (Castley quote)
12. How does the audit system work?
13. Have you received specific allegations?
  - a. If so, how many?
  - b. What actions have been taken?
14. How many businesses were asked to provide more information during the trial?
  - a. What, if any, actions were taken?
15. How many businesses were asked to provide more information since 8/9 June?
  - a. What, if any, actions were taken?

16. Why are some businesses with national presences/which don't on the face of it seem to be small businesses part of the scheme? (response should note that JobKeeper criteria being removed has enabled a lot of businesses to enter, including people who may not be citizens)
17. Some businesses manually took voucher codes and have sought to process them later –
  - a. When will they be paid?
  - b. How is this process working?
18. Are you compensating businesses?
19. Are you compensating consumers who spent more than they were intending because they couldn't claim their voucher?
20. How much has been budgeted for / spent on marketing (during trial and full roll out)?
21. How much was budgeted for / spent on IT (during trial and full roll out)?
22. How much has been incurred in additional costs to fix the website?

As always, available by phone to discuss.

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 at an angle 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 state emblem and the text "ACT Government".

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

**Sent:**10/06/2021 6:01 AM

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

**Subject:**ChooseCBR spokesperson

Hi Claire and Karen,

We'd like to get a spokesperson to speak on ABC Radio tomorrow morning before Chief Minister's Talkback to field some questions about ChooseCBR.

Could you please let me know who'd be an appropriate spokesperson?

Could you also please start collating information for this spokesperson?

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:**"Campbell, Morgan"

**Sent:**10/06/2021 7:33 AM

**To:**"Konti, Bettina" <Bettina.Konti@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>;"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Mison, Matt" <Matt.Mison@act.gov.au>;"Priest, Jenny" <jenny.priest@act.gov.au>;"Murdoch, Max" <Max.Murdoch@act.gov.au>

**Bcc:**"220LC 3.17 Project Room (Seats 11, COVID safe, Webex)" <220LC317ProjectRoom@act.gov.au>

**Subject:**ChooseCBR

— Do not delete or change any of the following text. —

**When it's time, join your Webex meeting here.**

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<https://actgov.webex.com/actgov/j.php?MTID=ma9256eb0f25a2c87968c9b7504806624>

Join by meeting number

Meeting number (access code):

9328

Meeting password:

Tap to join from a mobile device (attendees only)

[+61-2-9338-2221,1654859328##](tel:+61-2-9338-2221,1654859328##) Australia Toll

[+61-2-9053-7190,1654859328##](tel:+61-2-9053-7190,1654859328##) Australia Toll 2

Join by phone

+61-2-9338-2221 Australia Toll

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Dial [1654859328@actgov.webex.com](tel:1654859328@actgov.webex.com)

You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [1654859328.actgov@lync.webex.com](tel:1654859328.actgov@lync.webex.com)

If you are a host, [click here](#) to view host information.

Need help? Go to <https://help.webex.com>

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

**Sent:**10/06/2021 7:57 AM

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

**Subject:**CORRECTION: media statement not media release

**Importance:**High

Sorry it won't be a media release – it will be a statement I'll send to a select few media.

Please call me if you've got any questions

Cheers,

A

---

**From:** Vujanic, Ana

**Sent:** Thursday, 10 June 2021 5:56 PM

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

**Subject:** ChooseCBR media release for tomorrow

**Importance:** High

Hi Claire and Karen,

I know we're still evaluating the situation, but could we please tonight reach a decision on whether the website will or will not go live tomorrow. Perhaps we draft two different media releases even?

We plan to send a media release tomorrow right morning before 7 regarding the ChooseCBR website.

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

**Sent:**17/06/2021 12:49 AM

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

**Cc:**"Arthy, Kareena" <Kareena.Arthy@act.gov.au>;"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>;"Starick, Kate" <Kate.Starick@act.gov.au>

**Subject:**Draft EDMs for today

OFFICIAL

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

+++++  
**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?]

+++++  
**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

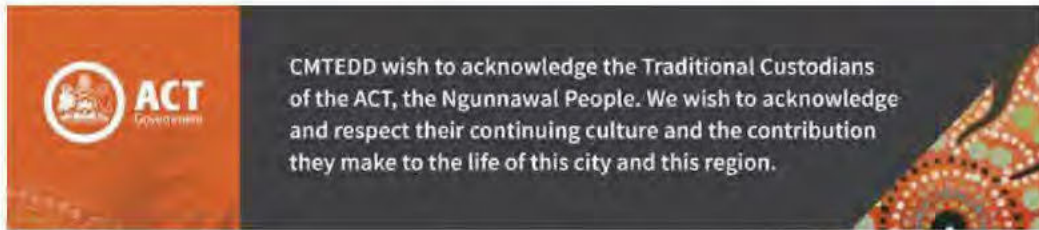
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

**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](http://www.act.gov.au)



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

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

**Sent:** 16/06/2021 11:45 AM

**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.

Businesses and customers will be updated directly this afternoon by email.

