

- People have been impressed by the email and messages informing them of the change to the website

Kind regards, Joni

Joni Wanless | Assistant Director, Content (Social Media)

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

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

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

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

Sent: 10/06/2021 9:33 PM

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

Cc: "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Verden, Jo" <Jo.Verden@act.gov.au>; "McKinnon, Margaret" <Margaret.McKinnon@act.gov.au>

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

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

Hi Karen

Attached are cleared.

Thanks for all of your hard work overnight.

Nick

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

Sent: Friday, 11 June 2021 3:01 AM

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

Minister: Minister Tara Cheyne
Date: 11 June 2021

SUBJECT: ChooseCBR website issues
ISSUE: ChooseCBR paused for a further seven days

KEY MESSAGES:

- The ChooseCBR program has been paused for a further seven days after ongoing technical difficulties experienced by businesses and customers yesterday.
- I know this news will be a huge disappointment to businesses who have been preparing for and promoting 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.
- It is 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.
- Any businesses that have accepted vouchers and have 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 Choose CBR is up and running again.
- We appreciate Canberrans continuing to support local business and thank the community for its patience.

Question and Answer

Is the crash due to too many people on the system at once?

- Yes, it appears the issues being experienced are primarily due to the volume of activity and the way these query the database.
- There has been an overwhelming response to the Choose CBR program.
- The data base supporting the program contains both business and consumer information which needs to be accessed each time a voucher is created or redeemed. The large number of transactions has proven to be more than the current system can handle effectively.

The website was supposed to be up again by 7am and it is still not functioning – what are the next steps?

- We are working with our partners and doing everything possible to get the system up and running. We want to be confident that the issues are completely resolved and will not reoccur.
- As such, we have decided to take the system offline for at least 7 days to further investigate the issues.
- We will update businesses regularly via email as we do this work.
- We now understand that the capacity for the system is more than adequate and what needs to occur is a separation of business and customer information in the data base to ease the load at any one time.
- There is no risk to business or customer information due to these issues.

Why is seven days needed? What will be achieved in that time?

- We are taking seven days to confirm the diagnosis of the issues, put in place a solution, and importantly to test whether the solution will accommodate the volume of activity that we now expect. At this stage, we think that the majority of the time will be spent testing the solution.
- We are doing this out of an abundance of caution.

Was the system tested before it went live?

- All reasonable tests were carried out on the system when the vouchers were deployed.
- Tests included a suite of functional testing including account registration, voucher redemption and feedback submission.
- Unfortunately, it has not been possible to fully simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.
- 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 has resulted in the website being suspended for maintenance is a separate issue, related to volume that was not seen in the trial.
- Yesterday we were tracking towards 1 million page views.

- A new page view occurs every time a person views a different part of the system.

Why did we choose this system?

- ChooseCBR was based on the My Darwin website which had been used successfully in Darwin and could be quickly adapted and rolled out to support businesses 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 and at the time the priority was to support ACT businesses.

Will all vouchers be honoured?

- Yes, we have advised all registered businesses to keep receipts and provide any unredeemed voucher codes to us via an online form.

How long will it take to reimburse businesses?

- Reimbursement will be made within 14 days but of course we will make every effort to reimburse businesses as soon as possible.

Will businesses be compensated for loss of business?

- We will be reimbursing any vouchers that were honoured by businesses.
- We are taking this action to ensure there is no further uncertainty for customers and 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 that your experience of the scheme was not as smooth as it could have been.

Can we continue to use vouchers while the system is down?

- As this is a digital voucher system, no vouchers should be used or accepted while the program is paused.

When did you tell businesses the site was down?

- An email was sent to as many registered businesses as possible on 9 June.
- Some may have not received the advice until the second email was sent yesterday due to the technical issues.
- ACT Government will continue to work with business to allow them to redeem any vouchers accepted during the first 48 hours.

Why didn't you inform consumers of the issue until Thursday afternoon?

- The issues with the site were intermittent on Wednesday and vouchers were successfully being redeemed. More than \$100,000 was redeemed on the first day.
- We were hoping a pause to the program was not necessary and that the issues could be quickly resolved.

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

- We are focusing on getting the system up and running so that you can redeem their vouchers and have access to \$80 to spend at participating businesses every day.

What can businesses do that have vouchers they have honoured but couldn't redeem?

- Vouchers that you have accepted from customers, and have not been able to redeem will continue to be honoured. They can list these unredeemed codes in the details section of this [online form](#) (on the Access Canberra website) and we will ensure you are reimbursed. As usual, businesses should keep receipts handy.

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

Sent: 10/06/2021 9:33 PM

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

Cc: "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Verden, Jo" <Jo.Verden@act.gov.au>; "McKinnon, Margaret" <Margaret.McKinnon@act.gov.au>

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

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

Hi Karen

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Thanks for all of your hard work overnight.

Nick

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

Sent: Friday, 11 June 2021 3:01 AM

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

Sent: 09/06/2021 12:31 AM

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

Subject: holding line

OFFICIAL

Hi Nick

As requested, a holding line.

Holding line:

The ChooseCBR website is currently experiencing technical difficulties. We are investigating the issue and working hard to resolve it as quickly as possible. We do not believe this is related to issues with server capacity.

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

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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



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

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

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 10/06/2021 6:14 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Polglase, David" <David.Polglase@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: HPE CM: RE: FOR APPROVAL: ACT Govt Facebook post

Go ahead

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 4:08 PM
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.



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

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



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

Sent: 15/06/2021 2:34 AM

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

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

Subject: Item 1 for today's meeting - ChooseCBR update

Importance: High

Hi Kareena and Kate

In this afternoon's regular briefing, the Minister would like advice on the following:

1. Updated advice on how many businesses have contacted the team to withdraw from the scheme (noting the number on Saturday was 4)
2. What are the top redeeming businesses (name and type)?
3. Does ED have a decision tree for possible outcomes of testing this week? If not, can work on this please start? We need to be clear on possible outcomes and decisions to be made before Friday morning.
4. Some detail on the transactions from 10pm 8 June to 7am 9 June:
 - a. How much was redeemed?
 - b. Which businesses redeemed?
 - c. Has the audit been completed for this period?
 - d. If yes to c, what was the outcome?
5. Details as to what occurred technically on the evening of Tuesday 8 June which prompted the advice to allow voucher redemptions from 10pm.

Of course, please feel free to send through answers to these in advance of the meeting when available.

Please ensure OCDO continues to be involved in discussions between the team and the developer this week.

Separately, the office has sent through a calendar invite for additional meetings each day this week for further updates.

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



Choose CBR
digital vouchers

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



choosecbr.act.gov.au



From:"Arthy, Kareena"

Sent:15/06/2021 2:18 PM

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

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

Subject:Load testing - update

OFFICIAL

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

Cheers

Kareena

KAREENA ARTHY

Deputy Director-General, Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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

From:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Sent:09/06/2021 2:59 AM
To:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject:Media enquiry: ChooseCBR website

OFFICIAL

Hi Nick

See below.

Are you happy for me to respond to Lucy with this statement?

Unfortunately the ChooseCBR website is currently experiencing some technical difficulties. We are investigating the issue and working hard to resolve it as quickly as possible.

We sincerely apologise for the inconvenience this has caused today, and thank both businesses and customers for their patience.

We will be back up and running as soon as possible.

Thanks!

From: Lucy Bladen <l.bladen@canberratimes.com.au>
Sent: Wednesday, 9 June 2021 12:51 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: ChooseCBR website

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 Claire,

It was nice to meet you yesterday.

Hoping you're able to tell me about what is causing the current outage of the ChooseCBR website?

Thanks,

Lucy Bladen

Journalist
Australian Community Media

T +61 2 6280 2242 **M** 0439 919 770
A 9 Pirie Street, Fyshwick, ACT, 2609
W www.canberratimes.com.au

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not secure, therefore Australian Community Media does not accept legal responsibility for the contents of this message or attached files.

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

Sent:10/06/2021 1:12 AM

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

Subject:Media inquiry

Importance:High

Hi all,

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

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

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

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

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



From:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent:15/06/2021 2:44 AM
To:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>;"Argy, Nicholas" <Nicholas.Argy@act.gov.au>;"Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject:Media inquiry ChooseCBR - Canberra Weekly - print deadline

Hi Claire,

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

Please send through a response by 3pm.

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

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

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent:15/06/2021 12:56 AM

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

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

Subject:Media inquiry ChooseCBR - CT

Morning Claire,

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

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

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

2) What work is left to be done?

3) Has the exact issue been identified?

