

2.2(a) @amazon.com>; 2.2(a)(ii) @amazon.com>

Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; 2.2(a)(ii) @amazon.com>

Subject: Re: Seeking your urgent assistance

**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 Bettina, thanks and hopefully we can help to understand and resolve the issues.

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- the AWS account number
- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <Bettina.Konti@act.gov.au> wrote:

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OFFICIAL

Hi 2.2(a)

Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

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The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

SBettina Konti

Deputy Director General and Chief Digital Officer

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

From: Campbell, Morgan <Morgan.Campbell@act.gov.au>

Sent: Wednesday, 9 June 2021 7:58 PM

To: Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@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)>  
Subject: FW: All three files tonight please; AWS assistance offer; and confirmation

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Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. – [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au).

Cheers

Morgan

---

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

**Sent:** Wednesday, 9 June 2021 7:47 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)>

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Kind regards,

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Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
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Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

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---

**From:** "Konti, Bettina" <Bettina.Konti@act.gov.au>

**Sent:** 09/06/2021 10:25 AM

**To:** '2.2(a)(ii)'@amazon.com>; '2.2(a)'@brainiumlabs.com.au"

2.2(a)'@brainiumlabs.com.au>; 2.2(a)(ii)'@amazon.com>; '2.2(a)(ii)'

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**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; 2.2(a)(ii)'@amazon.com>

**Subject:** RE: Seeking your urgent assistance

OFFICIAL

Thanks so much 2.2(a) and AWS team

Tuan – over to you for next steps please.

Bettina

---

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

**Sent:** Wednesday, 9 June 2021 8:23 PM

**To:** Konti, Bettina <Bettina.Konti@act.gov.au>; 2.2(a)'@brainiumlabs.com.au; 2.2(a)(ii)'

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Subject:Re: Seeking your urgent assistance

Attachments:image001.jpg

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-----

**From:** "2.2(a)(ii)" <[REDACTED]@amazon.com>  
**Sent:** 10/06/2021 2:24 AM  
**To:** "Tuan Nguyen" <[REDACTED]@brainiumlabs.com.au>  
**Cc:** "Konti, Bettina" <Bettina.Konti@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; "2.2(a)(ii)" <[REDACTED]@amazon.com>  
**Subject:** RE: Seeking your urgent assistance

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Hi Tuan

Bettina has called me and informed me that you are still seeing problems with the website. We will be in touch with you to see how we can start the support process again. Please stand by while I bring the team together.

Thanks

2.2(a)(ii)



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**From:** Tuan Nguyen <[REDACTED]@brainiumlabs.com.au>  
**Sent:** Thursday, June 10, 2021 2:39 AM  
**To:** "2.2(a)(ii)" <[REDACTED]@amazon.com>  
**Cc:** Konti, Bettina <Bettina.Konti@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; "2.2(a)(ii)" <[REDACTED]@amazon.com>; "2.2(a)(ii)" <[REDACTED]@amazon.com>  
**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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Hi all,

We received a most helpful email from AWS tech support ([REDACTED]) and with this information we were able to diagnose the bottlenecks we were experiencing (SQL queries coming from the application logic).

We've implemented some workarounds and along with various other tweaks believe we're in a good position for tomorrow. I believe for now, we can put any further assistance from AWS on hold and will be in touch should the situation change.

Wonderful support from the team at such short notice - many thanks.

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 Wed, 9 Jun 2021 at 21:24, [2.2\(a\)\(ii\)@amazon.com](mailto:2.2(a)(ii)@amazon.com) > wrote:

Tuan

Thanks for responding to my message. [2.2\(a\)\(ii\)](mailto:2.2(a)(ii)@amazon.com) and myself will be on a call at 10. Below are the Chime details to log onto the call.

You have been invited to an online meeting, powered by Amazon Chime.

Click to join the meeting: <https://chime.aws/1696962861>

Meeting ID: 1696 96 2861

A headset is recommended or you may use your computer's microphone and speakers.

Call in using your phone:

Australia Toll-Free (1): [+61 1800 910 205](tel:+611800910205)

Meeting ID: 1696 96 2861

One-click Mobile Dial-in (Australia Toll-Free (1)): [+61 1800 910 205,,1696962861#](tel:+6118009102051696962861)

Australia (1): [+61 2 8311 0237](tel:+61283110237)

International: <https://chime.aws/dialinnumbers/>

Dial-in attendees must enter \*7 to mute or unmute themselves.

To connect from an in-room video system, use one of the following Amazon Chime bridges:

SIP video system: [1696962861@meet.chime.in](mailto:1696962861@meet.chime.in) or [meet.chime.in](https://meet.chime.in)

H.323 system: 13.248.147.139 or 76.223.18.152

If prompted enter the Meeting PIN: [\[REDACTED\]](#) #

Download Amazon Chime at <https://aws.amazon.com/chime/download>

For information about creating an Amazon Chime account, see <https://aws.amazon.com/chime/getting-started>

[2.2\(a\)\(ii\)](mailto:2.2(a)(ii)@amazon.com)



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**Sent:** Wednesday, June 9, 2021 9:13 PM

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**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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Hi all,

I have submitted the ticket. We have a Business support plan, not enterprise.

Case ID 8442988491

Copy of the ticket as below.

Website in question: <https://choosecbr.act.gov.au>

AWS Organisation: "choosecbr" - 276227332784

Issues needing help with: We've experienced a huge amount of traffic and need guidance on ways we can optimise the infrastructure.