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](http://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:**"Stewart-Moore, Karen"

**Sent:**17/06/2021 10:13 AM

**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

**Attachments:**CHOOSECBR MASTER Talking Points - 170621.DOCX

OFFICIAL

Hi Nick

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

Thanks

Karen

**QUESTIONS FROM MINISTER'S OFFICE  
17 JUNE 2021**

**1. What exactly were the technical issues with the full roll out?**

The system enables customers to register and access vouchers and for businesses to redeem vouchers. The large volume of users trying to register and redeem vouchers at the same time caused the system to slow and eventually crash as the checking process could not keep up with the volume of transactions in the system during peak periods last week.

The technical issues were determined to be performance issues caused by the way the application logic was communicating with the database.

**a. How were they diagnosed?**

They were diagnosed once we took the system offline and were able to fully analyse the situation.

This analysis of the system performing under load in a simulated environment identified the areas where the application logic was causing performance issues.

**b. What fixes were applied?**

We have taken the time to work with our developer partners to find solutions, test them, and implement them.

Most of the fixes involved changes to database tables and application logic to improve the efficiency of the activities.

**c. How do the technical issues this time differ from the trial?**

The issues experienced as part of the trial were found to be caused by capacity issues, which were rectified when we purchased additional server capacity. They are not the same issues that caused the problems last week.

**2. How was the website chosen?**

ChooseCBR was based on the My Darwin system which had been commissioned and used by the City of Darwin Council. It was assessed as being able to be quickly adapted and rolled out to support businesses in Canberra and encourage people to shop locally at a critical time during the economic recovery from COVID.

When options for a discount voucher business support scheme were being explored, there were no comparable schemes being run in other states and territories. Though we know some were under development and were launched at around the same time, these schemes mostly targeted tourism and did not cover the breadth of businesses able to access the Choose CBR Scheme.

The other option, to build a system from the ground up, would have taken much longer, and cost more relative to the size of the program, at the time the priority was to support ACT businesses.

**a. When were the technical issues first experienced during the full rollout?**

The first issues experienced were on Tuesday afternoon just after 1pm, 8 June following the distribution of an email to customers resulting in many customers

logging on in preparation for the launch. The vendor increased the server capacity in line with the contingency prepared for by the ACT Government for the full rollout.

The decision was made to take the site offline for a very short window just before 5pm to carry out this work.

**b. When did the vendor realise it was not a further capacity issue?**

The intermittent issues continued following the launch but with different symptoms and each time attempts were made to resolve them and stabilise the system until the ACT Government made the decision to take the site down on Thursday 10 June.

**3. What testing was done during the trial and before the full rollout?**

Before the full rollout all reasonable testing was carried out on the site. Tests included a suite of functional testing including account registration, voucher redemption and feedback submission.

Part of last year's trial included testing for system performance. Based on an analysis of performance during the trial, significant additional server capacity was acquired to meet the expected higher demand during the full rollout.

However, the issue that resulted in the website being suspended for maintenance is a separate issue, related to handling of the large volume of transactions that were not seen in the trial.

**4. What assurances did you and the Directorate seek and receive about the website prior to the full rollout and why were you confident the website would work?**

We had the experience of the trial where the system appeared to perform well. The issues that were identified related to server capacity, as a result the ACT Government purchased considerable additional capacity for the full rollout and had full expectations that the system would perform as it did during the trial.

**5. What occurred on Tuesday night (before the launch on Wednesday) when vouchers were being claimed?**

Following the performance difficulties experienced on the afternoon/evening of 8 June and fixes being put in place, the decision was made to make the voucher system live at 10pm to ensure the system was operating effectively before businesses were expecting to see it at 12 midnight.

During this time a small number of vouchers (11) were redeemed by around 6 business before midnight. These totalled around \$370.

**6. Why was the decision taken to take the site offline?**

We initially made the decision to pause the website for maintenance until 7am last Friday 11 June. We carried out further work to improve the site's performance and hoped this would resolve all issues.

After working Thursday afternoon and evening on the system, it became clear we required more time to investigate the issues.

Out of an abundance of caution—and so as to not cause further disruption and uncertainty—we made the decision take the system offline.

Once we took the system offline, we were able to fully analyse the situation, and became clear that the issue related to the architecture of the system and how the application logic was communicating with the database.

**a. Why did you think 24 hours was enough?**

We initially made the decision to pause the website for maintenance until 7am last Friday 11 June to improve the site's performance and hoped this would resolve all issues. After working Thursday afternoon and evening on the system, it became clear we required more time to investigate the issues.

As such, we decided to take the system offline for at least 7 days to further investigate the issues.