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

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

6) Anything else to add?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent:11/06/2021 4:57 AM

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

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

Subject:Media inquiry ChooseCBR misuse of voucher scheme

Importance:High

Hi all,

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

Deadline is asap.

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

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

Please let me know if this will be an issue.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent:09/06/2021 4:04 AM

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

Subject:Media inquiry for ChooseCBR site down

Importance:High

Hi all,

I've had a few calls from the media wanting to know when the website went back up and why it went down.

Can we please have a response urgently drafted?

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent:09/06/2021 5:13 AM

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

Subject:media inquiry re choosecbr

Importance:High

Hi all,

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

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

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

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

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent:10/06/2021 5:05 AM

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

Subject:Media statement for ChooseCBR website suspension

Importance:High

Hi Claire and Karen,

Could we please have a media statement about the ChooseCBR website being taking down until 7am?

Just something I can pass to media who inquire about it 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:MicrosoftExchange329e71ec88ae4615bbc36ab6ce41109e@ACTGovernment.onmicrosoft.com on behalf of "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent:16/06/2021 8:00 AM
To:"Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject:Meeting Forward Notification: ChooseCBR Update

Your meeting was forwarded

[Argy, Nicholas](#) has forwarded your meeting request to additional recipients.

Meeting

ChooseCBR Update

Meeting Time

Wednesday, 16 June 2021 5:50 PM-6:20 PM.

Recipients

[Paviour, Mark](#)

All times listed are in the following time zone: (UTC+10:00) Canberra, Melbourne, Sydney

Sent by Microsoft Exchange Server

From:"Campbell, Morgan"

Sent:09/06/2021 12:43 PM

To:"Priest, Jenny" <jenny.priest@act.gov.au>,"Argy, Nicholas" <Nicholas.Argy@act.gov.au>

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

Subject:Nick/Jenny/Morgan

Hi Nick

As discussed popping this in for the morning – please feel free to come in (I can meet you downstairs) or Webex in.

Thanks

M

-- 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=m0e258db36b27084d1516f3436e731f45>

Join by meeting number

Meeting number (access code):

3983

Meeting password:

Tap to join from a mobile device (attendees only)

[+61-2-9338-2221](tel:+61-2-9338-2221), [1658403983##](tel:+61-2-9338-2221) Australia Toll

[+61-2-9053-7190](tel:+61-2-9053-7190), [1658403983##](tel:+61-2-9053-7190) Australia Toll 2

Join by phone

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

[Global call-in numbers](#)

Join from a video system or application

Dial [1658403983@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 [1658403983.actgov@lync.webex.com](tel:+61-2-9338-2221)

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

From: "Wah, Lee" <Lee.Wah@act.gov.au>

Sent: 11/06/2021 5:39 AM

To: "Kalleske, Sarah" <Sarah.Kalleske@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Hassett, Glen" <Glen.Hassett@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

Cc: "Hilton, Debbie" <Debbie.Hilton@act.gov.au>; "Nangle, Elizabeth" <Elizabeth.Nangle@act.gov.au>

Subject: PAPERS: Annotated agenda Min Cheyne ED briefing 15 June 2021

Attachments: Combined annotated agenda Min Cheyne ED briefing 15 June 2021.pdf

OFFICIAL

Please find attached the annotated agenda for Min Cheyne ED briefing 15 June 2021.

Kind regards

Lee

Lee Wah

EA to Deputy Director-General – Kareena Arthy

Phone 02 6205 9323 | Email: Lee.Wah@act.gov.au

Economic Development Directorate | ACT Government

Level 3, 220 London Crt, Canberra City ACT 2601

GPO Box 158 Canberra City ACT 2601 | www.act.gov.au



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.





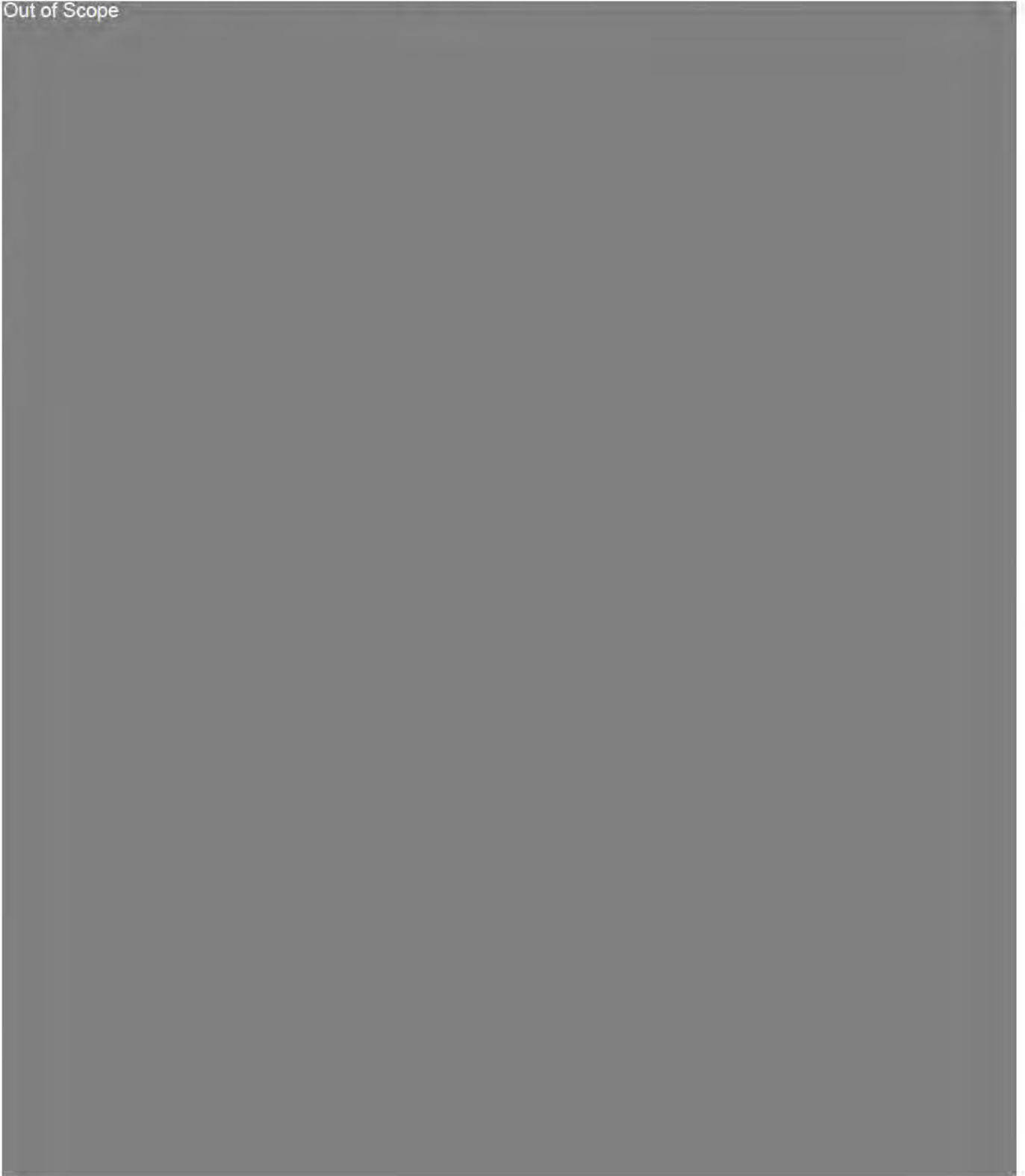
ACT
Government

Chief Minister, Treasury and
Economic Development

1. Choose CBR – update

An update will be provided Tues 15 June 2021

Out of Scope





ACT
Government

Chief Minister, Treasury and
Economic Development

Out of Scope



From:"Brennan, Bernadette"

Sent:17/06/2021 5:58 AM

To:"Argy, Nicholas" <Nicholas.Argy@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:RE: Business EDM, SMS and Customer EDM, SMS

OFFICIAL

Customer EDM has been sent.

Thanks

Bernie

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

Sent: Thursday, 17 June 2021 3:38 PM

To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Brennan, Bernadette <Bernadette.Brennan@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: RE: Business EDM, SMS and Customer EDM, SMS

Consumer EDM is good to go and thanks re text messages. Can we please also get confirmation once the website has been updated with words from the EDM?

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

Sent: Thursday, 17 June 2021 3:35 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Brennan, Bernadette <Bernadette.Brennan@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: RE: Business EDM, SMS and Customer EDM, SMS

OFFICIAL

Thanks Nick

Just confirming I am now having the text message sent to Business.

