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Thanks Kareena

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Hi Kareena,

Can you please fact-check these figures?

- \$123,000 was allocated for administrative and operational expenses to support the rollout of \$2,500,000 of discount vouchers through the trial and the full rollout of the scheme, funding both one-off establishment of the program, as well as ongoing delivery.
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- In total \$203,000 has been allocated to date for the trial and full rollout of \$2.5 million in vouchers including one off establishment of the program, system and hosting capacity upgrades, supports and information for businesses and consumers, and promotional material.

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

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



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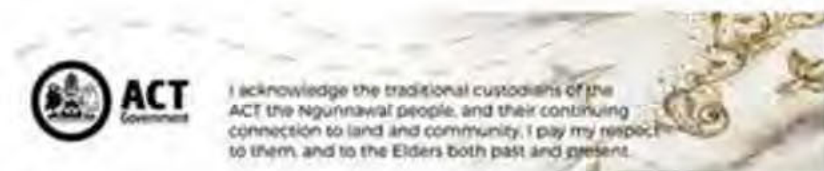
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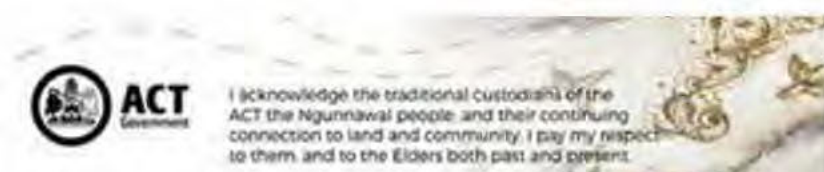
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From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

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

To: Saunders, Joe; Argy, Nicholas

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

Subject: TPs QA ChooseCBR - 11 June - updated

OFFICIAL

Hi Joe and Nick

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

Sent: 10/06/2021 10:16 PM

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

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Joe

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CMTEDD Communications & Engagement

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

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Thanks very much.

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Sent: Friday, 11 June 2021 9:15 AM

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

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

OFFICIAL

Correct – thanks Kareena

Kate Starick | Executive Group Manager

Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



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

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

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

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

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

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Thanks Kate

Just to be crystal clear, is it basically:

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

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

Joe

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

Sent: Friday, 11 June 2021 9:06 AM

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

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

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

OFFICIAL

Hi the figures are correct

Happy to discuss

Kate

Kate Starick | Executive Group Manager

Economic Development

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Hi Kareena,

Can you please fact-check these figures?

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

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

Cheers,

Ana

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OFFICIAL

Hi Just saw previous messages re a holding line, please see updated below. Have square bracketed a final statement – we have factored in support, but the total of support required is being determined today

Regards

Kate

Kate Starick | Executive Group Manager

Economic Development

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If asked about the administration costs

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

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Subject: 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: 10/06/2021 1:53 PM
To: "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: Re: TPs QA ChooseCBR (002)

That's fine. Will send another update before leaving tonight.

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

From: Saunders, Joe <Joe.Saunders@act.gov.au>
Sent: Thursday, June 10, 2021 11:45:48 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: RE: TPs QA ChooseCBR (002)

Thanks Karen

We probably won't look properly at these until tomorrow morning.

The EDM and SMS are with Minister for clearance, so I think it's just the MR now for clearance?

Joe

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 11:41 PM
To: Saunders, Joe <Joe.Saunders@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: TPs QA ChooseCBR (002)

OFFICIAL

Hi Joe and Nick

TPs for review, with one question we are just adding at the end.

Thanks

Karen

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

Sent: 10/06/2021 1:45 PM

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

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

Subject: RE: TPs QA ChooseCBR (002)

Thanks Karen

We probably won't look properly at these until tomorrow morning.

The EDM and SMS are with Minister for clearance, so I think it's just the MR now for clearance?

Joe

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

Sent: Thursday, 10 June 2021 11:41 PM

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

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

Subject: TPs QA ChooseCBR (002)

OFFICIAL

Hi Joe and Nick

TPs for review, with one question we are just adding at the end.