**b. Why did you instead need a further 7 days?**

We made the decision take the system offline.

**c. Why didn't you just push through?**

We were concerned about the impact on businesses and customers of not having a fully operational system. Therefore we made the decision to take the system offline to provide adequate time to be able to fully analyse the situation.

Analysis of the system performing under load in a simulated environment identified the areas where the application logic was causing performance issues.

We have taken the time to work with our developer partners to find solutions, test them, and implement them.

**7. What gives you confidence that the website works now?**

We are confident that all that could be done in this last week has been done, in readiness for the program to re-launch.

**8. How are you confident that all purchases are genuine / that this many purchases actually occurred when it is so much higher than the trial and "only a handful of businesses have claimed" (Castley quote)**

We have received assurances from the vendor that the system has maintained an accurate record of vouchers redeemed and dollars expended.

There is no indication at this point of any misuse of funds. Any specific allegations of misuse should be reported to the ACT Government so they can be checked.

**9. How many businesses in the time the website was up (even intermittently) redeemed:**

**a. At least 1 voucher:**

553 businesses redeemed a voucher.

**b. At least 10 vouchers:**

244 businesses redeemed at least 10 vouchers.

**c. At least 50:**

45 businesses redeemed at least 50 vouchers.

**d. More than 100:**

16 businesses redeemed 100 or more vouchers.

**10. How is the Government sure the 'money is going where it is supposed to be' / consumers aren't 'misusing the system' (Castley quote)**

Under the Terms and Conditions businesses are required to keep proof of transactions to allow for checking.

There is no indication at this point of any misuse of funds. Any specific allegations of misuse should be reported to the ACT Government so they can be checked.

**11. How does the audit system work?**

As part of routine checks businesses are asked for proof of transactions and we assess the information provided to determine if it supports the expenditure we have seen.

If any business is found to be in contravention of the Terms and Conditions the government can temporarily or indefinitely suspend, or terminate, a registration.

Businesses are required to keep proof of transactions for audit purposes. Businesses must be able to show the total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

**12. Have you received specific allegations?**

No.

**a. If so, how many?**

**b. What actions have been taken?**

**13. How many businesses were asked to provide more information during the trial?**

Thirty-three businesses who participated in the trial were asked to provide further information about their transactions. It was found that generally there was good compliance with the program Terms and Conditions.

One pattern of questionable transactions was identified across three merchants.

**a. What, if any, actions were taken?**

The merchants were provided an opportunity to explain their transaction patterns and were not able to do so satisfactorily. The merchants were removed from the program before the full rollout.

**14. How many businesses were asked to provide more information since 8/9 June?**

As part of the routine checks some businesses have been asked for proof of transactions.

**a. What, if any, actions were taken?**

We are currently looking at the information that has been provided so far.

If any business is found to be in contravention of the Terms and Conditions the government can temporarily or indefinitely suspend, or terminate, a registration.

**15. Why are some businesses with national presences/which don't on the face of it seem to be small businesses part of the scheme? (response should note that JobKeeper criteria being removed has enabled a lot of businesses to enter, including people who may not be citizens)**

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.

Following the trial, we consulted with businesses and made the decision to remove the JobKeeper eligibility criteria to allow more businesses to participate.

Many franchises are small businesses and run by small business owners who would face similar challenges to independent small businesses. They also employ Canberrans.

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

**16. Some businesses manually took voucher codes and have sought to process them later –**

**a. When will they be paid?**

Payment terms are 14 days, with our first pay run taking place this week.

**b. How is this process working?**

Processing of these redemptions is underway. We are working with more than 80 businesses to enable these vouchers to be redeemed.

Our ChooseCBR Team has been working through the vouchers submitted by these businesses and asking for more information as it is required.

**17. Are you compensating businesses?**

We know businesses in particular have really embraced the program and have been preparing for and promoting it for some weeks. We sincerely apologise for the disruption this has caused.

We are working with more than 80 businesses to reimburse vouchers that they honoured but could not redeem.

Under the Terms and Conditions we will not be compensating businesses for any losses associated with their participation in the program.

**18. Are you compensating consumers who spent more than they were intending because they couldn't claim their voucher?**

We sincerely apologise to customers who were unable to redeem a voucher. We know many customers visited certain businesses to use a voucher and were frustrated and disappointed they weren't able to do so.

If the discount wasn't passed onto the customer, we are unable to reimburse the customer under the Terms and Conditions.

**19. How much has been budgeted for / spent on marketing (during trial and full roll out)?**

During the trial our marketing budget was approximately \$30,000. We increased this for the full rollout to approximately \$140,000 however it is unlikely that full amount will be

expended. This includes marketing and advertising and materials that have been sent out to participating businesses, as well as translated materials for businesses and customers. This also included a contingency if the campaign needed to be extended.