Thanks

Karen

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

Sent: Thursday, 17 June 2021 3:21 PM

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: RE: Business EDM, SMS and Customer EDM, SMS

Importance: High

Hi Bernie

With the below added, good to go.

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 with the program.

From: Brennan, Bernadette <Bernadette.Brennan@act.gov.au>
Sent: Thursday, 17 June 2021 3:12 PM
To: Argy, Nicholas <Nicholas.Argy@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: RE: Business EDM, SMS and Customer EDM, SMS

OFFICIAL

Hi Nick,

Advice from the project team on the highlighted line was to remove the second part of the sentence around timing for processing manual vouchers.

The preview EDM is attached if you would like a final look over?

Thanks
Bernie

Bernadette Brennan

Director, Content - web

Ph: 0423 500 563

Email: bernadette.brennan@act.gov.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Thursday, 17 June 2021 2:44 PM
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
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



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CBR**
digital vouchers

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



choosecbr.act.gov.au



From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 09/06/2021 2:25 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: Business EDM
Importance: High

Hi Claire

Tara has approved this amended text to go out to participating businesses now:

ChooseCBR experiencing technical difficulties

Unfortunately the ChooseCBR website is currently experiencing some technical difficulties. We are investigating the issue and working hard to resolve it as quickly as possible.

We sincerely apologise for the inconvenience this has caused today, and thank you for your patience.

We will be back up and running as soon as possible and will notify you when we are back online.

Kind regards
The ChooseCBR Team

Have a question? Call us on 13 22 81.

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Wednesday, 9 June 2021 12:07 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: Business EDM

OFFICIAL

Hi Nick

We thought it might be good to send out an EDM to businesses. We can send out another one when we are back up.

Are you comfortable with this?

ChooseCBR experiencing technical difficulties

Unfortunately the ChooseCBR website is currently experiencing some technical difficulties. We are investigating the issue and working hard to resolve it as quickly as possible.

We would advise you don't accept any vouchers either in person or over the phone while the site is under maintenance.

We sincerely apologise for the inconvenience this has caused today, and thank you for your patience.

We will be back up and running very soon and will notify you when we are back online.

Kind regards
The ChooseCBR Team

Have a question? Call us on 13 22 81.

Claire Johnston

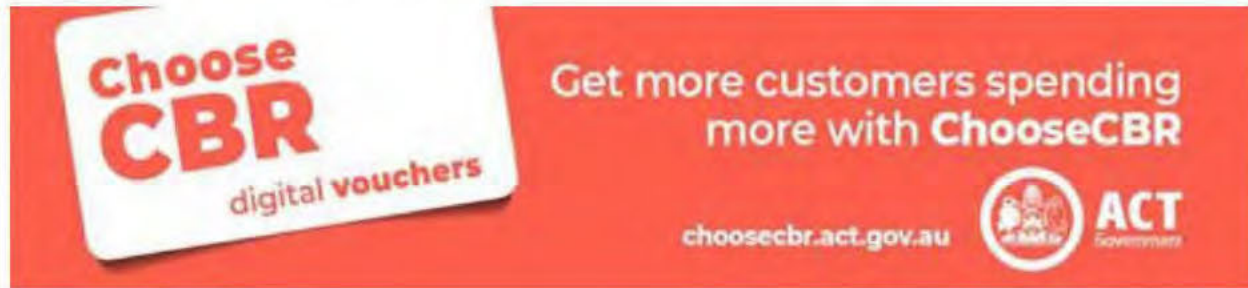
Senior Director, Communications & Engagement | Economic Development

Ph 0452 597 459 or 02 6205 0022

clairev.johnston@act.gov.au


Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



**Choose
CBR**
digital vouchers

Get more customers spending
more with **ChooseCBR**

choosecbr.act.gov.au  **ACT**
Government

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 15/06/2021 6:07 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Canberra Weekly inquiry

Thanks heaps Claire!

Cheers,

Ana

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Tuesday, 15 June 2021 4:07 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Subject: RE: Canberra Weekly inquiry

OFFICIAL

Sorry, I thought I sent it back to you!

Questions:

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

Response:

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

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

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

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

ENDS

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Tuesday, 15 June 2021 4:01 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: Canberra Weekly inquiry

Hi Claire,

Have you guys written a separate media response for the Canberra Weekly inquiry?

Or would you like us to repurpose the CT response?

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

Sent: 16/06/2021 8:40 PM

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

Just to add to Nick's email - thank you Kareena, Bettina, Karen and your teams for all of the work. The hours being put in by everyone to get us to the best position we can be in are very much acknowledged and appreciated.

Joe

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

Sent: Thursday, June 17, 2021 1:16 am

To: Arthy, Kareena

Cc: Saunders, Joe; Konti, Bettina; Starick, Kate; Campbell, Morgan; Stewart-Moore, Karen; Priest, Jenny

Subject: RE: Choose CBR update

Hi Kareena

Thanks for your time on the phone just now.

As discussed:

1. Noting the potential load for business redemptions is approximately 3,600 per minute, we would like to know what occurs beyond this point in terms of user experience – will the experience be slow or will the website crash? Grateful if Bettina could talk us through this in the morning.
2. Functionality testing tomorrow will focus on business experience and the redemption process. Of consumer experience, the only key things to be checked are that the ticker and map work.
3. Developer is supplying description of the user experience to ED tomorrow for incorporating into comms to go to businesses and consumers. Example might be to say "if you are experiencing X, try Y".
4. Decision is to be communicated to businesses at 1pm. Happy to be guided by you and the team as to when the brief needs to be signed and sent back in order to make this work. If comms are set up and ready to go and our office has a heads up on the content of the brief then this can probably occur very quickly.

Separately, can we please get advice in the morning confirming that the ticker issue (displaying different figures of available pool and amount redeemed for some users) has been resolved?

Kind regards

Nick Argy

Adviser | Office of Tara Cheyne MLA

0402 123 444

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

Sent: Thursday, 17 June 2021 12:23 AM

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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

From:"Arthy, Kareena"

Sent:10/06/2021 1:24 PM

To:"Saunders, Joe" <Joe.Saunders@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:RE: ChooseCBR - next steps

OFFICIAL

Hi Joe – thank you for this. We are just finalising the material and can send over in the next 10 minutes. We may need to keep finessing the more technical aspects to the specific questions, but we can keep working on them while you look at the draft. Cheers Kareena

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

Sent: Thursday, 10 June 2021 11:21 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



ACT
Government



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

From:"Saunders, Joe" <Joe.Saunders@act.gov.au>
Sent:12/06/2021 9:01 AM
To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@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>;"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Subject:Re: ChooseCBR - Transaction details

Thanks very much Karen and all.

Joe

Get [Outlook for iOS](#)

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Saturday, June 12, 2021 6:40 pm
To: Saunders, Joe
Cc: Argy, Nicholas; Starick, Kate; Arthy, Kareena; Johnston, ClaireV
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	10,654	2,977	27%

Vouchers Redeemed			
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

Sent: Saturday, 12 June 2021 10:39 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: "Starick, Kate" <Kate.Starick@act.gov.au>

Sent: 12/06/2021 2:10 AM

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

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

Subject: RE: ChooseCBR - Transaction details

OFFICIAL

Hi Joe, this is correct. We're working on the other information and will have that to you shortly as well
Kate

Kate Starick | Executive Group Manager

Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



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

Sent: Saturday, 12 June 2021 12:09 PM

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

Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: RE: ChooseCBR - Transaction details

Hi Karen and Kate

Are you comfortable with the below update to the standard lines in the meantime?

- The ACT Government has not received any specific reports of misuse of the voucher scheme.
- An audit process is part of the design for the ChooseCBR program. Redemption patterns are monitored for any suspicious activity.
- This process commenced on Wednesday with the launch of voucher redemptions as planned.
- The audit process has not indicated any misuse at this point.
- If Ms Castley has specific allegations of misuse, I would encourage her to raise these with the ChooseCBR team so that they can be investigated.
- 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.

Nick

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

Sent: Saturday, 12 June 2021 10:54 AM

To: Starick, Kate <Kate.Starick@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

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

Subject: Re: ChooseCBR - Transaction details

Happy to help Kate. Give me a buzz.