Thanks

Karen

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

Sent: 10/06/2021 3:02 PM

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

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

Subject: Re: TPs QA ChooseCBR (002)

Hi all.... Bettina just sent through some further changes - they are about correct terminology for choose cbr (ie is a system or Web application not a website). Doesnt change the basic substance. Will update in the morning. Cheers Kareena

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

Sent: Thursday, June 10, 2021 11:53:03 PM

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

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

Subject: Re: TPs QA ChooseCBR (002)

That's fine. Will send another update before leaving tonight.

Karen Stewart-Moore

Executive Branch Manager

CMTEDD Communications & Engagement

0419212642

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

Sent: Thursday, June 10, 2021 11:45:48 PM

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

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

Subject: RE: TPs QA ChooseCBR (002)

Thanks Karen

We probably won't look properly at these until tomorrow morning.

The EDM and SMS are with Minister for clearance, so I think it's just the MR now for clearance?

Joe

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

Sent: Thursday, 10 June 2021 11:41 PM

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

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

Subject: TPs QA ChooseCBR (002)

OFFICIAL

Hi Joe and Nick

TPs for review, with one question we are just adding at the end.

Thanks

Karen

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

Sent: 10/06/2021 11:07 AM

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

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

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

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

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

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

Sent: Thursday, 10 June 2021 7:18 PM

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

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

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

UNOFFICIAL

Hi Nick

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

Thank you

Karen

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

Sent: Thursday, 10 June 2021 6:52 PM

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

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

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

Sent: Thursday, 10 June 2021 6:45 PM

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

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

Subject: Update on Choose CBR comments, sentiment and monitoring

UNOFFICIAL

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

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

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

We are also monitoring the hashtag #ChooseCBR on Twitter.

MAIN QUESTIONS WE ARE ANSWERING :

- Can people use vouchers tonight?

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

SENTIMENT:

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

Kind regards, Joni

Joni Wanless | Assistant Director, Content (Social Media)

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

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

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

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- 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: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 18/06/2021 8:17 PM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: Re: Update to Discounts page.

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

Hi Karen,

That has been added now. You might be writing media releases about riots tomorrow morning. It isn't slowing down at all...

Kind regards,
Tuan.

--

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

On Fri, 18 Jun 2021 at 20:01, Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au> wrote:

OFFICIAL

Hi Tuan

Now that we have reached \$1.6m..

On the discounts page, could you please make a change to the text (again only if there is no risk in doing this)

AfterX of \$2million has been redeemed so far in the ChooseCBR program. Funds are being spent quickly. Once the funding limit has been reached you will not be able to redeem your unused ChooseCBR discounts.

ADD

Businesses will not be able to record your voucher to redeem later. Consider this possibility when receiving goods or services.

Thanks

Karen

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

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |
ACT Government

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



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From: "Stewart-Moore, Karen"
Sent: 18/06/2021 10:49 AM
To: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: RE: Update to Discounts page.

OFFICIAL

Thanks for doing that Tuan – not it's a big Friday night!

You got the my other email with text for the shutdown messages?

Thanks
karen

From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au>
Sent: Friday, 18 June 2021 8:47 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Subject: Re: Update to Discounts page.

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

Hi Karen,

That has been added now. You might be writing media releases about riots tomorrow morning. It isn't slowing down at all...

Kind regards,
Tuan.

--

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

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Hi Tuan

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On the discounts page, could you please make a change to the text (again only if there is no risk in doing this)