**20. How much was budgeted for / spent on IT (during trial and full roll out)?**

We allocated \$123,000 for administrative and operational expenses to support the rollout of \$2.5 million of discount vouchers through the trial and the full rollout of the scheme, funding both one-off establishment of the program, as well as ongoing delivery.

**21. How much has been incurred in additional costs to fix the website?**

Additional developer hours have been procured as well as additional server capacity.

Costs are being monitored, with the total cost still to be determined. This information will be provided at a later date.

**22. When the system was taken down, \$389,900 of vouchers had been used of \$2 million available according to the bar on the website. Now it says \$395,680 of \$2 million has been used. How is this possible when the system was offline and there were no redemptions?**

The ACT Government has been, and continues to, process vouchers submitted by businesses which they honoured but were unable to redeem themselves in ChooseCBR last week due to system issues.

The difference in total value of vouchers redeemed from when the system was taken down, compared to when it went returned this morning, is as a result of the ACT Government carrying out redemptions on behalf of business.

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

**Sent:**10/06/2021 1:34 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)

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

OFFICIAL

Hi Joe and Nick

Draft text messages for review.

Thanks

karen

**TEXT FOR PAUSE FOR AT LEAST 7 DAYS**

**BUSINESS**

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

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

**Sent:**15/06/2021 8:13 AM

**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 to make improvements to the database to increase its ability to manage the very large amounts of merchant and customer transactions simultaneously. Work continued over the weekend 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](mailto: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](http://www.act.gov.au)

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 15/06/2021 8:31 AM  
**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:**18/06/2021 3:37 AM  
**To:**"Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Cc:**"Polglase, David" <David.Polglase@act.gov.au>  
**Subject:**FB comment - redeem function  
**Attachments:**0a281cbe-1923-4a77-bed5-3e7798bf3a37.jpg

Hi Morgan

Appreciate this one appears to have been resolved and the follow up comment is a remark on the design rather than it now not functioning, however we'd be grateful for confirmation that this business is successfully redeeming now and that there aren't further issues. May require a phone call/further FB reply.

Thanks

**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 white digital voucher card on the left with the text "Choose CBR digital vouchers" in red. To the right, on a red background, is the text "Enjoy more when you shop local with ChooseCBR" in white. Below this text is a QR code, the website address "choosecbr.act.gov.au", and the ACT Government logo.



### Replies



**Jenny Stirzaker**

ITS STILL NOT WORKING! I got a couple of codes through for my customers and now nothing!

4h Like Reply

1 🙄



**ACT Government** ✓

Jenny Stirzaker Thanks for flagging this Jenny. We understand the issues you were having are now resolved, but please do let us know if you have any other issues.

1h Like Reply

1 👍



**Jenny Stirzaker**

The problem is, when you press enter on your keyboard it clears the code and transaction amount and does not submit the details. if you click the redeme with the mouse it works. Its sloppy programming im afraid.

1h Like Reply

1 👍



Write a reply...





## Replies

**Jenny Stirzaker**

ITS STILL NOT WORKING! I got a couple of codes through for my customers and now nothing!

4h Like Reply

1 🤔

**ACT Government** ✓

[Jenny Stirzaker](#) Thanks for flagging this Jenny. We understand the issues you were having are now resolved, but please do let us know if you have any other issues.

1h Like Reply

1 👍

**Jenny Stirzaker**

The problem is, when you press enter on your keyboard it clears the code and transaction amount and does not submit the details. if you click the redeme with the mouse it works. Its sloppy programming im afraid.

1h Like Reply

1 👍



Write a reply...



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

**Sent:**10/06/2021 11:21 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>

**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:**"Johnston, ClaireV"

**Sent:**10/06/2021 6:08 AM

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

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

**Subject:**FOR APPROVAL: ACT Govt Facebook post

**Importance:**High

UNOFFICIAL

Hi Nick, are you happy for this to be posted?

**Text:**

We have taken the difficult decision to take the ChooseCBR website offline until 7am on Friday 11 June to address technical issues and ensure reliability.

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 disappointing. We apologise for the inconvenience this has caused. We look forward to being able to continue to deliver digital vouchers to you once these issues have been fully resolved.



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](mailto:shannon.eurell@act.gov.au)

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



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

**Sent:**15/06/2021 2:10 AM

**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

**Attachments:**Possible distribution Tuesday 15 June - cleared.docx

OFFICIAL

Hi Joe and Nick

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

Thanks

Karen

**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 to make improvements to the database to increase its ability to manage the very large amounts of merchant and customer transactions simultaneously. The modifications will be tested over the coming days. We anticipate emailing 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 where they were unable to redeem them in the system themselves.

As a reminder, please ensure you maintain proof of transactions for any vouchers you have redeemed either online or by sending through the online form.

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

**Draft media update**

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. We will update businesses directly again once the solution has been thoroughly tested.