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

From: Starick, Kate <Kate.Starick@act.gov.au>
Sent: Saturday, June 12, 2021 10:50:06 AM
To: Saunders, Joe <Joe.Saunders@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: RE: ChooseCBR - Transaction details

OFFICIAL

Hi Joe
Thanks will review information and craft up points
Regards
Kate

Kate Starick | Executive Group Manager
Economic Development
Ph: +61 2 6205 9828 | M: 0408230214 | Email: kate.starick@act.gov.au
Chief Minister, Treasury and Economic Development Directorate | ACT Government
Level 3, 220 London Circuit | GPO Box 158 Canberra ACT 2601 | www.act.gov.au

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

From: Saunders, Joe <Joe.Saunders@act.gov.au>
Sent: Saturday, 12 June 2021 10:39 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

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

Sent: 14/06/2021 11:51 PM

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

Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@act.gov.au>; "Dynon, Kaarin" <Kaarin.Dynon@act.gov.au>

Subject: RE: ChooseCBR - Updated figures and website progress

Hi Karen

Thanks for this and the further update from the vendor via Kate. Yes, all media through Kaarin and Ana.

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 card displays 'Choose CBR' in large red letters, with 'digital vouchers' in smaller red text 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, the website 'choosecbr.act.gov.au' is listed next to the ACT logo.

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

Sent: Tuesday, 15 June 2021 9:45 AM

To: Saunders, Joe <Joe.Saunders@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>

Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

Subject: RE: ChooseCBR - Updated figures and website progress

OFFICIAL

Hi Joe

I have an EDM in draft to registered businesses today which we'll get over to you in the next little while for clearance and let me know what you need for media today (I can chat to Kaarin, I think she is back on deck today).

Kate just asked me to pass on a few more updates from the vendor.

The vendor has:

- Worked with AWS support to set up new 'user behaviour' tests which the vendor says should mirror as best they can end user behaviour (i.e customers registering/merchants redeeming) and worked with AWS database engineers to identify some configuration settings that should help with alleviating the database load issues and table locking (reading and writing to the table at the same time).
- Setup a test environment in AWS for conducting load tests which are underway, they were scheduled for 8am Tuesday AEST.
- Identified some further improvements to the database tables structure (combing tables to reduce lookups). There is apparently quite a bit of work in this and is likely to be completed Wednesday evening.
- Begun work on database horizontal scaling i.e. adding in "read replicas" to split the database load across several database servers. ETA again is Wednesday evening.

Next meeting is scheduled at 2.30pm and then if there's no update there will be another meeting at 4.30pm today.

Thanks
Karen

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

Sent: Tuesday, 15 June 2021 8:53 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>; Murdoch, Max <Max.Murdoch@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

Subject: RE: ChooseCBR - Updated figures and website progress

Thanks very much Kate

I'm assuming that the validity and exact redemption value of the vouchers sent for redemption will be worked on today; grateful if the resulting figures could be confirmed asap. One of the things we're quite conscious of is ensuring that the true number is made public well in advance of the site re-launching.

Joe

From: Starick, Kate <Kate.Starick@act.gov.au>

Sent: Monday, 14 June 2021 5:19 PM

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

Subject: RE: ChooseCBR - Updated figures and website progress

OFFICIAL

Hi Joe

Further to my earlier email I can advise that currently 89 merchants have sent requests to redeem 767 vouchers.

In 3 of the forms, businesses advised they had vouchers they could not redeem, but have not yet provided codes or the number of vouchers.

We have not been able estimate the total amount of these vouchers, as this would require opening each form and checking the voucher code to determine the voucher amount. However an estimate based on the average voucher value would equate to \$28,072.20.

As per my previous email, the voucher codes provided by merchants have not been checked. Not all requests may be valid.

Happy to discuss
Regards

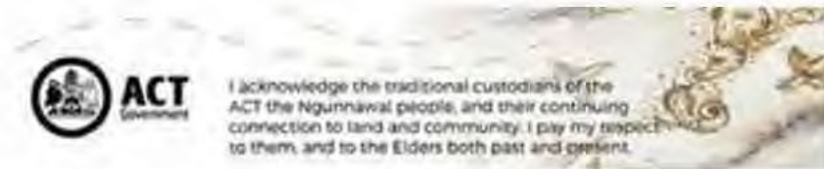
Kate

**Kate Starick | Executive Group Manager
Economic Development**

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



From: Starick, Kate <Kate.Starick@act.gov.au>

Sent: Monday, 14 June 2021 3:28 PM

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

Subject: Re: ChooseCBR - Updated figures and website progress

OFFICIAL

Hi Joe

I have asked the developer for an update – we had a progress meeting scheduled for 2.30 tomorrow, but in the interim I can advise the following:

The developer has completed initial code optimisations with the queries and additional database tables for voucher read/writes

Additional development resources have been brought in to assist with implementation of read-replica databases (multiple database servers instead of just the one).

The developer is working with AWS to set up a new test environment so we can do load testing in a production equivalent environment.

We understand the first of these tests will occur Tuesday morning.

In regards to the number of vouchers not able to be redeemed submitted by merchants to date:

I can advise we have received requests from 89 merchants. I have asked the team to tally the number of vouchers submitted to be redeemed. I am yet to hear back, but please note - the validity of the codes submitted has not yet been checked. While the EDM sent to merchants included a request for voucher codes and transaction details, we have in some cases received a list of codes only, which needs to be checked.

Regards

Kate

Get [Outlook for iOS](#)

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

Sent: Monday, June 14, 2021 11:57:08 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

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



A red banner for 'Choose CBR digital vouchers'. On the left is a white voucher card with '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. Below the QR code is the website '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: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 09/06/2021 7:14 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: ChooseCBR website

Thanks, Claire - I've emailed her our revised statement so she should be good.

Cheers,

Ana

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Wednesday, 9 June 2021 5:13 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Subject: FW: ChooseCBR website

Hi Ana

I think this is the only media enquiry that came to me. Do you want to respond to Lucy?

From: Lucy Bladen <l.bladen@canberratimes.com.au>
Sent: Wednesday, 9 June 2021 12:51 PM
To: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: ChooseCBR website

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 Claire,

It was nice to meet you yesterday.

Hoping you're able to tell me about what is causing the current outage of the ChooseCBR website?

Thanks,

Lucy Bladen

Journalist
Australian Community Media

T +61 2 6280 2242 **M** 0439 919 770
A 9 Pirie Street, Fyshwick, ACT, 2609
W www.canberratimes.com.au

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From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 7:59 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: CORRECTION: media statement not media release

Brilliant - thank you for being on top of this!

Cheers,

Ana

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 5:59 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: CORRECTION: media statement not media release

Thanks Ana, we are currently working on two versions we can go out to media with tomorrow morning after we reassess the situation.

We will keep you posted.

Cheers
Claire

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 5:57 PM
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: "Johnston, ClaireV"

Sent: 10/06/2021 7:58 AM

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

Subject: RE: CORRECTION: media statement not media release

Thanks Ana, we are currently working on two versions we can go out to media with tomorrow morning after we reassess the situation.

We will keep you posted.

Cheers

Claire

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

Sent: Thursday, 10 June 2021 5:57 PM

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

Sent:17/06/2021 1:33 AM

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

<Mark.Paviour@act.gov.au>,"Vujanic, Ana" <Ana.Vujanic@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:RE: Draft EDMs for today

Hi Karen

Revised business EDM below. First of the highlighted I have raised with Kareena as to ways these times can be different. Second highlight is an additional line required that can be based on other comms regarding the need to keep receipts. Final highlight is a new line, not requiring any input.

FOR BUSINESS – AFTERNOON UPDATE

Subject: ChooseCBR vouchers resuming at 9am 18 June

We are pleased to inform you that the ChooseCBR program will be back up and running tomorrow Friday 18 June. Vouchers will be available for redemption from 9am.

You will be able to login from XX. Customers will be able to login from XX.

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

When you login 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 to keep records/receipts etc [draft this line please] as this is part of the terms and conditions.

We again apologise sincerely for the frustration last week's issues caused and the inconvenience you experienced while we took the system down to improve performance.

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

Sincerely

The ChooseCBR team

Thanks
Nick

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 17 June 2021 10:49 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.

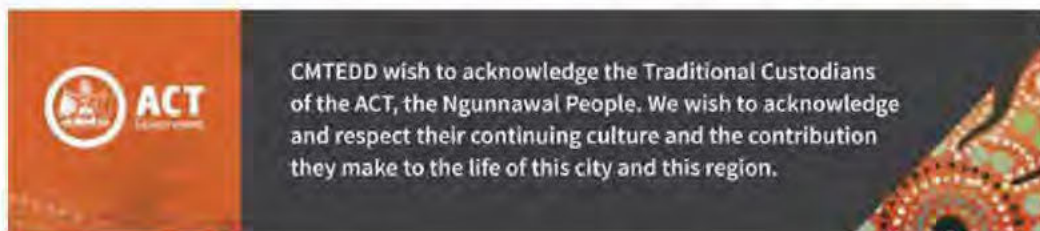
We were able to make improvements to the system's ability to deal with the high volume of customer and business activity.