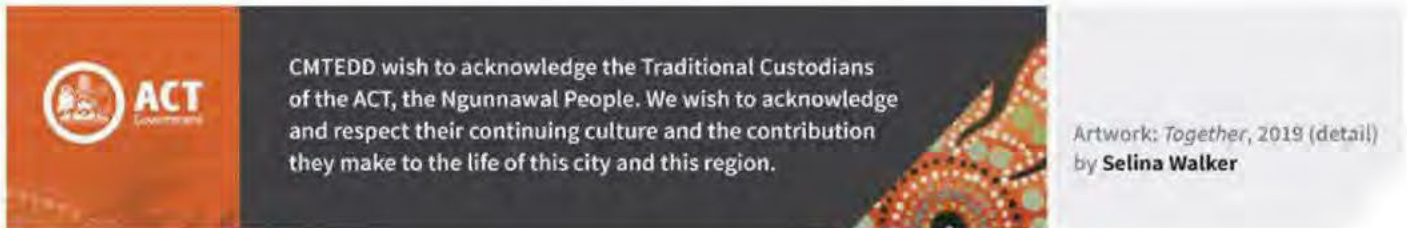
AfterX of \$2million has been redeemed so far in the ChooseCBR program. Funds are being spent quickly. Once the funding limit has been reached you will not be able to redeem your unused ChooseCBR discounts.

ADD

Businesses will not be able to record your voucher to redeem later. Consider this possibility when receiving goods or services.

Thanks
Karen

Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development
Phone: 02 6205 2855 | Mobile: 0419 212 642
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From: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Sent: 11/06/2021 2:08 AM
To: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Cc: "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: RE: Update

OFFICIAL

Thank you Tuan – appreciate that and look forward to regular updates which we can look to formalise in terms of schedule etc. once we've discussed internally.

As a sidenote, I'm going to give you a ring in an hour or so to discuss financials.

Cheers
Morgan

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

From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au>
Sent: Friday, 11 June 2021 11:54 AM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: Update

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

Hi Morgan,

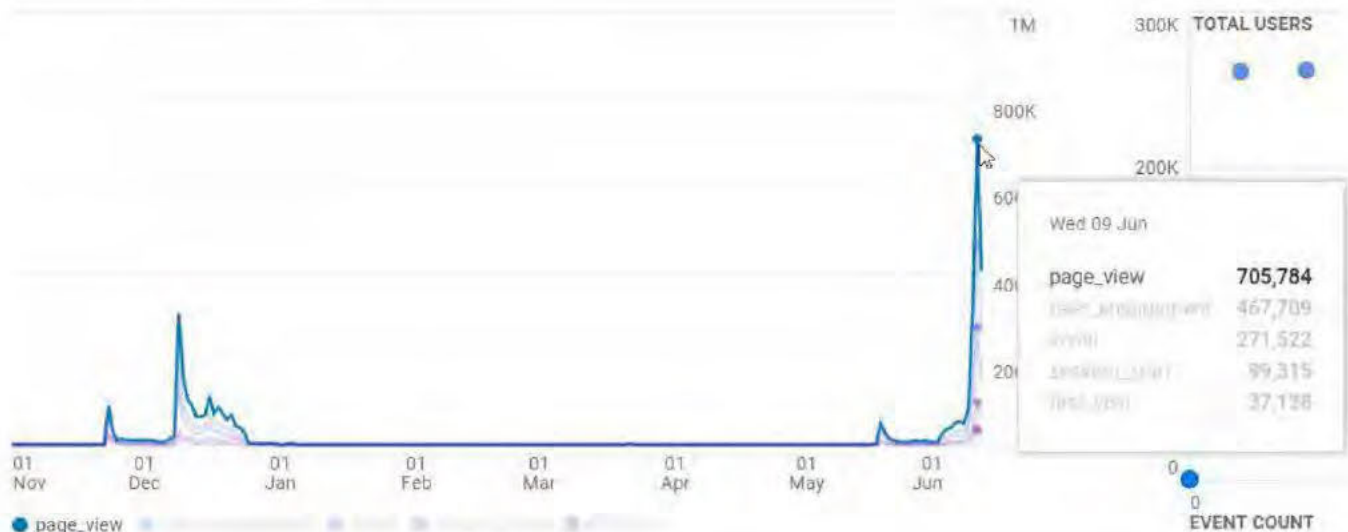
Quick update from our end - we've completed initial code optimisations with the queries and additional database tables for voucher read/writes. Now that we have more time, we've brought on some additional development resources to assist us with implementation of read-replica databases (multiple database servers instead of just the one). We'll also setup a new test environment so we can do load testing in a production equivalent environment.

Had a several meetings with AWS last night and tonight which has proven fruitful and we're in constant communication.