Prior to the pause on Thursday afternoon, there were 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.

The ACT Government is also working with more than 80 businesses to reimburse vouchers that were honoured, but not redeemed. These vouchers are not included in the figures above.

**From:** "Rogers, Tamerra" <Tamerra.Rogers@act.gov.au>

**Sent:** 10/06/2021 5:52 AM

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

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

**Subject:** FOR CLEARANCE: Text

OFFICIAL

## BUSINESS

ChooseCBR will be offline until 7am 11/6/2021 to resolve technical issues. Vouchers you have accepted will continue to be honoured. Thanks for your patience.

## CONSUMERS

ChooseCBR will be back at 7am, Friday 11 June. We are fixing technical issues to ensure you can use your vouchers. Thanks for your support.

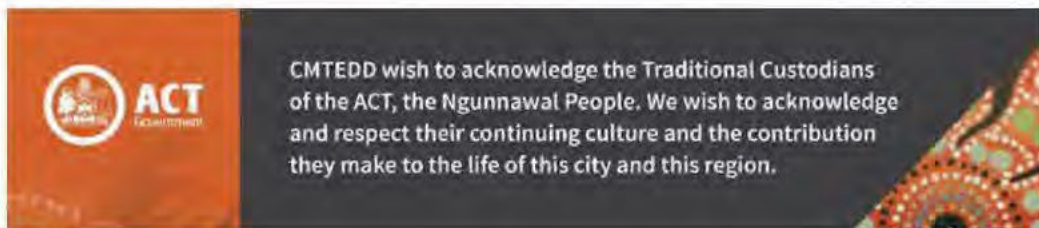
Tamerra Rogers | Executive Branch Manager, Strategic Communications and Engagement (CMTEDD/PICC)

**Phone: 02 6207 3775 | Mobile: 0457 766 383**

**Communications & Engagement** | Chief Minister Treasury and Economic Development Directorate |

**ACT Government**

Level 5, 220 London Circuit, Canberra City | GPO Box 158 Canberra City ACT 2601 | [www.act.gov.au](http://www.act.gov.au)



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

**From:**"Johnston, ClaireV"

**Sent:**15/06/2021 6:29 AM

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

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

**Subject:**FOR REVIEW: Customer EDM

OFFICIAL

Hi all

Customer EDM for your review. Thanks!

Please let us know when the business and customer one are G2G.

Claire

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.

We are continuing to implement a solution and carry out additional testing before the program is ready to go live again.

We will update you again directly when we have further information.

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

Claire Johnston

Senior Director, Communications & Engagement | Economic Development

Ph 0452 597 459 or 02 6205 0022

[clairev.johnston@act.gov.au](mailto: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](http://www.act.gov.au)

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au> on behalf of "Cheyne, Tara" <Tara.Cheyne@act.gov.au>  
**Sent:** 17/06/2021 11:34 PM  
**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** FW: BRIEFING: ChooseCBR

-----Original Appointment-----

**From:** Cheyne, Tara <[Tara.Cheyne@act.gov.au](mailto:Tara.Cheyne@act.gov.au)>  
**Sent:** Tuesday, 15 June 2021 12:22 PM  
**To:** Cheyne, Tara; Arthy, Kareena; Starick, Kate; Priest, Jenny; Stewart-Moore, Karen; Konti, Bettina; Saunders, Joe; Argy, Nicholas  
**Cc:** CMTEDD, Economic Development DLO  
**Subject:** BRIEFING: ChooseCBR  
**When:** Friday, 18 June 2021 11:30 AM-12:00 PM (UTC+10:00) Canberra, Melbourne, Sydney.  
**Where:** Tara's office, Canberra, ACT

Meeting to discuss ChooseCBR

— Do not delete or change any of the following text. —

**When it's time, join your Webex meeting here.**

[Join meeting](#)

**More ways to join:**

Join from the meeting link

<https://actgov.webex.com/actgov/j.php?MTID=m88ed720d10f20cd676bad416fc26d0bd>

Join by meeting number

Meeting number (access code):

5213

Meeting password:

Tap to join from a mobile device (attendees only)

[+61-2-9338-2221](tel:+61-2-9338-2221), [1655375213##](tel:+61-2-9338-2221) Australia Toll

[+61-2-9053-7190](tel:+61-2-9053-7190), [1655375213##](tel:+61-2-9053-7190) Australia Toll 2

Join by phone

[+61-2-9338-2221](tel:+61-2-9338-2221) Australia Toll

[+61-2-9053-7190](tel:+61-2-9053-7190) Australia Toll 2

[Global call-in numbers](#)

Join from a video system or application

Dial [1655375213@actgov.webex.com](tel:+61-2-9338-2221)

You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [1655375213](tel:1655375213) or [actgov@lync.webex.com](mailto:actgov@lync.webex.com)

If you are a host, [click here](#) to view host information.