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



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

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

Sent: 15/06/2021 8:59 AM

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

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

Subject: RE: EDM - updated words

Cleared with slight amendment

Subject: ChooseCBR upgrades continuing

Dear [name]

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

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

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

Sincerely

The ChooseCBR team

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

Sent: Tuesday, 15 June 2021 6:57 PM

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

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

Subject: RE: EDM - updated words

OFFICIAL

Hi Nick

Bettina's updates reflected below.

Thanks

Karen

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

Sent: Tuesday, 15 June 2021 6:41 PM

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

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

Subject: RE: EDM - updated words

Cleared as below

Subject: ChooseCBR upgrades continuing

Dear [name]

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

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

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

Sincerely

The ChooseCBR team

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

OFFICIAL

Hi Nick
Updated consumer EDM.

Subject: ChooseCBR upgrades continuing

Dear [name]

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

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

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

Sincerely

The ChooseCBR team

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

OFFICIAL

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

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

OFFICIAL

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

EDM - Possible distribution Tuesday 15 June

+++++

Dear valued ChooseCBR business

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

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

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

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

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

Sincerely

The ChooseCBR team

KAREENA ARTHY

Deputy Director-General, Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 10/06/2021 8:32 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Subject: RE: Email to stakeholders

Not at this stage. One for reconsideration/reworking post 9:30pm meeting

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 5:32 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Subject: RE: Email to stakeholders

OFFICIAL

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

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

OFFICIAL

Heya, you happy with this?

+++

Good evening

Unfortunately the ChooseCBR website has continued to experience intermittent technical issues since launching on Wednesday. In light of this, we have made the difficult decision to take the site offline until 7am on Friday 11 June to address the issues and ensure reliability. This has been communicated to all businesses and customers.

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

We know this news is incredibly disappointing. We sincerely apologise that your experience with the scheme so far has not been what it should have been. We thank you for your advocacy for the program and hope we apologise for the inconvenience this has caused to your members.

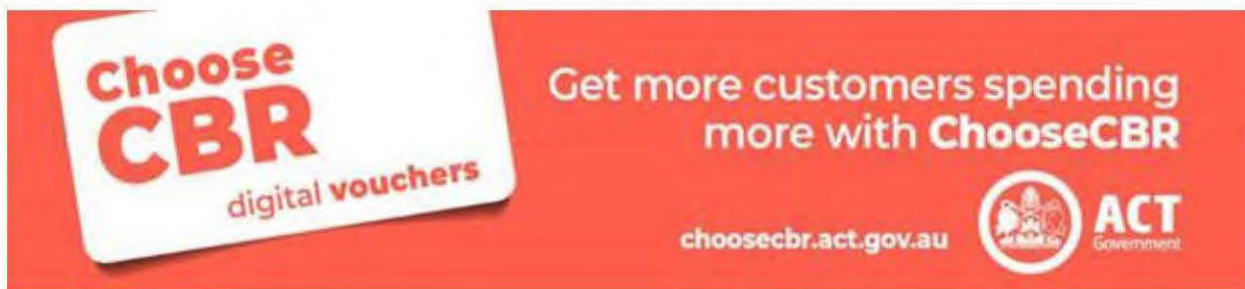
Vouchers that businesses have accepted from customers, but have not been able to redeem, will continue to be honoured. Businesses should list any unredeemed codes in the details section of this [online form](#) (on the Access Canberra website) and we will ensure they are reimbursed.

Please don't hesitate to get in touch.

Sincerely


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

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



**Choose
CBR**
digital vouchers

Get more customers spending
more with **ChooseCBR**

choosecbr.act.gov.au  **ACT**
Government

The banner features a white digital voucher card on the left with the text 'Choose CBR digital vouchers'. The background is red. On the right, the text 'Get more customers spending more with ChooseCBR' is displayed. Below this, the website 'choosecbr.act.gov.au' is listed next to the ACT Government logo, which consists of a circular emblem and the text 'ACT Government'.

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

Sent: 17/06/2021 4:48 AM

To: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>

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

Subject: RE: Emailing: URGENT ChooseCBR Go Live Brief

Attachments: 20210617143724533.pdf

Hi Kareena

Brief attached has been annotated by Tara to state that it was received around midday today.

(Your missed call from me was about this.)

KK – can this annotated version please be the one saved in TRIM.

Thanks

Joe

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

Sent: Thursday, 17 June 2021 2:34 PM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; CMTEDD, Economic Development DLO <EcoDevDLO@act.gov.au>

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

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

Subject: Re: Emailing: URGENT ChooseCBR Go Live Brief

Hi Nick. I note the minister signed the wrong brief (this one has yesterday's date). As discussed earlier, I had alerted you to the wrong date and asked for it to be changed for the ministers signature. I understand a copy with the correct date was provided. Karen will come round to see you about how to ensure the correct version is on record. Cheers Kareena

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

Sent: Thursday, June 17, 2021 1:29:42 PM

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

Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Subject: RE: Emailing: URGENT ChooseCBR Go Live Brief

Signed brief attached and in the folder

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

Sent: Thursday, 17 June 2021 12:25 PM

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

Subject: Emailing: URGENT ChooseCBR Go Live Brief

Importance: High

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Also saved in CoS Folder [HERE](#)

*Confirmed received in office
and by me on ~~the~~ Thursday
17 June 2021 ~ midday.*

Choose a Directorate:

To:	Minister for Business and Better Regulation	Tracking No.: Click here to enter text.
Date:	¹⁷ 16/06/2021 <i>jc</i> <i>SB</i>	
CC:	Click here to enter text.	
From:	Deputy Director General, Economic Development	
Subject:	ChooseCBR "go live" 18 June 2021	
Critical Date:	17/06/2021	<Indicate the date in bold by which the brief must be signed>
Critical Reason:	ChooseCBR is currently paused and decision needed about whether to go live on 18 June 2021	

Recommendations

That you:

CC CMD.

1. Note the information contained in this brief;

Noted / Please Discuss

2. Agree to:

- a. Go live with Choose CBR on Friday 18 June 2021, **OR**

Agreed / Not Agreed / Please Discuss

- b. Not go live with Choose CBR on Friday 18 June 2021 and request further advice on options

Agreed / Not Agreed / Please Discuss

3. Subject to decision at Recommendation 2 to go live on Friday 18 June 2021, indicate:

- a. Time the system is to be made available to businesses

5pm Thursday 17 June 2021 OR**7am Friday 18 June 2021 OR****9am Friday 18 June 2021 OR****Other / Please Discuss**

b. Time the system is to be made available to consumers

5pm Thursday 17 June 2021 OR

7am Friday 18 June 2021 OR

9am Friday 18 June 2021 OR

Other / Please Discuss

TARA CHENE

Choose an item. MLA

J. Chyn 17/6/21

Minister's Office Feedback

7am for both.
Comm to state to both that
website will be able to be accessed
for businesses + consumers from 7am
however it will be up to businesses
when they choose to start redeeming.

For consumers, ^{EDM today} should specifically say
— please be mindful of the above
+ patients
— we will send you a text advising
you vouchers are available at 9am.

Today: EDM + text to businesses; EDM to consumers.

tomorrow: ~~EDM~~ ^{text} to consumers at 9am.

Background

1. Due to the performance issues of the ChooseCBR website on Wednesday 9 and Thursday 10 June 2021, ChooseCBR was paused on Thursday 10 June 2021 for remediation.
2. You have asked that the system be ready to go live Friday 18 June 2021, and for the decision point to be in time to advise businesses at 1300hrs on Thursday 17 June 2021. This brief sets out the status of technical work undertaken, as well as considerations regarding going live on Friday.
3. Remediation work has been carried out by the developer, with the support of their hosting provider AWS .Changes were made to the database as well as the program logic within the application. Load testing of the application in a test environment of the conditions experienced at the launch were completed in the morning of Tuesday 15 June 2021.
4. The developer and AWS have reported a significant improvement to the system's ability to handle the load in the test environment. Testing also identified further 'bottlenecks' that have been and continue to be addressed. You and your office were briefed on Wednesday 16 June 2021 on the status of these tests and the steps involved with completing the necessary tests prior to going live.
5. At the time of writing, the system has been released to the production environment and functional testing has begun. Noting the requested timelines regarding announcement to business, this brief contains an early progress report only.
6. Information in this brief is current as at the time of reporting, however technical works, remediations and testing are ongoing, and as a result, advice may be subject to change.