FYI - Google Analytics data from Wednesday reported 705k page views and 53k visitors. Previous peaks from Dec were 303k and 22k respectively.

Event count by Event name over time

Event count and Total Users

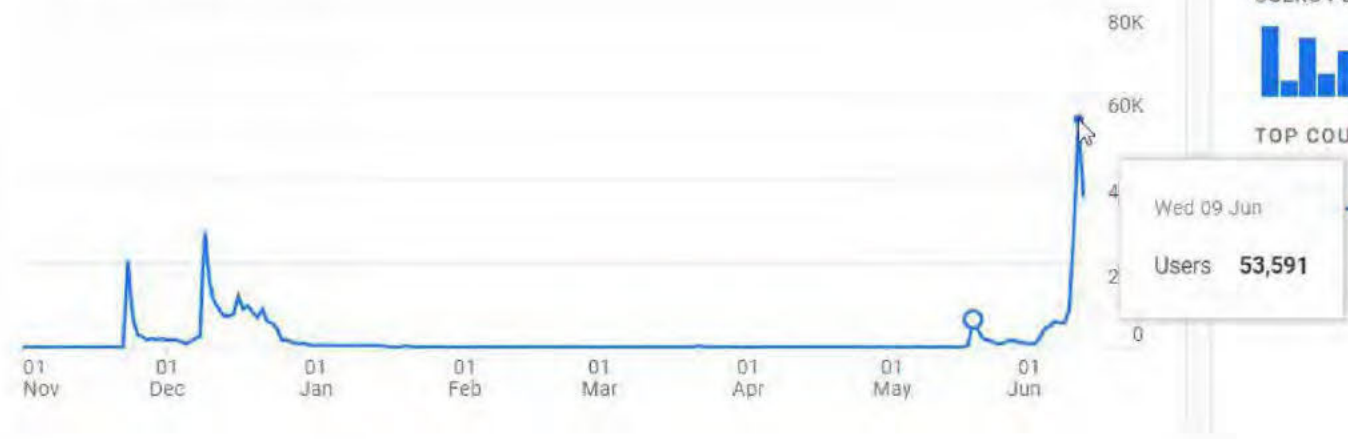


Users: **263K**
 New users: **263K**

USERS IN LAST 24 HOURS: **127**

USERS PER HOUR

TOP COUNT



Kind regards,
 Tuan.

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

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 18/06/2021 9:31 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: Re: urgent fact check

Thanks Karen!

Appreciate all the work you and the team have put in today :)

Cheers,

Ana

Get [Outlook for iOS](#)

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Friday, June 18, 2021 6:31:21 PM
To: Vujanic, Ana <Ana.Vujanic@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: RE: urgent fact check

OFFICIAL

Hi Ana

There were six businesses that withdrew that we are aware of – 4 restaurants, a coffee place and a hair place.

3 restaurants (the three Thai restaurants) opted back in – leaving the three withdrawn.

Could be worded – Six businesses withdrew last week but three have chosen to rejoin the scheme.

Thanks
Karen

From: Vujanic, Ana <Ana.Vujanic@act.gov.au>
Sent: Friday, 18 June 2021 6:23 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; CMTEDDMedia <CMTEDDMedia@act.gov.au>
Subject: urgent fact check
Importance: High

Hi all,

So sorry to send this late. From Tara:

Is it definitely three businesses that have withdrawn? Does that mean 2 more businesses came back on again today? (it was 6 businesses had withdrawn, and one came back earlier today – so just need you to check that figure). Or is it that it was 5 (6-1) + 3 more have withdrawn in the last day or two? Whatever the answer, it needs to be clearer.

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

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

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

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

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

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

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

The system is performing well. We have had no reports of any performance issues with the system today. The popularity of the program has meant that already \$1 million in vouchers have been redeemed, including over \$600,000 today. The amount claimed today alone exceeds the total from both days last week, further highlighting that the system is performing well. We are continually monitoring the system.

ENDS

This media response needs to go out today.