Services being used are:

- 12 EC2 instances c5n.2xlarge
- EBS with 5000 provisioned IOPS
- RDS Aurora MySQL single writer db.r5.16xlarge
- ElastiCache db.r5.16xlarge
- Application user generated content stored on S3

Application stack is Ubuntu, PHP 7.4 running a Drupal application.

Infrastructure is deployed via Terraform and Codebuild.

According to Google Analytics we're getting 600 users per minutes and approximately 1,000 page views per minute.

We believe we're being bottlenecked at the database as the site is still quite slow with some pages taking 5~10 seconds to load.

Our team is looking into fixes at the application code level but would appreciate guidance on if there are things we can tune with any of the AWS services, specifically / including Apache tuning and RDS MySQL tuning.

We were experiencing constant 504 gateway errors today which we alleviated to some extent by increasing service settings across the board (in conjunction with some initial code adjustments):

- Increased amount EC2 instances
- Upgraded ElastiCache instance type
- Offloaded more database tasks into ElastiCache
- Adjusted Apache settings:
  - Timeout 600
  - MaxKeepAliveRequests 700
  - MaxKeepAliveRequests 700

Horizontal database scaling is out of the question due to time sensitivity and risk of changing application code. We will increase RDS to a db.r5.24xlarge later tonight.

Are you able to see if our infrastructure is adequate based on the metrics being recorded by AWS? Any recommendations at all would be appreciated. Preferably quick fixes as we estimate the system will be "turned off" in 2 weeks.

// end ticket

Kind regards,

Tuan

On Wed, 9 Jun 2021 at 20:33, 2.2(a)(ii)@amazon.com > wrote:

Tuan

A few comments about opening a support call:

- 1) Make sure that you raise the case as critical.

2) When raising the support case please make sure you use the chat feature on the AWS Console. This will be much faster than email.

3) Once you have the case started **2.2(a)** (Technical Account Manager) and I am willing to get on a call with you.

Thanks

2.2(a)(ii)



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

**Sent:** Wednesday, June 9, 2021 8:45 PM

**To:** 'Konti, Bettina' <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@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)>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance  
Bettina and Tuan

I will be assisting you from an account perspective, please reach out to me if you have an immediate need. As mentioned earlier by **2.2(a)** we will need the account ID and the support ticket number so that we can engage support and hopefully assist you in triaging this problem.

Thanks

2.2(a)(ii)



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

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

**To:** 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@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)>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Subject:** RE: [EXTERNAL] Seeking your urgent assistance

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

**OFFICIAL**

Thanks so much **2.2(a)** and AWS team  
Tuan – over to you for next steps please.  
Bettina

**From:** 2.2(a)(ii) <[REDACTED]@amazon.com>

**Sent:** Wednesday, 9 June 2021 8:23 PM

**To:** Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)>; 2.2(a)(ii) <[REDACTED]@brainiumlabs.com.au>; 2.2(a)(ii) <[REDACTED]@amazon.com>; 2.2(a)(ii) <[REDACTED]@amazon.com>

**Cc:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>; Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@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)>; 2.2(a)(ii)  
@amazon.com >

**Subject:** Re: Seeking your urgent assistance

**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 Bettina, thanks and hopefully we can help to understand and resolve the issues.

As I mentioned, for us to engage we need a support ticket to be logged by the AWS account owner - can I please ask the team to provide:

- the AWS account number

- the support ticket number (assuming the account has enterprise support this should probably be a sev3). This should contain details of the issues being experienced and the services involved please.

This will help with connecting to the right back end technical support.

I'm cc-ing our support team - once we have this information they can help to escalate with the technical teams.

Thanks

2.2(a)(ii)

On 9 Jun 2021, at 8:09 pm, Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@act.gov.au)> wrote:

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

**OFFICIAL**

Hi 2.2(a)

Thank you for taking my call earlier this evening. As discussed we are seeking your assistance in an urgent matter for this government.

ChooseCBR is an initiative where people in Canberra access discount vouchers if they purchase goods and services from registered businesses. It's a COVID-19 economic recovery initiative. Citizens trying to access and redeem the vouchers report intermittent performance issues.

The product is developed by BraniumLabs and it is hosted on AWS.

We'd really appreciate you leaning in to this one and helping to diagnose the issues.

I can be contacted on 0401 712 514 should you need anything more from me. Otherwise consider this email list as the group of people to communicate with.

Thanks very much.

Bettina

SBettina Konti

**Deputy Director General and Chief Digital Officer**

Digital Data and Technology Solutions

Ph: +61 2 6207 2242 | Mobile: 0401 712 514 | Email: [bettina.konti@act.gov.au](mailto:bettina.konti@act.gov.au)

Chief Minister, Treasury and Economic Development Directorate | ACT Government

<image001.jpg>

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

**Sent:** Wednesday, 9 June 2021 7:58 PM

**To:** Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)>; Konti, Bettina <[Bettina.Konti@act.gov.au](mailto:Bettina.Konti@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)>

**Subject:** FW: All three files tonight please; AWS assistance offer; and confirmation

**OFFICIAL**

Hi Bettina, Dan

Thank you so much for your continued assistance.

Per the below, Tuan is happy for his email to be shared with AWS so they can provide additional support etc. – 22 (@brainiumlabs.com.au).

Cheers

Morgan

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

**Sent:** Wednesday, 9 June 2021 7:47 PM

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

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

**Subject:** Re: All three files tonight please; AWS assistance offer; and confirmation

**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,

Happy for you to share my details with AWS.

Kind regards,

Tuan.

On Wed, 9 Jun 2021, 7:11 pm Campbell, Morgan, <Morgan.Campbell@act.gov.au > wrote:

**OFFICIAL**

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it?

Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

Just to confirm after our earlier conversation with Kate and Jenny –

- Please ensure any downtime occurs after 10.30pm AEST
- We understand your planned fixes for this evening are upping the database server capacity, caching the drawdown bar to 30 seconds; and removing all of the backend double discount vouchers.
- We're also keen for you to explore any other avenues this evening, especially after you've consulted your developers.

We're super keen to firm up the integrity of the system for start of business tomorrow as it'll be critical for consumer and business confidence to avoid the issues we saw today.

Tonight's our big shot!

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

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

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.emtedd.act.gov.au](http://www.emtedd.act.gov.au)

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---

**From:** "Tuan Nguyen" [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)  
**Sent:** 09/06/2021 12:22 AM  
**To:** "Murdoch, Max" <Max.Murdoch@act.gov.au>  
**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** Re: Server issues  
**Attachments:** ChooseCBR testing 20210608.xlsx

**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

---

**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: [22@brainiumlabs.com.au](mailto:22@brainiumlabs.com.au)

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

**Sent:** 18/06/2021 11:52 AM

**To:** "Bray, Daniel" <Daniel.Bray@act.gov.au>

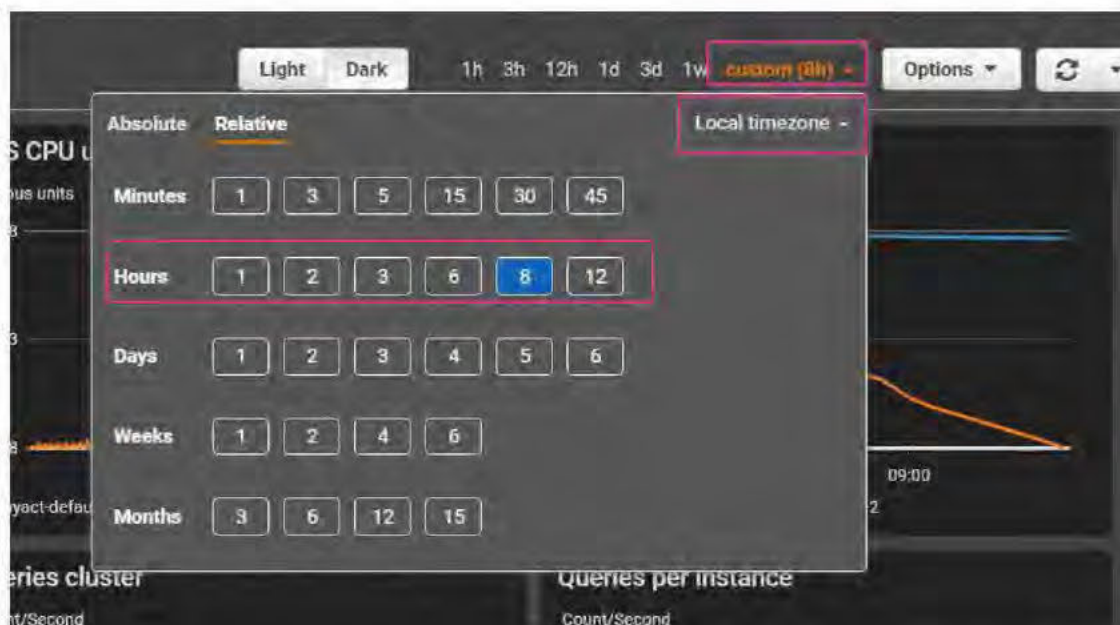
**Cc:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>

**Subject:** Re: Server metrics

**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 guys,

Just in case you didn't see it - you can adjust the timezone to local and there are some extra time period options.



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 Fri, 18 Jun 2021 at 10:46, Bray, Daniel <[Daniel.Bray@act.gov.au](mailto:Daniel.Bray@act.gov.au)> wrote:

**OFFICIAL**

Thanks Tuan, do you have an updated page views per minute given we're likely to hit peak for the day around now?

Dan Bray

Executive Branch Manager, Design and Strategy

Phone 02 6207 9766 | 0429110283

**Digital, Data and Technology Solutions** | Chief Minister, Treasury and Economic Development Directorate  
**ACT Government**

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

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

**Sent:** Friday, 18 June 2021 11:03 AM

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

Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)>; Tankard, Greg <[Greg.Tankard@act.gov.au](mailto:Greg.Tankard@act.gov.au)>

**Subject:** Server metrics

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

Hi all,

Have discussed / shared the metrics with the guys from AWS. They don't see anything abnormal.

Also confirming the statistics page glitch is limited to that particular page only. We'll put in a fix late tonight but won't touch it for now.

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)

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

**Sent:** 10/06/2021 3:29 PM

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

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

**Subject:** Re: social tile and text

Hi Nick

I am sorry I think they will both likely go at 6. I had asked for this to be scheduled before I got your message. I don't think I will be able to raise the staff member before 6 to change that schedule. Sorry if I misunderstood.

The website text will be updated. It doesn't have 7am on it at the moment.

Karen

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

**Sent:** Friday, June 11, 2021 1:00 am

**To:** Stewart-Moore, Karen

**Cc:** Vujanic, Ana; Saunders, Joe; Campbell, Morgan; Starick, Kate

**Subject:** Re: social tile and text

Hi Karen

Just need to have business EDM scheduled slightly ahead of customer EDM. If customer EDM can go at 7am that would be fine.

Separately, we will need to get the high res version of the updated social tile posted to the website.

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Friday, June 11, 2021 12:44:09 AM

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

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

**Subject:** RE: social tile and text

OFFICIAL

Hi nick

Thanks, everything had been set up for the EDM to go at 6am for both business and customer. Is that ok?