Issues

System load and performance testing

7. A strategy for simulated load testing was developed by AWS and the Developer and designed to take into account the available timeframes within which testing was required to occur. The testing includes:
 - a. load testing in a test environment to assess the extent of performance improvements and determine the amount of load the system can handle before the system becomes overloaded; and
 - b. function testing in the production environment to ensure the different functions and features of the application and the user experience has not inadvertently been affected by the system changes made to improve performance.
8. Load testing in the test environment is a simulation of the production (live) environment and user behaviours, but it cannot exactly replicate user behaviours or the live environment. The testing in the production environment focusses on functionality of the key features only, with no capability to replicate the impact of high loads as

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occurred in the test environment. Further, due to system and time constraints, a limited number of functions can be tested.

9. Attachment A outlines remediations, system changes and the testing undertaken following the issues related to the database and queries to the database on 9-10 June.
10. Testing to date has confirmed that issues were not related to data server capacity. Additional server capacity was acquired following technical issues experienced during the trial in December 2020. However, it was subsequently diagnosed that the issue experienced on 9-10 June was not related to server capacity.
 - a. The database underpinning the system contains the information needed to enable 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.
 - b. The checks that initiated every time a voucher was redeemed included whether a voucher was valid, whether it had been previously redeemed, and if there were still available funds - this was determined to be the main cause of the performance issues. *multiple queries at once.*
11. The work since the problem was identified has implemented more efficient ways to undertake the necessary checks and testing the performance of the system as a result of the changes.
12. The system has been load tested with rates of user registration and voucher redemptions at levels significantly higher than that experienced when the system was live last week. In addition, the following performance test results were observed in the testing environment:
 - ✓ a. Increased load does not affect the user experience for new registrations;
 - b. The map function has no noticeable impact on the overall performance; and
 - c. Voucher redemptions by businesses are affected by load increases.
13. The results from tests in recent days suggest the changes made will result in a more stable system able to handle the volume of transactions witnessed last week.
14. To meet the requested decision timeline to go live on 18 June, final load testing was undertaken on the evening of 16 June. This testing identified ongoing performance issues, which has been attributed to maintenance of the list of redeemed vouchers on the merchant dashboard. You had earlier been briefed on a similar issue in relation to the consumer dashboard and agreed to remove the customer dashboard and create a link to a separate page to reduce the number of queries, noting the merchant dashboard would remain in place during further testing.

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15. Noting your request to optimise the business experience as much as possible, three options were considered (detailed at Attachment A). It was decided, on balance to make a change to the system for business redeemed vouchers, similar to the change for 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 beyond the previously tested 600 vouchers redeemed per minute. Within the timeframes, no further load testing was possible. Merchants and consumers would still be able to review their redemption history by following this link. OK.
16. The vendor agreed to commence deployment overnight and provided it to the ACT Government for production verification testing this morning. A summary of the progress of this testing at the time of writing (11:30 am 17 June 2021) is at Attachment A.
17. Functional testing will continue and advice will be provided at its conclusion about the findings and any further remediation that may be required, noting that full functionality under load will not have been tested (as outlined above).

Timing

18. Should the decision be made to go live on 18 June, a decision is needed as to the time at which to go live. It is recommended that any decision on timing ensure the system is launched ahead of expected higher load periods to allow monitoring for any issues. It is also recommended that it be made live at a time when maximum resources can be applied to its monitoring.
 - a. For example, the 'go live' time could be 9:00am, noting a peak load would be expected at around 11:00am
19. You asked for consideration of businesses being able to access the system from 5:00pm Thursday 17 June 2021. Technically, it is possible, but it will require businesses to be sent an alternate link by which they login to the system. There would be nothing stopping those businesses onforwarding the link to consumers or redeeming vouchers. On balance, it is recommended that businesses and consumers be given access at the same time to avoid confusion by business and the risk of vouchers being redeemed prior to the go live time.

Outstanding considerations

Draw down counter

20. Remediations were put in place at the time of launch to reduce the load on the system by adjusting how the funding block was calculated. This resulted in the draw down counter showing amounts different to the \$2 million total funding amount. Feedback from merchants at the time indicated this issue further undermined confidence in the scheme.

Please ensure this does not happen again.

Indeed.

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21. The Developer has advised that this remediation, implemented in the live environment, did not perform as expected under load. This has since been corrected. At the time of writing, the Developer has advised this issue has not affected the accuracy of the calculations of the calculations.
22. You asked for advice on the handling and communication of the manual voucher redemptions once the system goes live. Work is ongoing to quantify the amount of the vouchers and further advice will be provided. *please prioritise today →*
Notifications when the \$2 million funding pool is expended Friday.
23. The Developer demonstrated the functionality of the system when the redeemed vouchers reach the \$2 million mark. Once the \$2 million has been expended, the system automatically prevents further vouchers being redeemed. The Developer has confirmed that redemptions will be disabled at the point the funding pool is fully expended.
24. If the system goes live on 18 June, it is possible that, given the expected high demand for the vouchers, the funding pool will be expended some time over the weekend. Some businesses may be attempting to redeem vouchers at the same time as system shuts off when \$2 million has been reached. You have indicated a preference to honour vouchers for businesses caught in this situation. ✓
25. The system does not capture incomplete or unsuccessful data redemption attempts as an indicator of businesses that may be attempting to redeem vouchers at or close to the shutting of the scheme. It is not clear at this point what options may be available to identify these businesses and, potentially, implement a manual voucher redemption process. You will be advised separately of options. *ok - today please.*
26. Communications will occur with merchants ahead of the funding pool being expended. Further advice on the triggers and type of communication will be provided.

Level of assurance and risk mitigation

27. The vendor and AWS have advised that all testing that can be done within the timeframes available has been done. Even so, the load tests undertaken simulate but are not an exact replica of the live environment. *Understood.*
28. The verification testing being undertaken today will only test some functions. With additional time further verification testing to determine if the changes made to the system to improve performance have had any unintended consequences to system functions could be completed. While it is possible to provide a general indication of the main functions, it is not possible to provide assurance that errors have not been introduced, and the system will not experience further issues.
29. Further, even with additional testing and time, it is unlikely the developer will be able give complete assurance of how the system will perform in real life.

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- 30. The developer and AWS in their advisory capacity will be on call in the event issues emerge. Delaying the launch to after 0900hrs would allow more resources to be available to monitor progress with the developer.
- 31. The developer also recommended that activity such as data dumps to monitor patterns of voucher redemptions not occur during peak times. This will affect the timing of providing updates on redemption patterns and the ability to check voucher redemption activity for unusual patterns.

ok - as long as can be dumped & reviewed in non-peak times.

Financial Implications

	Original Allocation	Expended	Unspent
Administration	\$123,000	\$79,009	\$43,991**
Voucher Redemption (trial)	\$500,000	\$310,175	\$189,835
Voucher Redemption full roll out	\$2,000,000	\$389,900*	
Possible Administrative Budget			233,826

* Does not include value of vouchers redeemed manually

** Estimate only and does not take into account cancellation of marketing activity since system taken off-line and other activities.

- 32. Further advice on the final budget situation will be provided.

Consultation

Internal

- 33. Digital, Data and Technology Solutions, CMTEDD are engaged in assisting with the remediation of ChooseCBR.
- 34. Communications and Engagement, CMTEDD are assisting with communications to merchants and customers via email. Shared Services assists with text messages as required.

Cross Directorate

- 35. Advice is being sought from the ACT Government Solicitor regarding requests for compensation.

External

- 36. Economic Development continues to engage the vendor in regards to load and performance testing.

Work Health and Safety

- 37. There are no work health and safety issues associated with this brief

Benefits/Sensitivities

- 38. Removing the voucher history list from the dashboard and creating a link to improve performance will result in changes to merchant and consumer user experience, however

consumers and merchants will still be able to verify vouchers were redeemed by following the link.

- 39. As has been discussed, there are reputation risks for the ACT Government in the event users experience continued difficulties in accessing or redeeming vouchers. Going live on Friday does not allow time for monitoring ahead of what will likely be high load periods over the weekend. However, you have also raised the significant business expectation that has been generated regarding commencing the scheme on Friday.
- 40. Following the decision to pause ChooseCBR a small number of merchants expressed concern about costs they had incurred in participating in ChooseCBR, such as advertising or additional staff. The terms and conditions fully indemnify the territory against any losses, liabilities, costs, expenses or damages (including actual, special, indirect and consequential losses or damages of every kind and nature,

and on the website.