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: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 18/06/2021 6:49 AM
To: "Murdoch, Max" <Max.Murdoch@act.gov.au>
Subject: Re: Voucher bulk upload

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.

Ah, we were doing some server modifications from 8PMAEST which could have interrupted your import. Suggest finding a quiet moment on the weekend, although that will be hard given the current activity, it's already at 400 users per minute and 900 page views per minute in Google Analytics. Late at night might be your best bet, or there could be too many in the file to do at once (recommend < 2000 rows).

Kind regards,
Tuan.

--

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

On Fri, 18 Jun 2021 at 06:45, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:
OFFICIAL

Hi Tuan

Left it overnight and came back to this message.

Fetching:

An error occurred while fetching /
Please continue to [the error page](#)

```
An AJAX HTTP error occurred.  
HTTP Result Code: 500  
Debugging information follows.  
Path: /batch?id=201341&op=do_nojs&op=do  
StatusText: error  
ResponseText:
```

All good to just try again?

Or should I wait until late tonight/a quiet moment over the weekend to minimise calls on the database?

Cheers

Max

From: Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au) >
Sent: Thursday, 17 June 2021 6:57 PM
To: Murdoch, Max <Max.Murdoch@act.gov.au>
Subject: Re: Voucher bulk upload

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

Hi Max, good to go now.

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: support@brainiumlabs.com.au

Website: www.brainiumlabs.com.au

Email me: 2.2@brainiumlabs.com.au

On Thu, 17 Jun 2021 at 18:04, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Apols – I'll let it finish next time.

No urgent rush on the fix. If it's easy enough to do tonight, great, I'll can try the file again later this evening.

Cheers, Max

From: Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: Thursday, 17 June 2021 6:32 PM
To: Murdoch, Max <Max.Murdoch@act.gov.au>
Subject: Re: Voucher bulk upload

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.

We will need to "unstick" it since it is in limbo. This needs to be done in the database itself. The guys have headed off already but I can sort it in half an hour.

Kind regards,
Tuan.

On Thu, 17 Jun 2021, 5:59 pm Murdoch, Max, <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Hi Tuan

We processed a payment run for the vouchers that could be redeemed in the system on wed/thurs last week and I'm trying to do the bulk voucher upload. First attempt seemed to be going along normally but I realised mid-way through I'd forgotten to update values from "not paid" to "submitted" so I closed the window in an attempt to cancel the upload.

I've tried again a couple of times but it doesn't seem to be working for me. Screenshots are below. To get from the first to the second screenshot, I just clicked save.

Have tried removing and re-uploading the file a few times without luck. Any suggestions?

Voucher file attached for reference.

Cheers, Max

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

Chief Minister, Treasury and Economic Development | ACT Government

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

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

Sent: 19/06/2021 7:42 AM

To: "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>

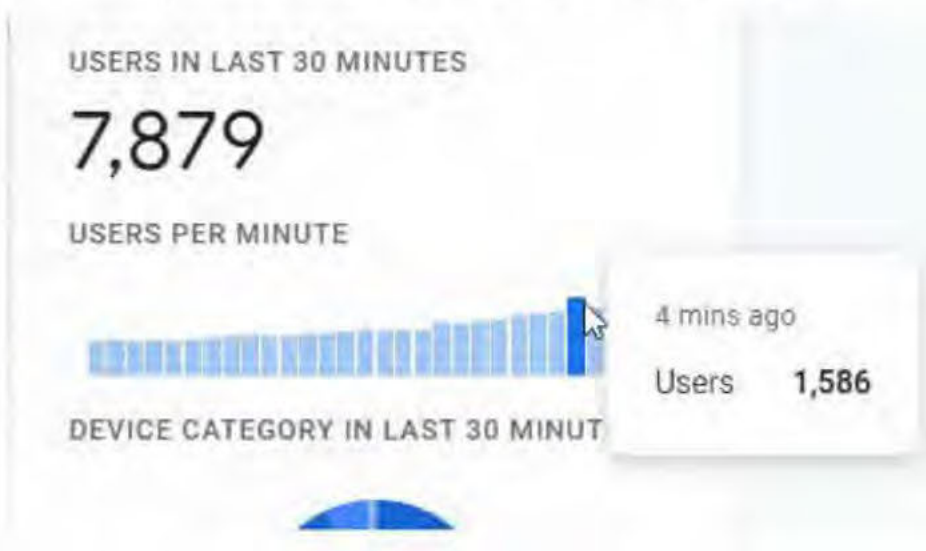
Subject: Re: We are live!