Need help? Go to <https://help.webex.com>

**From:**"Stewart-Moore, Karen"

**Sent:**10/06/2021 6:25 AM

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

**Subject:**FW: CHEYNE - ChooseCBR pause

**Attachments:**CHEYNE - ChooseCBR pause.docx

OFFICIAL

Statement.

Thanks  
karen

## Tara Cheyne MLA

Assistant Minister for Economic Development  
Minister for the Arts  
Minister for Business and Better Regulation  
Minister for Human Rights  
Minister for Multicultural Affairs

Member for Ginninderra

10 June 2021

## ChooseCBR to be offline until 7am Friday

The ACT Government will suspend the ChooseCBR website for maintenance until 7:00 am Friday 11 June after ongoing technical difficulties continued to be experienced by businesses and customers today.

Just over \$300,000 in vouchers been redeemed since ChooseCBR voucher redemptions started yesterday.

Minister for Business and Better Regulation Tara Cheyne said the popularity of the program has far exceeded expectations.

“At this rate, the total amount that was claimed during the trial (around \$336,000) has nearly been reached less than two days in.

“Vouchers continued to be redeemed this morning, however we experienced ongoing issues with the database and have made the decision to suspend the website for further maintenance until 7:00 am Friday 11 June to reduce further frustration for businesses and customers.

“We sincerely regret the ongoing technical issues that have been experienced on the ChooseCBR website making it difficult for customers and businesses to use the vouchers.”

The ACT Government is advising businesses via email on how to reimburse vouchers that they have not been able to redeem online.

Any vouchers that businesses have accepted but been unable to redeem will be honoured. Businesses can submit voucher codes via this [online form](#). As usual, please hang onto receipts.

We know this news is incredibly disappointing. We appreciate Canberrans continuing to treat local businesses and their staff with respect and kindness.

### Statement ends

### Media contact/s:

**Kaarin Dyonon** T (02) 6205 2974 M 0422 772 215 kaarin.dyonon@act.gov.au

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 0100

cheyne@act.gov.au

@In\_The\_Taratory

taraforginninderra

in\_the\_taratory



# Media release

## Tara Cheyne MLA

Assistant Minister for Economic Development

Minister for the Arts

Minister for Business and Better Regulation

Minister for Human Rights

Minister for Multicultural Affairs

Member for Ginninderra

ACT Legislative Assembly London Circuit, GPO Box 1020, Canberra ACT 2601

+61 2 6205 0100

cheyne@act.gov.au

@In\_The\_Taratory

taraforginninderra

in\_the\_taratory

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

**Sent:** 11/06/2021 3:51 AM

**To:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

**Subject:** FW: ChooseCBR - pause for further seven days

OFFICIAL

Hi

Thought you might like to see this response.

Karen

---

**From:** 2.2(a)(ii) >

**Sent:** Friday, 11 June 2021 12:41 PM

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

**Subject:** RE: ChooseCBR - pause for further seven days

**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 Karen,

The ACT Gov't is to be commended for the Choose CBR program.

I know the rollout has been undesirable, but it is so important that this setback doesn't discourage the ACT Gov't from other similar bold initiatives in the future.

AB

---

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

**Sent:** Friday, 11 June 2021 12:27 PM

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

**Subject:** ChooseCBR - pause for further seven days

OFFICIAL

Good afternoon

As you will now be aware, unfortunately the ChooseCBR website has continued to experience intermittent technical issues since launching on Wednesday. In light of this, the difficult decision has been made 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 became 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. 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.

We know this news is incredibly disappointing. We thank you for your advocacy for the program and we apologise for the inconvenience this has caused to your members. We have been working to answer their questions this morning.

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](http://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**

-----  
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:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Sent:** 15/06/2021 8:49 AM  
**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

Hi – some suggestions below as discussed with Kate just now. in blue and ~~strikethrough~~

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>  
**Sent:** Tuesday, 15 June 2021 6:30 PM  
**To:** Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Cc:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto: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](mailto:Kareena.Arthy@act.gov.au)>  
**Sent:** Tuesday, 15 June 2021 6:13 PM  
**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Cc:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto: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 today to make improvements to the system 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 with the aim of 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](mailto: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](http://www.act.gov.au)

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

**Sent:** 14/06/2021 4:13 AM

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

**Cc:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>

**Subject:** FW: Ministerial Statements - June Sitting

**Importance:** High

Hi KK

Can EDD please work with Cabinet Office to list "Update on ChooseCBR" as a Ministerial Statement for the 22-24 June sitting.

**We'll draft most of the statement within the MO**, but will be needing EDD to assist with providing up to date figures and fact checking etc before Tara delivers the statement, as well as potentially providing a statement from the developer to also table (I briefly discussed this with Kareena on Friday).