Communications, media and engagement implications

- 41. In consultation with your office it is proposed your decision will be communicated to registered businesses via an email as soon as you sign off. This will be followed by an email to stakeholders and then ChooseCBR customers advising them of your decision.
- 42. The draft communications to business, stakeholders and customers have been provided to your office and the business email will a description of the difference the merchant will see in their merchant dashboard and also some instructions on what to do for if the system slows during peak times. The Chief Digital Officer has confirmed including this information is important to include. *Agreed.*
- 43. Communicating the decision to media will follow later in the day as determined by your office. Talking points will be provided to your office.
- 44. Access Canberra Contact Centre will also be informed and will change in queue message and both the ChooseCBR website message and Access Canberra website will be updated.
- 45. Work is underway to map out communications for the closure of ChooseCBR. Advice will be provided separately along with options for handling merchants attempting to redeem vouchers once the full \$2 million has been expended. *OK.*

Signatory Name: Kareena Arthy

Phone:

Action Officer: Kate Starick

Phone:

Attachments

Attachment	Title
Attachment A	Load and Performance testing

Choose CBR: Remediation, System Changes and Testing Undertaken Since 9-10 June 2021

Date	Merchant Activities	Consumer Activities	Status
9-10 June 2021	<p>Code redemptions Up to 20 – 25 vouchers per minute were able to be redeemed. Bottlenecks identified which periodically overloaded queries to the database and resulted in error messages to users.</p>	<p>20 user registration processed per minute (1 every 3 seconds)</p>	Complete
16 June am	<p>Code redemptions ran solidly at around 600 per minute (8-10 redemptions per second). At 900 code redemption per minute (15 code redemptions per second), started to observe a big increase in response times to 30 seconds on average with around 1% of requests failing compared to more than 90% prior to remediations.</p>	<p>Tested 180 new user registrations per minute. The developer observed no impacts to the user experience for new registrations.</p>	Complete
<p>Initial Observations:</p> <p>Load testing was carried out between 14 – 16 June 2021 in a test environment designed to simulate production.</p> <p>The testing undertaken identified significant improvements in the system’s ability to handle load. Additional ‘bottlenecks’ were identified and investigated.</p> <p>The testing further determined that there is ample data server infrastructure capacity for the anticipated volumes.</p>			

OK.

Date	Merchant Activities	Consumer Activities	Status
16 June pm	<p>Expanded load testing included:</p> <ul style="list-style-type: none"> • Logging in • Code retrieval and redemption • Users searching for businesses with the map function. Attempts were made to simulate users searching for businesses using a number of search terms. Noting that without real information about how users are actually searching the site, the simulation will likely produce different behaviour to what would be seen in the live environment. 	<p>Load testing included:</p> <ul style="list-style-type: none"> • user registration (including loading the form, validating an email address, and then submitting the form) • Logging in as an existing user account • Browsing to the "my discounts" page to view the current codes for the user <p>Customer history dashboard was identified as a direct contributor to performance challenges. The developer sought agreement to remove the customer dashboard and create a link to a separate page to reduce the number of queries. Minister agreed this change at 1800hrs meeting, noting the Merchant dashboard would remain.</p> <p>The proposed test included this changed function.</p>	Complete

but ok with removing it was to another link.

Initial Observations

Testing identified the current performance challenges are directly contributed to by the list of redeemed vouchers on the merchant dashboard. The following three options were considered:

- Seek to optimise the redeemed voucher list for businesses. The developer advised this would require another couple of days of system changes, and further testing/performance testing to confirm the changes had the desired effect;
- Release the system as is based on current performance as ascertained by the load test results of the previous two days. This should achieve performance at a level of 8-15 voucher redemptions per second with the rest of the system functions operating as normal.
- 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, while still providing the same redemption information to the business via the link.

Given the above, the decision was made to implement option 3. The developer advised this will take ½ hour extra to make and test the change. ✓

DATE	Production Verification Testing from 1030hrs	Status
17 June	<p>The system was deployed into the production environment for functional testing. The developer has created ten customer accounts and five merchant accounts. As accounts have already been created for the purposes of verification testing, not all functions can be assessed:</p> <ol style="list-style-type: none"> as an existing user, the 'sign up' function will not be able to be tested; and some web and homepage links, which are only visible if the user is signed in, will not be visible. <p>Load testing is not carried out in production as it involves scripting automation of user simulations, so doing this in production will contaminate the production data.</p> <p>As at 1130hrs, business dashboard functionality, including voucher redemptions, has been tested across both desktop and mobile devices in common browsers.</p> <p>Redemptions have been successful, both via manual entry of codes and use of the QR Code function. Business rules are still in place (i.e. vouchers can only be used once, one voucher per business per day, and minimum spend). The drawdown bar behaves appropriately, with the total amount redeemed reflecting the vouchers used.</p> <p>Testing of the customer dashboard functionality has occurred in tandem (viewing codes, redeeming vouchers, and submitting feedback). This has not shown any errors.</p> <p>Testing of functionality for businesses to edit their details is still underway. So far one defect has been identified: if a business deactivates their listing (so customers will not view them as a participating business on the ChooseCBR directory), and then later revisits their business details via the "edit my business details" function, business details appear blank. The vendor has been asked to diagnose and quantify how long this may take to remedy.</p> <p>Testing of all "public" functionality, e.g. links across all pages where a user does not have to be logged in, is underway.</p>	Underway

Please provide
businesses reset
passwords.

As discussed, explore
bespoke option given these
businesses are few.

From: "Kelly, Shauna" <Shauna.Kelly@act.gov.au> on behalf of "CMTEDD, Economic Development" <ecodev@act.gov.au>

Sent: 18/06/2021 5:01 AM

To: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Priest, Jenny" <jenny.priest@act.gov.au>; "CMTEDD, Economic Development" <ecodev@act.gov.au>

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

Subject: RE: Financial implications of manual redemption of Choose CBR Vouchers

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Done – MO approval of over budget implications added into this previously signed brief container:

[WIRE: CMTEDD2021/2927 - GOVERNMENT & STAKEHOLDER RELATIONS - Government & Assembly Matters - Brief - Evidence required for manual redemption of ChooseCBR vouchers](#)

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

Sent: Friday, 18 June 2021 2:53 PM

To: Priest, Jenny <jenny.priest@act.gov.au>; CMTEDD, Economic Development <ecodev@act.gov.au>

Subject: FW: Financial implications of manual redemption of Choose CBR Vouchers

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Can you please ensure this is filed somewhere appropriate?

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

Sent: Friday, 18 June 2021 2:01 PM

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

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

Subject: RE: Financial implications of manual redemption of Choose CBR Vouchers

Thanks Kareena. I note your advice and support your approach.

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 0100

CHEYNE@act.gov.au



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

Sent: Friday, 18 June 2021 1:34 PM

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

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

Subject: Financial implications of manual redemption of Choose CBR Vouchers

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Dear Minister – as discussed, due to the issues experienced with the greying out of vouchers for customers related to the manual redemption of vouchers following the system shut down last week, the decision has been taken to suspend manual redemption activities. As a result, there is a real possibility that we will not be able to complete the manual redemptions prior to the \$2m scheme being fully allocated. I therefore seek your approval to incur expenditure over and above the \$2m to honour the vouchers that have already been submitted to us for processing. It is expected to be in the order of up to \$30-35K. While we do not have a current reconciliation of the Choose CBR budget, it is likely this can be accommodated given the reduction in marketing activities.

Cheers
Kareena

KAREENA ARTHY

Deputy Director-General, Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 12:48 PM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Subject: RE: Follow up ChooseCBR

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

Cheers,

Ana

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

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

Thanks
Karen

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

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, June 10, 2021 10:33:39 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: RE: Follow up ChooseCBR

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Hi Karen,

I think that'd be okay.

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

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

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

Cheers,

Ana

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 10:29 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: RE: Follow up ChooseCBR

OFFICIAL

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

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Thursday, 10 June 2021 9:22 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Cc: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: Follow up ChooseCBR

Hi Claire and Karen,

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

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

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 10/06/2021 6:14 AM
To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Cc: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Polglase, David" <David.Polglase@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: FOR APPROVAL: ACT Govt Facebook post

Go ahead

From: Johnston, ClaireV <ClaireV.Johnston@act.gov.au>
Sent: Thursday, 10 June 2021 4:08 PM
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.



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

Sent: 15/06/2021 7:15 AM

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

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

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

Attachments: CLEARED Possible distribution Tuesday 15 June - NA - tc comments (002) NA tc2.docx

Hi Karen

Cleared as attached.

Nick

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

Sent: Tuesday, 15 June 2021 2:44 PM

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

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

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

OFFICIAL

Hi Nick

Morgan has confirmed with the vendor this is correct.