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

Hi all,

All funds have been spent now. We ended up \$290 over due to the caching mechanism on the "total funds redeemed" value as discussed previously.

Google Analytics metrics show a mad dash towards the end there.



Event count by Event name

#1 page_view

63,237

45.06%

EVENT NAME	4 mins ago	INT
page_view	5,403	53K
user_engager		51K

Kind regards,
Tuan.

Website: www.brainiumlabs.com.au
Email me: 2.2@brainiumlabs.com.au

On Fri, 18 Jun 2021 at 08:58, Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au> wrote:

OFFICIAL

Just for awareness the text message to customers is starting to go out now so may see some more activity.

Thanks

Karen

From: Konti, Bettina <Bettina.Konti@act.gov.au>
Sent: Friday, 18 June 2021 9:22 AM
To: Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>; Arthy, Kareena <Kareena.Arthy@act.gov.au>
Cc: Bray, Daniel <Daniel.Bray@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: RE: We are live!

OFFICIAL

Good news Tuan I'll keep crossing fingers and toes.....:)

From: Tuan Nguyen <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: Friday, 18 June 2021 9:20 AM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Cc: Bray, Daniel <Daniel.Bray@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Campbell, Morgan <Morgan.Campbell@act.gov.au>; Murdoch, Max <Max.Murdoch@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: Re: We are live!

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,

Server metrics looking, however traffic is really increasing now. Google Analytics real time reporting is showing 2,500 page views in the last minute, which is double what we saw last Thursday morning.

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: support@brainiumlabs.com.au

Website: www.brainiumlabs.com.au

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

On Fri, 18 Jun 2021 at 08:23, Arthy, Kareena <Kareena.Arthy@act.gov.au> wrote:

OFFICIAL

Indeed! Are we seeing any technical problems at all?

I'm being very superstitious and not logging onto the site today to have one less person hitting the database!

From: Bray, Daniel <Daniel.Bray@act.gov.au>

Sent: Friday, 18 June 2021 7:15 AM

To: Konti, Bettina <Bettina.Konti@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>; Campbell, Morgan <Morgan.Campbell@act.gov.au>

Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>

Subject: Re: We are live!

Great work everyone! 💎💎

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

Sent: Friday, June 18, 2021 7:12:30 AM

To: Tankard, Greg <Greg.Tankard@act.gov.au>; Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>; Campbell, Morgan <Morgan.Campbell@act.gov.au>

Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>
Subject: RE: We are live!

OFFICIAL

Whoo hoo congratulations team. Will be great to watch this throughout today.

Bettina

From: Tankard, Greg <Greg.Tankard@act.gov.au>
Sent: Friday, 18 June 2021 7:05 AM
To: Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>; Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>
Subject: RE: We are live!

OFFICIAL

Just passed \$400k



\$400,100 out of **\$2,000,000**

has been redeemed so far in the ChooseCBR program.

Once the funding limit has been reached, you will not be able to redeem your unused ChooseCBR discounts.

From: Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: Friday, 18 June 2021 7:02 AM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>; Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Tankard, Greg <Greg.Tankard@act.gov.au>; Bray, Daniel <Daniel.Bray@act.gov.au>
Subject: Re: We are live!

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.

So far so good. 90 vouchers redeemed, 65 signups in the past 16 minutes.

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: support@brainiumlabs.com.au

Website: www.brainiumlabs.com.au

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

On Fri, 18 Jun 2021 at 06:18, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

OFFICIAL

Thanks, Tuan... fingers, toes, crossed today.