Text will be at 7.

We may not be able to send out now as staff are stood down.

Thanks

Karen

---

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

**Sent:** Friday, 11 June 2021 12:28 AM

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

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

Subject: RE: social tile and text

Text and tile are cleared for scheduling at 6am. Same as today in terms of order:

1. Business EDM (ASAP)
2. Customer EDM (6am)
3. Socials (6am)

---

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

Sent: Friday, 11 June 2021 12:18 AM

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

Subject: social tile and text

OFFICIAL

We can schedule for 6am.

**ChooseCBR paused for a further 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 yet been able to fully resolve the issues. Out of an abundance of caution—and so as to not cause further disruption and uncertainty—we have made the difficult decision to pause the program for a further seven days.

We know Canberrans have embraced the scheme and have been looking forward to using their vouchers. We appreciate how frustrating this is and thank you for your patience and support for small business in Canberra. We anticipate the vouchers will be back online on the morning of Friday 18 June and we will advise you ahead of time.

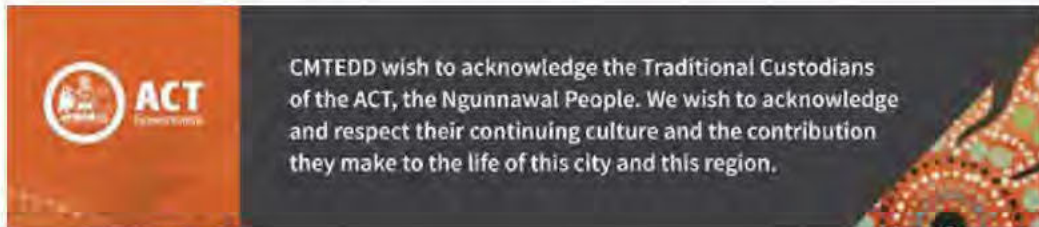
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

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

**Sent:** 10/06/2021 3:00 PM

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

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

**Subject:** Re: social tile and text

Hi Karen

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Separately, we will need to get the high res version of the updated social tile posted to the website.

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Friday, June 11, 2021 12:44:09 AM

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

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

**Subject:** RE: social tile and text

OFFICIAL

Hi nick

Thanks, everything had been set up for the EDM to go at 6am for both business and customer. Is that ok?

Text will be at 7.

We may not be able to send out now as staff are stood down.

Thanks

Karen

---

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

**Sent:** Friday, 11 June 2021 12:28 AM

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

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

**Subject:** RE: social tile and text

Text and tile are cleared for scheduling at 6am. Same as today in terms of order:

1. Business EDM (ASAP)
2. Customer EDM (6am)
3. Socials (6am)

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Friday, 11 June 2021 12:18 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)>

**Subject:** social tile and text

OFFICIAL

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**ChooseCBR paused for a further 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 yet been able to fully resolve the issues. Out of an abundance of caution—and so as to not cause further disruption and uncertainty—we have made the difficult decision to pause the program for a further seven days.

We know Canberrans have embraced the scheme and have been looking forward to using their vouchers. We appreciate how frustrating this is and thank you for your patience and support for small business in Canberra.

We anticipate the vouchers will be back online on the morning of Friday 18 June and we will advise you ahead of time.

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)



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

**Sent:** 10/06/2021 3:36 PM

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

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

**Subject:** Re: social tile and text

Ok understood.

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Friday, June 11, 2021 1:29:07 AM

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

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

**Subject:** Re: social tile and text

Hi Nick

I am sorry I think they will both likely go at 6. I had asked for this to be scheduled before I got your message. I don't think I will be able to raise the staff member before 6 to change that schedule.

Sorry if I misunderstood.

The website text will be updated. It doesn't have 7am on it at the moment.

Karen

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

**Sent:** Friday, June 11, 2021 1:00 am

**To:** Stewart-Moore, Karen

**Cc:** Vujanic, Ana; Saunders, Joe; Campbell, Morgan; Starick, Kate

**Subject:** Re: social tile and text

Hi Karen

Just need to have business EDM scheduled slightly ahead of customer EDM. If customer EDM can go at 7am that would be fine.

Separately, we will need to get the high res version of the updated social tile posted to the website.

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Friday, June 11, 2021 12:44:09 AM

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

**Cc:** Vujanic, Ana <Ana.Vujanic@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>  
**Subject:** RE: social tile and text

OFFICIAL

Hi nick

Thanks, everything had been set up for the EDM to go at 6am for both business and customer. Is that ok?  
Text will be at 7.

We may not be able to send out now as staff are stood down.

Thanks

Karen

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Friday, 11 June 2021 12:28 AM  
**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Cc:** Vujanic, Ana <Ana.Vujanic@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>  
**Subject:** RE: social tile and text

Text and tile are cleared for scheduling at 6am. Same as today in terms of order:

1. Business EDM (ASAP)
2. Customer EDM (6am)
3. Socials (6am)

---

**From:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Sent:** Friday, 11 June 2021 12:18 AM  
**To:** Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Subject:** social tile and text

OFFICIAL

We can schedule for 6am.

### **ChooseCBR paused for a further 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 yet been able to fully resolve the issues. Out of an abundance of caution—and so as to not cause further disruption and uncertainty—we have made the difficult decision to pause the program for a further seven days.

We know Canberrans have embraced the scheme and have been looking forward to using their vouchers. We appreciate how frustrating this is and thank you for your patience and support for small business in Canberra. We anticipate the vouchers will be back online on the morning of Friday 18 June and we will advise you ahead of time.