We understand that cabinet office requires lodgement by 17 May. Given the nature of the statement, we'll need to lodge an outline/advanced draft for cabinet consideration and then finalise the statement over the following week before delivery.

Thanks  
Joe

**Joe Saunders**  
Chief of Staff | 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 2798 0410 529 737



The banner features a white card with the text "Choose CBR" in large red letters and "digital vouchers" in smaller red letters below it. To the right of the card is a QR code. Further right, the text "Enjoy more when you shop local with ChooseCBR" is displayed in white on a red background. Below the QR code is the URL "choosecbr.act.gov.au" and the ACT Government logo.



*Please do not feel obliged to reply to this email outside your normal work hours.*

**From:** "Kennedy, Karen" <Karen.Kennedy@act.gov.au> on behalf of "CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>  
**Sent:** 14/06/2021 11:37 PM  
**To:** "CMTEDD, Economic Development" <ecodev@act.gov.au>  
**Cc:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>  
**Subject:** FW: Ministerial Statements - June Sitting

OFFICIAL

FYI

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**From:** Saunders, Joe <Joe.Saunders@act.gov.au>  
**Sent:** Tuesday, 15 June 2021 9:28 AM  
**To:** CMTEDD, Economic Development DLO <EcoDevDLO@act.gov.au>  
**Cc:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Subject:** RE: Ministerial Statements - June Sitting

Hi KK

Further to this, Yersheena is comfortable with this Min Statement being listed for cabinet proper on Monday 21<sup>st</sup> (rather than the out of session Sunday 20<sup>th</sup> with other Min Statements), and the final version can be uploaded Monday morning.

Thanks  
Joe

---

**From:** Saunders, Joe  
**Sent:** Monday, 14 June 2021 2:13 PM  
**To:** CMTEDD, Economic Development DLO <EcoDevDLO@act.gov.au>  
**Cc:** Argy, Nicholas <Nicholas.Argy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>  
**Subject:** FW: Ministerial Statements - June Sitting  
**Importance:** High

Hi KK

Can EDD please work with Cabinet Office to list "Update on ChooseCBR" as a Ministerial Statement for the 22-24 June sitting.

**We'll draft most of the statement within the MO**, but will be needing EDD to assist with providing up to date figures and fact checking etc before Tara delivers the statement, as well as potentially providing a statement from the developer to also table (I briefly discussed this with Kareena on Friday).

We understand that cabinet office requires lodgement by 17 May. Given the nature of the statement, we'll need to lodge an outline/advanced draft for cabinet consideration and then finalise the statement over the following week before delivery.

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**Joe Saunders**

**Chief of Staff | 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 2798 0410 529 737**



**Choose  
CBR**  
digital vouchers

Enjoy more when you shop  
local with **ChooseCBR**



[choosecbr.act.gov.au](https://choosecbr.act.gov.au)



*Please do not feel obliged to reply to this email outside your normal work hours.*

**From:** "Murdoch, Max" <Max.Murdoch@act.gov.au>

**Sent:** 08/06/2021 11:26 PM

**To:** "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>

**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bromley, Guy" <Guy.Bromley@act.gov.au>

**Subject:** FW: Server issues

**Attachments:** ChooseCBR testing 20210608.xlsx

**OFFICIAL**

FYI – the list of tests completed by Tuan are in the attached. Further to Dan's advice last night, Tuan has also noted that the level of server traffic (even in the wee hours) meant that load testing was not a good idea.

Also, "#60" in the below remail refers to one of our earlier requests that he check the SMS one-time-PIN feature was working properly. It was slow when we tested it last week – but seems to be faster now.

Cheers, Max

---

**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

**Sent:** Wednesday, 9 June 2021 12:52 AM

**To:** Murdoch, Max <Max.Murdoch@act.gov.au>

**Cc:** Campbell, Morgan <Morgan.Campbell@act.gov.au>

**Subject:** Re: Server issues

**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 Max,

Please find attached items tested successfully.

Load testing - it's 12.18am and there are still 80 users per minute on the site, load testing would not be a good idea.

We've implemented some optimisations to take care of #60 which was one of the big resource bottle necks, along with the database caching modifications we made to fix the slowness of today. From here there's not much else we can do at this late stage, except to monitor and increase hardware resources as required.

Kind regards,  
Tuan.

Director, Brainium Labs

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

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

On Tue, 8 Jun 2021 at 21:22, Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)> wrote:

**OFFICIAL**

Hi Tuan

Could you let us know what's included in the 'full suite'? In particular, will there be any load testing? Our Min's office was keen for it to happen – but if it's not practical/possible in the live environment then it would also be good to know why.

Cheers

Max

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Sent:** Tuesday, 8 June 2021 9:25 PM

**To:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** RE: Server issues

OFFICIAL

Ok thanks, Tuan.