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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

Sent: Friday, 18 June 2021 6:46 AM

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

Cc: Murdoch, Max <Max.Murdoch@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>;

Arthy, Kareena <Kareena.Arthy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>;

Tankard, Greg <Greg.Tankard@act.gov.au>; Bray, Daniel

<Daniel.Bray@act.gov.au>

Subject: We are live!

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.

We are live!

Kind regards,

Tuan.

--

Director, Brainium Labs

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

Help: support@brainiumlabs.com.au

Website: www.brainiumlabs.com.au

Email me 2.2@brainiumlabs.com.au

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

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 08/06/2021 7:03 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: RE: Website maintenance

Thanks Karen

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Tuesday, 8 June 2021 4:50 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: Website maintenance

OFFICIAL

Hi Nick

Just confirming as we have discussed we have actioned that maintenance to occur as quickly as possible.

A maintenance message will be put up.

We have informed the AC contact centre.

Will let you know when the work is complete.

Kind regards

Karen

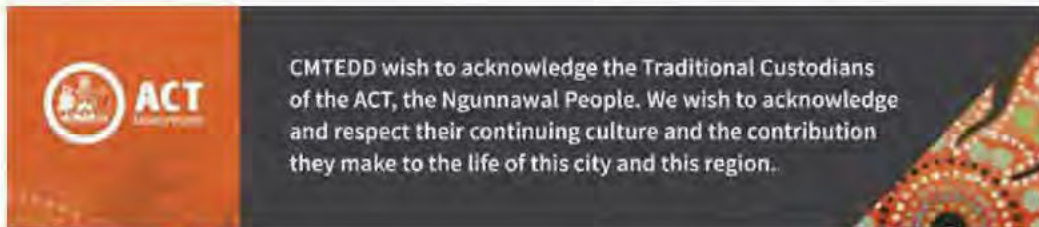
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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



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

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 08/06/2021 7:05 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: RE: Website maintenance

Seems to be back up now 😊

From: Argy, Nicholas
Sent: Tuesday, 8 June 2021 5:04 PM
To: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: RE: Website maintenance

Thanks Karen

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Tuesday, 8 June 2021 4:50 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: Website maintenance

OFFICIAL

Hi Nick

Just confirming as we have discussed we have actioned that maintenance to occur as quickly as possible.

A maintenance message will be put up.

We have informed the AC contact centre.

Will let you know when the work is complete.

Kind regards

Karen

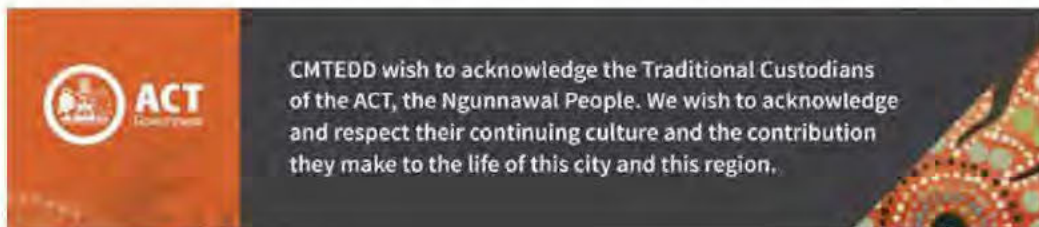
Karen Stewart-Moore | Executive Branch Manager, Communications and Engagement, Economic Development

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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



Artwork: Together, 2019 (detail)
by Selina Walker

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

Sent: 09/06/2021 10:08 AM

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

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

Subject: Seeking your urgent assistance

OFFICIAL

Hi 2.2(a)

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

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

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

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

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

Thanks very much.

Bettina

Bettina Konti

Deputy Director General and Chief Digital Officer

Digital Data and Technology Solutions

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government



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

Sent: Wednesday, 9 June 2021 7:58 PM

To: Bray, Daniel <Daniel.Bray@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>

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

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

OFFICIAL

Hi Bettina, Dan

Thank you so much for your continued assistance.

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

Cheers
Morgan

From: Tuan Nguyen [2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)
Sent: Wednesday, 9 June 2021 7:47 PM
To: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Cc: Murdoch, Max <Max.Murdoch@act.gov.au>
Subject: Re: All three files tonight please; AWS assistance offer; and confirmation

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

Hi Morgan,

Happy for you to share my details with AWS.