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)

**From:** "Murdoch, Max"  
**Sent:** 09/06/2021 4:39 AM  
**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** RE: statistics page

OFFICIAL

I'm not sure I've used that page! The team are processing business registrations (let me know if they should stand down) but I'll refrain from pulling any big files

---

**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>  
**Sent:** Wednesday, 9 June 2021 2:37 PM  
**To:** Murdoch, Max <Max.Murdoch@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Subject:** statistics page

**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.

Can you guys refrain from using the stats page at <https://choosecbr.act.gov.au/statistics> until things die down a bit.

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)

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

**Sent:** 10/06/2021 4:39 AM

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

**Subject:** RE: Stats ChooseCBR for tara media

OFFICIAL

Hi Ana

Working on this now to see what I can get.

More than \$303,000 has been redeemed so far – so nearly as much as the whole trial.

---

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

**Sent:** Thursday, 10 June 2021 1:52 PM

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

**Subject:** Stats ChooseCBR for tara media

**Importance:** High

Hi all,

We're planning on getting Tara to speak re ChooseCBR with ABC Radio and CT today.

Could we please get some stats and details about business popularity, amount being spent, what's it being spent on etc? If possible, please mention how much has been spent already this time now vs the whole trial last year.

Before 3:30 please.

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:** "Murdoch, Max"  
**Sent:** 09/06/2021 5:55 AM  
**To:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>  
**Subject:** RE: Status

OFFICIAL

Thanks Tuan

Seems to be a little better, but still slow and with the occasional timeout. How's it looking on your end?

Also not sure if intentional – but the slider/tracker bar has dropped off. Any chance it could be added back on when you get a moment?

Cheers  
Max

---

**From:** Tuan Nguyen <2.2(a)@brainiumlabs.com.au>  
**Sent:** Wednesday, 9 June 2021 2:48 PM  
**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>  
**Cc:** Murdoch, Max <Max.Murdoch@act.gov.au>  
**Subject:** Status

**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,

Summary of items -

Increased minimum application servers from 3 to 6. Helped somewhat but did not fix.

Elasticache instance type. This is an in memory caching system to reduce load on the database. We increased the type here fourfold. This helped things somewhat but did not fix it.

Increased IOPS for the hard drives i.e. how many read and write operations per second a hard drive can perform. Increased this 5 fold.

Adjusted Apache settings i.e. tweaked the operating system for better performance

Increased application servers from 6 to 12 i.e. more hands helping out.

Basically we just threw more servers and more powerful servers at it and adjusted some settings for better performance.

Next step is to increase the database server settings to the next level since current CPU usage is about 50% - but this will push you into the 2.2(a)(xi) Just for the database server, not all the other servers.

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:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 09/06/2021 10:44 PM  
**To:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Cc:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>  
**Subject:** Re: Summary of changes made overnight

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Thursday, June 10, 2021 8:36:59 AM

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

**Subject:** RE: Summary of changes made overnight

OFFICIAL

Hi Nick

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Thanks

Karen

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

**Subject:** Re: Summary of changes made overnight

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Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Thursday, June 10, 2021 07:58

**To:** Argy, Nicholas; Saunders, Joe

**Cc:** Starick, Kate; Priest, Jenny; Stewart-Moore, Karen

**Subject:** Summary of changes made overnight

OFFICIAL

Hi Nick

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\*This relates to a bug identified yesterday evening, which I can explain in more detail at our 10am.

In summary, **the vendor has said they believe we're in good shape for today.**

Chat soon

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

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

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**From:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Sent:** 09/06/2021 10:46 PM  
**To:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Cc:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>  
**Subject:** Re: Summary of changes made overnight

OFFICIAL

Karen, are you able to join the 10am call?

Nick Argy  
Adviser | Office of Tara Cheyne MLA  
**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Thursday, June 10, 2021 8:44:06 AM  
**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>  
**Cc:** Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>  
**Subject:** Re: Summary of changes made overnight

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Thanks  
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Adviser | Office of Tara Cheyne MLA

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**Sent:** Thursday, June 10, 2021 07:58  
**To:** Argy, Nicholas; Saunders, Joe

**Cc:** Starick, Kate; Priest, Jenny; Stewart-Moore, Karen  
**Subject:** Summary of changes made overnight

OFFICIAL

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

**Subject:** RE: Summary of changes made overnight

OFFICIAL

Yes no problems.

---

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

**Sent:** Thursday, 10 June 2021 8:46 AM

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

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

**Subject:** Re: Summary of changes made overnight

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Adviser | Office of Tara Cheyne MLA

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In summary, **the vendor has said they believe we're in good shape for today.**

Chat soon

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

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

Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | [www.cmtedd.act.gov.au](http://www.cmtedd.act.gov.au)

**From:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Sent:** 09/06/2021 10:36 PM  
**To:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Cc:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>  
**Subject:** RE: Summary of changes made overnight

OFFICIAL

Hi Nick  
Working on that now.  
Thanks  
Karen

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Thursday, 10 June 2021 8:34 AM  
**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>  
**Cc:** Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Subject:** Re: Summary of changes made overnight

Thanks Morgan. Please liaise with the vendor to expand on the statements below in order for Karen to be able to put into a form of words the Minister can use in media this morning.

Nick Argy  
Adviser | Office of Tara Cheyne MLA

---

**From:** Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@act.gov.au)>  
**Sent:** Thursday, June 10, 2021 07:58  
**To:** Argy, Nicholas; Saunders, Joe  
**Cc:** Starick, Kate; Priest, Jenny; Stewart-Moore, Karen  
**Subject:** Summary of changes made overnight

OFFICIAL

Hi Nick  
Just following up on your text via to provide you with a list of changes made overnight.  
As I mentioned, on the hosting/IT infrastructure side of things, our CDO Bettina Konti was able to use some contacts in Amazon Web Services to get some expedited support for Tuan. He said that AWS was most helpful, and with this information they were able to diagnose the bottlenecks they were experiencing ("SQL queries coming from the application logic").