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:** Tuesday, 8 June 2021 9:23 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Re: Server issues

**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,

We're fairly confident, we made a change to the caching configuration, so the voucher redemption function was untouched.

We'll do a full suite of tests to verify once we turn the system on at 10PM AEST.

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me: [2.2@brainiumlabs.com.au](mailto:2.2@brainiumlabs.com.au)

On Tue, 8 Jun 2021 at 20:46, Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)> wrote:

OFFICIAL

Thanks, Tuan.

Ability to re-test 1-2 below is limited given lack of mobiles.

Backend functions appear to have been resolved.

How confident are you that this fix has resolved issues with backend transactions, and especially voucher redemptions in the context of tomorrow?

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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**From:** Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>

**Sent:** Tuesday, 8 June 2021 9:00 PM

**To:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>

**Cc:** Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>

**Subject:** Server issues

**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,

We've put in a fix and it seems to be working. The particular error message I SMSed you has not appeared since we put it in 20-25 minutes ago. The site is operating nice and fast now - have tested:

1. Registering as a consumer (5+ times with no error)

2. Registering as a merchant

3. Backend functions - editing content, editing users etc.

Please test on your end and let me know if it's working for you.

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: [support@brainiumlabs.com.au](mailto:support@brainiumlabs.com.au)

Website: [www.brainiumlabs.com.au](http://www.brainiumlabs.com.au)

Email me [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)

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### **Customer functions**

Register account and gain access to vouchers  
User can view QR codes  
Verify vouchers renewed after midnight

### **Merchant functions**

Dashboard functions visible and functioning  
Register as an account and submit to admin  
Redeem a voucher  
Redeem a second voucher from the same user in a day - error message shown as expected  
Redeem a voucher with insufficient transaction value (2x) - error message shown as expected

### **User functions**

Submit feedback  
Reset password  
Browse merchant directory and use search filters  
Browse merchant map and use search filters

### **Admin functions**

View admin pages  
Edit page content  
Edit a user account  
Edit a voucher  
Edit a merchant profile

### **Other**

Increased application server (EC2) instance type c5n.2xlarge and set minimum to 3, add additional 2 if CPU load  
Removed badge from homepage, added new photo, changed colour of bottom right box  
#60 OTP slowness - optimised some code and now it takes approx 5 seconds, down from 10-15s.

### **Go live checklist**

Ensure voucher pool graph shows \$2,000,000  
Drupal caching enabled  
Memcache enabled  
Database logging disabled  
Syslog event logging disabled  
Link check on homepage and site navigation

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 10/06/2021 5:59 AM  
**To:** "Starick, Kate" <Kate.Starick@act.gov.au>  
**Subject:** FW: Talking Points - website issue - 10 June 2.50pm  
**Attachments:** Talking Points - website issue - 10 June 2.50pm - tc.docx

---

**From:** Argy, Nicholas  
**Sent:** Thursday, 10 June 2021 3:35 PM  
**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

Cleared as amended

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>  
**Sent:** Thursday, 10 June 2021 3:08 PM  
**To:** Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>  
**Cc:** Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>; Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Priest, Jenny <[jenny.priest@act.gov.au](mailto: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

**Minister:** Minister Tara Cheyne

**Date:** 10 June 2021, 2:50pm

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**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.
- Just over \$300,000 in vouchers 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) has nearly been reached less than two days in.
- Vouchers continued to be redeemed this morning, however we experienced ongoing issues with the database and have made the decision to suspend the website for further maintenance until 7am Friday 11 June to reduce further frustration for businesses and customers.
- The cause of today's issues is understood to be unrelated to the issues that were experienced yesterday.
- We sincerely regret the ongoing technical issues that have been experienced on the ChooseCBR website making it difficult for customers and businesses to use the vouchers.
- We are advising businesses via email on how to reimburse vouchers that they have not been able to redeem.
- We know this news is incredibly disappointing. We appreciate you continuing to treat your local businesses and their staff with respect and kindness. We acknowledge that as a result of these issues some businesses will have paused their participation in the program and we understand that decision.
- 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**

#### **Why is the site down now until 7am Friday?**

We made the decision to suspend the website for further maintenance until 7am Friday 11 June. We will carry out further work to improve the site's performance and hope this will resolve all issues before the program recommences.

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

No, the \$2 million is the amount available. This has been 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:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>

**Sent:** 10/06/2021 9:17 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>

**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](mailto:Joni.Wanless@act.gov.au)>

**Sent:** Thursday, 10 June 2021 6:45 PM

**To:** Polglase, David <[David.Polglase@act.gov.au](mailto:David.Polglase@act.gov.au)>

**Cc:** Eurell, Shannon <[Shannon.Eurell@act.gov.au](mailto:Shannon.Eurell@act.gov.au)>; Keyworth, Grace <[Grace.Keyworth@act.gov.au](mailto: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