Thanks

Karen

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

Sent: Tuesday, 15 June 2021 2:04 PM

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

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

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

Hi Karen

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

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

Thanks

Nick

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

Sent: Tuesday, 15 June 2021 12:10 PM

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

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

Subject: FOR APPROVAL: EDM to business and media update

OFFICIAL

Hi Joe and Nick

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

Thanks

Karen

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. Additional development resources have been brought in to assist with implementation of read-replica databases. The developer is working to set up a new test environment so we can do load testing in an environment equivalent to and exceeding the demand we saw during the first 36 hours.

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

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.

Additional development resources have been brought in to assist with implementation of read-replica databases. The developer is working to set up a new test environment so we can do load testing in an environment equivalent to and exceeding the demand we saw during the first 36 hours.

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 able to be redeemed. These vouchers are not included in the figures above.

DRAFT

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

Sent:15/06/2021 4:04 AM

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

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

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

Hi Karen

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

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

Thanks

Nick

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

Sent: Tuesday, 15 June 2021 12:10 PM

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

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

Subject: FOR APPROVAL: EDM to business and media update

OFFICIAL

Hi Joe and Nick

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

Thanks

Karen

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

Sent: 15/06/2021 7:43 AM

To: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>; "Vujanic, Ana" <Ana.Vujanic@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: RE: FOR REVIEW: Customer EDM

Hi Claire and all

Cleared text below:

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.

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. Additional development resources have been brought in to assist with implementation of read-replica databases. The developer is working to set up a new test environment so we can do load testing in an environment equivalent to and exceeding the demand we saw during the first 36 hours.

We will update you again on Thursday with a further update.

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

Sincerely

The ChooseCBR team

Nick

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

Sent: Tuesday, 15 June 2021 4:30 PM

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

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

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

Sent: 11/06/2021 6:33 AM

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

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

Subject: RE: FOR URGENT APPROVAL: Media inquiry ChooseCBR misuse of voucher scheme

Thank you Karen.

Cheers,

Ana

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

Sent: Friday, 11 June 2021 4:24 PM

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

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

Subject: FW: FOR URGENT APPROVAL: Media inquiry ChooseCBR misuse of voucher scheme

OFFICIAL

Hi Ana

Cleared by Kareena.

Thank you

Karen

OFFICIAL

Enquiry: Lucy Bladen from Canberra Times

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

Has the ACT government received any reports of alleged misuse of the voucher scheme? If so, is the ACT government investigating any reports?

- We are aware of the conjecture and commentary around whether there is misuse of the system. The ACT Government has not received any specific reports of misuse of the voucher scheme.
- An audit process is part of the design for the ChooseCBR program. Redemption patterns are monitored for any suspicious activity.
- The process commenced on Wednesday with the launch of voucher redemptions as planned.
- Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.
- Businesses need to keep proof of transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.
- Could any of this misuse have contributed to the system demand?

No, there is no indication of any misuse at this point.

Thanks

Karen

From: Stewart-Moore, Karen

Sent: Friday, 11 June 2021 3:25 PM

To: Starick, Kate <Kate.Starick@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>
Subject: RE: Media inquiry ChooseCBR misuse of voucher scheme

OFFICIAL

For approval and or discussion.

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

Hi all,

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

Deadline is asap.

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

Has the ACT government received any reports of alleged misuse of the voucher scheme?

- We are aware of the conjecture and commentary around whether there is misuse of the system. The ACT Government has not received any specific reports of misuse of the voucher scheme.

If so, is the ACT government investigating any reports?

An audit process is in place for the ChooseCBR program. Redemption patterns are monitored for any suspicious activity.

An audit processes has commenced.

Under the Terms and Conditions if any business is found to be doing the wrong thing we can temporarily or indefinitely suspend, or terminate, a registration.

Businesses need to keep receipts 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.

- Could any of this misuse have contributed to the system demand?

No, there is no indication that misuse.

Please let me know if this will be an issue.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



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

Sent: 09/06/2021 12:31 AM

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

Subject: RE: holding line

Thanks Karen

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

Sent: Wednesday, 9 June 2021 10:31 AM

To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>; Gallacher, Anton <Anton.Gallacher@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>; Arthy, Kareena <Kareena.Arthy@act.gov.au>

Subject: holding line

OFFICIAL

Hi Nick

As requested, a holding line.

Holding line:

The ChooseCBR website is currently experiencing technical difficulties. We are investigating the issue and working hard to resolve it as quickly as possible. We do not believe this is related to issues with server capacity.

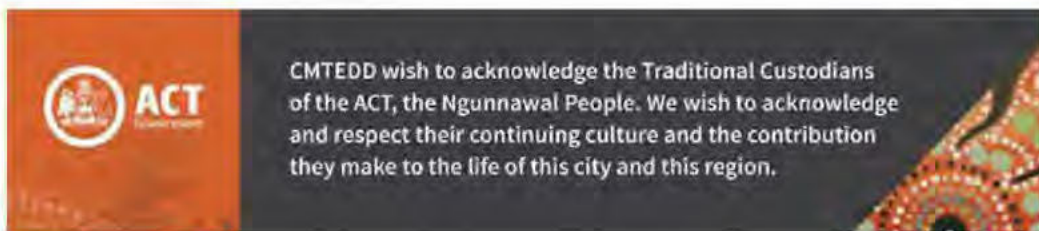
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | **Mobile:** 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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



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

From: "Brennan, Bernadette"
Sent: 18/06/2021 7:52 AM
To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>
Cc: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Subject: RE: IMPORTANT: ChooseCBR voucher redemptions - Preview

OFFICIAL

Thanks all. I will schedule this for 8pm.

If anything happens in between now and then, it can be switched off.

Thanks

BB

From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Friday, 18 June 2021 5:50 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Cc: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Brennan, Bernadette <Bernadette.Brennan@act.gov.au>
Subject: RE: IMPORTANT: ChooseCBR voucher redemptions - Preview

Hi Karen

This is cleared. Thank you for all of your great work over the last couple of weeks – it is very much appreciated and it has been great working closely with you and the team.

Enjoy your weekend!

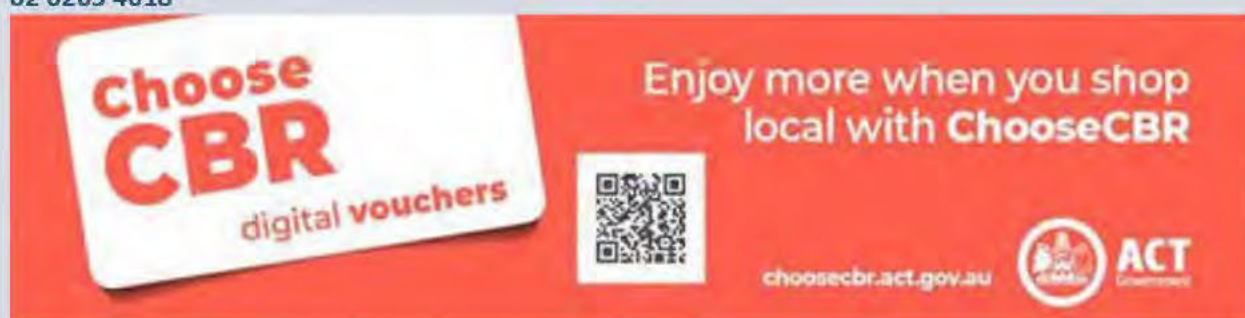
Kind regards

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

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, 18 June 2021 5:45 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>

Cc: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Brennan, Bernadette <Bernadette.Brennan@act.gov.au>
Subject: FW: IMPORTANT: ChooseCBR voucher redemptions - Preview

OFFICIAL

Hi
For your approval.
Karen

From: ACT Government <ChooseCBR@cmon.act.gov.au>
Sent: Friday, 18 June 2021 5:43 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: IMPORTANT: ChooseCBR voucher redemptions - Preview

No images? [Click here](#)

18 June 2021



IMPORTANT: ChooseCBR voucher redemptions

Dear valued ChooseCBR business

ChooseCBR funds are beginning to run low. It is likely that the funding may be fully spent soon.

Once \$2 million of vouchers have been redeemed, **vouchers will no longer be able to be redeemed** and the redeem function on your business dashboard will become unavailable.

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

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

As per the Terms and Conditions, please keep proof of transactions, including

total sale value, the value of the ChooseCBR discount applied, and the date of transaction.

Thank you for your participation in the scheme.

Sincerely

The ChooseCBR Team



[Tell us if you no longer want to receive these emails.](#) [Read our Privacy Policy.](#)

ACT Government GPO Box 158, Canberra ACT 2601

Produced by: Chief Minister, Treasury and Economic Development Directorate



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