On the application side of things, **the vendor took a lot of actions to ease the calls on the database** (this is a copy/paste):

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

**Sent:** 09/06/2021 10:33 PM

**To:** "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>

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

**Subject:** Re: Summary of changes made overnight

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Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Thursday, June 10, 2021 07:58

**To:** Argy, Nicholas; Saunders, Joe

**Cc:** Starick, Kate; Priest, Jenny; Stewart-Moore, Karen

**Subject:** Summary of changes made overnight

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

**Sent:** 09/06/2021 10:53 PM

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

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

**Subject:** RE: Summary of changes made overnight

OFFICIAL

Yes no problems.

---

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

**Sent:** Thursday, 10 June 2021 8:46 AM

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

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

**Subject:** Re: Summary of changes made overnight

OFFICIAL

Karen, are you able to join the 10am call?

Nick Argy

Adviser | Office of Tara Cheyne MLA

---

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

**Sent:** Thursday, June 10, 2021 8:44:06 AM

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

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

**Subject:** Re: Summary of changes made overnight

Thanks

Nick Argy

Adviser | Office of Tara Cheyne MLA

---

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

**Sent:** Thursday, June 10, 2021 8:36:59 AM

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

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

**Subject:** RE: Summary of changes made overnight

OFFICIAL

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Thanks

Karen

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**Sent:** Thursday, 10 June 2021 8:34 AM

**To:** Campbell, Morgan <Morgan.Campbell@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

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

**Subject:** Re: Summary of changes made overnight

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Nick Argy

Adviser | Office of Tara Cheyne MLA

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

**Sent:** Thursday, June 10, 2021 07:58

**To:** Argy, Nicholas; Saunders, Joe

**Cc:** Starick, Kate; Priest, Jenny; Stewart-Moore, Karen

**Subject:** Summary of changes made overnight

OFFICIAL

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\*This relates to a bug identified yesterday evening, which I can explain in more detail at our 10am.

In summary, **the vendor has said they believe we're in good shape for today.**

Chat soon

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

Phone: +61 2 6205 0931 | Email: [morgan.campbell@act.gov.au](mailto:morgan.campbell@act.gov.au)

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

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**From:** "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>  
**Sent:** 10/06/2021 1:57 AM  
**To:** "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Cc:** "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>  
**Subject:** RE: Talking Points - website issue - 10 June 10am

OFFICIAL

Will do – working on the number. Will get it prepared.

---

**From:** Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Sent:** Thursday, 10 June 2021 11:57 AM  
**To:** Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>  
**Cc:** Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>  
**Subject:** RE: Talking Points - website issue - 10 June 10am

Hi Karen

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

Nick

---

**From:** Argy, Nicholas  
**Sent:** Thursday, 10 June 2021 11:28 AM  
**To:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>  
**Cc:** Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>; Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@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)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>  
**Subject:** RE: Talking Points - website issue - 10 June 10am  
**Importance:** High

Hi Karen

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

Will come back on the EDM ASAP.

Thanks  
Nick

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>  
**Sent:** Thursday, 10 June 2021 11:20 AM  
**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)>; Campbell, Morgan <[Morgan.Campbell@act.gov.au](mailto:Morgan.Campbell@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 10am

OFFICIAL

Hi Nick

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

**From:** "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>  
**Sent:** 16/06/2021 5:07 PM  
**To:** "Murdoch, Max" <Max.Murdoch@act.gov.au>  
**Subject:** Re: Test script?  
**Attachments:** Test plan.docx

**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.

Will check ABN feature.

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 Wed, 16 Jun 2021 at 17:03, Murdoch, Max <[Max.Murdoch@act.gov.au](mailto:Max.Murdoch@act.gov.au)> wrote:

**OFFICIAL**

Hi Tuan

Do I remember you had a script that might be helpful for our testing in production? Would save us building something from the ground up.

On a semi-related note, we saw through some of the business registrations that came through that the unique ABN check in merchant registration fell off along the way somewhere. Could that be re-instated?

Cheers,  
Max

**Max Murdoch | Director, Economic Recovery & Strategic Policy | Economic Development**

Chief Minister, Treasury and Economic Development | ACT Government

☎ (02) 6207 6199 | ✉ [max.murdoch@act.gov.au](mailto:max.murdoch@act.gov.au) | Level 3, Canberra Nara Centre, 1 Constitution Avenue, Canberra, ACT 2601

**From:** "Cheyne, Tara" <Tara.Cheyne@act.gov.au>

**Sent:** 10/06/2021 9:29 PM

**To:** "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Paviour, Mark" <Mark.Paviour@act.gov.au>

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

**Attachments:** TPs QA ChooseCBR - 11 June - updated - tc reviewed.docx

These are cleared.

---

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

**Sent:** Friday, 11 June 2021 6:38 AM

**To:** Cheyne, Tara <Tara.Cheyne@act.gov.au>

**Subject:** FW: TPs QA ChooseCBR - 11 June - updated

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Friday, 11 June 2021 3:01 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:** 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)>; Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>

**Subject:** TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi Joe and Nick

As the Minister wasn't going to review these until this morning, I have taken the opportunity to update and reflect the language sent back in the statement and other comms. In track so you can see. This also reflects some other updates from Bettina Konti just clarifying the language.

I've also slightly reordered the questions.

When you are happy with this, it will be the basis of answering social media and briefing the AC Contact Centre.

Thanks

Karen

**From:** "Starick, Kate"

**Sent:** 10/06/2021 11:15 PM

**To:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

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

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Correct – thanks Kareena

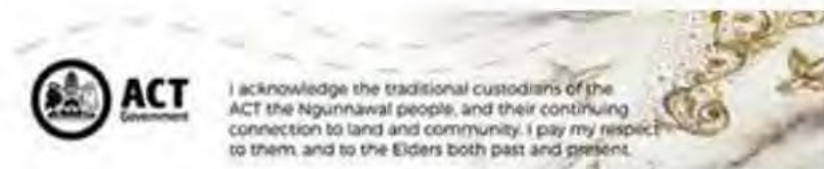
**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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---

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**Sent:** Friday, 11 June 2021 9:15 AM

**To:** Starick, Kate <Kate.Starick@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>

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

**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Thanks Kate.... For clarity this does not include an estimate of all the internal staff and resources that have been working on choose cbr.

---

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

**Sent:** Friday, June 11, 2021 9:12:57 AM

**To:** Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

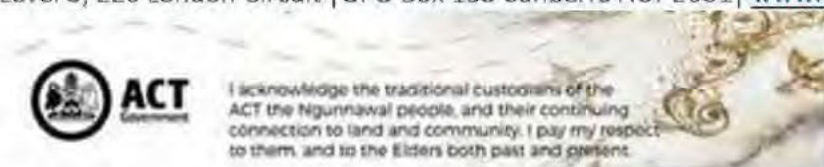
**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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---

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

**Sent:** Friday, 11 June 2021 9:10 AM

**To:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Thanks Kate

Just to be crystal clear, is it basically:

- \$123k for admin + operational expenses across trial and full rollout – **correct this is what was allocated in the internal budget**
- \$203k for admin operational expenses across trial and full rollout, plus system upgrades, supports and info for businesses, and marketing **has been committed/ expended to date?**

I think we're struggling a bit on the extent to which these two numbers overlap. Assume there is some overlap (i.e. it's not \$223k in total), so perhaps the \$203k number is the one to use? **Yes I think if you talk about the amount committed/expended**

Joe

---

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

**Sent:** Friday, 11 June 2021 9:06 AM

**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

**OFFICIAL**

Hi the figures are correct

Happy to discuss

Kate

**Kate Starick | Executive Group Manager**

**Economic Development**

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I acknowledge the traditional custodians of the ACT the Ngunnawal people, and their continuing connection to land and community. I pay my respect to them, and to the Elders both past and present.

---

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

**Sent:** Friday, 11 June 2021 9:00 AM

**To:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Hi Kareena,

Can you please fact-check these figures?

- \$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.

Is the number \$123,000 or \$203,000 ?

Cheers,  
Ana

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**Sent:** Friday, 11 June 2021 8:37 AM

**To:** Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

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Regards

Kate

**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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

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*If asked about the administration costs*

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Additional technical support is being provided now to get the system up and running. [System support was factored into the budget]

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi – we can find the previous lines we had – we just don't have a clear handle yet about the fees for all the tech support we've thrown at it this week. Kate will send it shortly.

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi

Ballpark would be great, Minister wants to have something on hand for the presser.

Thanks Kareena

Joe

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi. Not sure we can get an accurate figure... That is our priority today and next week. Can we keep it at the value of vouchers during the trial and now?

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Hi all,

Could we please have a line about how much has been spent on the scheme?

Cheers,

Ana

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Ok Ana. Thanks.

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

**Sent:** Friday, June 11, 2021 7:14:46 AM

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi all ,

Tara will be on abc radio at 7:45 fyi

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---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Friday, June 11, 2021 3:01 am

**To:** Saunders, Joe; Argy, Nicholas

**Cc:** Arthy, Kareena; Starick, Kate; Johnston, ClaireV; Vujanic, Ana

**Subject:** TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi Joe and Nick

As the Minister wasn't going to review these until this morning, I have taken the opportunity to update and reflect the language sent back in the statement and other comms. In track so you can see. This also reflects some other updates from Bettina Konti just clarifying the language.

I've also slightly reordered the questions.

When you are happy with this, it will be the basis of answering social media and briefing the AC Contact Centre.

Thanks

Karen

**From:** "Arthy, Kareena" <Kareena.Arthy@act.gov.au>  
**Sent:** 10/06/2021 11:14 PM  
**To:** "Starick, Kate" <Kate.Starick@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>  
**Cc:** "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>  
**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Thanks Kate.... For clarity this does not include an estimate of all the internal staff and resources that have been working on choose cbr.

**From:** Starick, Kate <Kate.Starick@act.gov.au>  
**Sent:** Friday, June 11, 2021 9:12:57 AM  
**To:** Saunders, Joe <Joe.Saunders@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Cc:** Johnston, ClaireV <ClaireV.Johnston@act.gov.au>  
**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Kate Starick | Executive Group Manager

Economic Development

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**To:** Starick, Kate <Kate.Starick@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>  
**Cc:** Johnston, ClaireV <ClaireV.Johnston@act.gov.au>  
**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Thanks Kate

Just to be crystal clear, is it basically:

- \$123k for admin + operational expenses across trial and full rollout – **correct this is what was allocated in the internal budget**
- \$203k for admin operational expenses across trial and full rollout, plus system upgrades, supports and info for businesses, and marketing **has been committed/ expended to date?**

I think we're struggling a bit on the extent to which these two numbers overlap. Assume there is some overlap (i.e. it's not \$223k in total), so perhaps the \$203k number is the one to use? **Yes I think if you talk about the amount committed/expended**

Joe

**From:** Starick, Kate <[Kate.Starick@act.gov.au](mailto:Kate.Starick@act.gov.au)>  
**Sent:** Friday, 11 June 2021 9:06 AM  
**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>  
**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi the figures are correct

Happy to discuss

Kate

Kate Starick | Executive Group Manager

Economic Development

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Is the number \$123,000 or \$203,000 ?

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Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

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

**Sent:** Friday, June 11, 2021 7:14:46 AM

**To:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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:** 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)>; Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>

**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi all ,

Tara will be on abc radio at 7:45 fyi

Get [Outlook for iOS](#)

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Friday, June 11, 2021 3:01 am

**To:** Saunders, Joe; Argy, Nicholas

**Cc:** Arthy, Kareena; Starick, Kate; Johnston, ClaireV; Vujanic, Ana

**Subject:** TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi Joe and Nick

As the Minister wasn't going to review these until this morning, I have taken the opportunity to update and reflect the language sent back in the statement and other comms. In track so you can see. This also reflects some other updates from Bettina Konti just clarifying the language.

I've also slightly reordered the questions.

When you are happy with this, it will be the basis of answering social media and briefing the AC Contact Centre.

Thanks

Karen

**From:** "Starick, Kate"

**Sent:** 10/06/2021 11:12 PM

**To:** "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

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

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

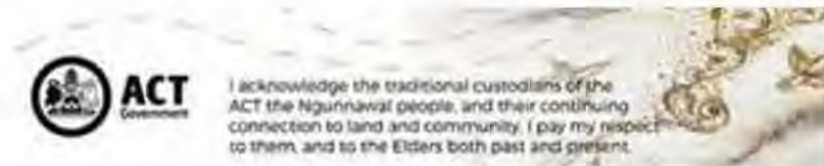
Kate Starick | Executive Group Manager

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**Sent:** Friday, 11 June 2021 9:10 AM

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

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Thanks Kate

Just to be crystal clear, is it basically:

- \$123k for admin + operational expenses across trial and full rollout – **correct this is what was allocated in the internal budget**
- \$203k for admin operational expenses across trial and full rollout, plus system upgrades, supports and info for businesses, and marketing **has been committed/ expended to date?**

I think we're struggling a bit on the extent to which these two numbers overlap. Assume there is some overlap (i.e. it's not \$223k in total), so perhaps the \$203k number is the one to use? **Yes I think if you talk about the amount committed/expended**

Joe

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**Sent:** Friday, 11 June 2021 9:06 AM

**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Saunders, Joe <[Joe.Saunders@act.gov.au](mailto:Joe.Saunders@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

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Cheers,

Ana

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi

Ballpark would be great, Minister wants to have something on hand for the presser.

Thanks Kareena

Joe

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---

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

**Sent:** Friday, June 11, 2021 8:10:57 AM

**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi. Not sure we can get an accurate figure... That is our priority today and next week. Can we keep it at the value of vouchers during the trial and now?

---

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

**Sent:** Friday, June 11, 2021 8:02:23 AM

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

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

Hi all,

Could we please have a line about how much has been spent on the scheme?

Cheers,

Ana

---

**From:** Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>

**Sent:** Friday, 11 June 2021 7:16 AM

**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; 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:** 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)>; Johnston, ClaireV <[ClaireV.Johnston@act.gov.au](mailto:ClaireV.Johnston@act.gov.au)>

**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Ok Ana. Thanks.

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

---

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

**Sent:** Friday, June 11, 2021 8:10:57 AM

**To:** Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; 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)>

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CMTEDD Communications & Engagement

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**Sent:** Friday, June 11, 2021 3:01 am

**To:** Saunders, Joe; Argy, Nicholas

**Cc:** Arthy, Kareena; Starick, Kate; Johnston, ClaireV; Vujanic, Ana

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

**To:** "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>

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

**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

**OFFICIAL**

The \$123 was allocated from internal budget

\$190 was unexpended from the trial that (\$310k expended from \$500k) available for trial – that could also go towards delivery

Of the funding available \$203k has been committed in contract or expended to date

**Kate Starick | Executive Group Manager**

**Economic Development**

Ph: +61 2 6205 9828 | M: 0408230214 | Email: [kate.starick@act.gov.au](mailto:kate.starick@act.gov.au)

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**Sent:** Friday, 11 June 2021 9:00 AM

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

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

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Is the number \$123, 000 or \$203,000 ?

Cheers,

Ana

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**Sent:** Friday, 11 June 2021 8:37 AM

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**Subject:** RE: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi – we can find the previous lines we had – we just don't have a clear handle yet about the fees for all the tech support we've thrown at it this week. Kate will send it shortly.

---

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

**Sent:** Friday, 11 June 2021 8:15 AM

**To:** Arthy, Kareena <[Kareena.Arthy@act.gov.au](mailto:Kareena.Arthy@act.gov.au)>; Vujanic, Ana <[Ana.Vujanic@act.gov.au](mailto:Ana.Vujanic@act.gov.au)>; Stewart-Moore, Karen <[Karen.Stewart-Moore@act.gov.au](mailto:Karen.Stewart-Moore@act.gov.au)>; Argy, Nicholas <[Nicholas.Argy@act.gov.au](mailto:Nicholas.Argy@act.gov.au)>

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**Subject:** Re: TPs QA ChooseCBR - 11 June - updated

Hi

Ballpark would be great, Minister wants to have something on hand for the presser.

Thanks Kareena

Joe

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Hi the figures are correct

Happy to discuss

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