Kind regards,
Tuan.

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

OFFICIAL

Hi Tuan

Can I ask that we get all three files for Power BI tonight rather than just the voucher file when you pull it? Our Chief Digital Officer has been in touch with contacts at Amazon Web Services. We would like to introduce you to them so they can provide any wrap around assistance they can. Part of this will involve the AWS people asking for your account number and a support ticket number once you're in touch. Is this OK/can I pass your email onto Bettina Konti, or CDO?

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

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

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

Cheers

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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

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

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

Sent: 17/06/2021 3:57 PM

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

Cc: "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>

Subject: Server configuration for tomorrow

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

Hi team,

For the database server - please advise configuration for tomorrow, noting:

Initial launch: 1 x db.r5.16xlarge - US \$11.20 per hour

Load testing: 2 x db.r5.8xlarge - US \$5.60 per hour (\$11.20 per hour total).

Model	Core Count	vCPU	Memory (GiB)
db.r5.large	1	2	16
db.r5.xlarge	2	4	32
db.r5.2xlarge	4	8	64
db.r5.4xlarge	8	16	128
db.r5.8xlarge	16	32	256
db.r5.12xlarge	24	48	384
db.r5.16xlarge	32	64	512
db.r5.24xlarge	48	96	768

All instances have the following specs:

Pricing:

db.r5.4xlarge	\$2.80
db.r5.8xlarge	\$5.60
db.r5.12xlarge	\$8.40
db.r5.16xlarge	\$11.20
db.r5.24xlarge	\$16.80

Kind regards,
Tuan.

--

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

From:"Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
Sent:10/06/2021 5:07 AM
To:"Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject:Social tile for 7am
Attachments:Tile for 7am.png

OFFICIAL

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

ChooseCBR
will be back at
7am on Friday.



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

Sent:09/06/2021 6:06 AM

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

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

Subject:Statement - ChooseCBR technical issues being resolved

Attachments:Chenye - media release - ChooseCBR technical issues being resolved.docx

Importance:High

OFFICIAL

Hi Joe, Nick, Ana

Attached is a statement for your review.

Cheers

Claire

Tara Cheyne MLA

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

Member for Ginninderra

09 June 2021

ChooseCBR technical issues being resolved

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

Unfortunately the ChooseCBR website is experiencing a number of technical issues including an outage for maintenance to help resolve the problems.

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

Our priority today has been to stabilise the platform and ensure its reliability. We are actively monitoring the platform and addressing the issues.

"We acknowledge the problems with the system have caused frustration and inconvenience for some customers and businesses," said Minister Cheyne.

"We thank them all for their patience and we are working hard to ensure that customers can continue to support their local businesses through ChooseCBR."

Statement ends

Media contact/s:

Ana Vujanic M 0466 560 032 ana.vujanic@act.gov.au

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

Sent:10/06/2021 3:51 AM

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

Subject:Stats ChooseCBR for tara media

Importance:High

Hi all,

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

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

Before 3:30 please.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032



From: "Tuan Nguyen" <[2.2\(a\)@brainiumlabs.com.au](mailto:2.2(a)@brainiumlabs.com.au)>
Sent: 10/06/2021 2:00 PM
To: "Starick, Kate" <Kate.Starick@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: status 1

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.

Fixed the issue with reverting the code that was previously working, but if we restore it now we'll most likely run into the same issue. Looking into a an actual fix now.

Kind regards,
Tuan.

--

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

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

Sent: 09/06/2021 9:58 PM

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

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

Subject: Summary of changes made overnight

OFFICIAL

Hi Nick

Just following up on your text via to provide you with a list of changes made overnight.

As I mentioned, on the hosting/IT infrastructure side of things, our CDO Bettina Konti was able to use some contacts in Amazon Web Services to get some expedited support for Tuan. He said that AWS was most helpful, and with this information they were able to diagnose the bottlenecks they were experiencing ("SQL queries coming from the application logic").

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

- Removed map from Discover landing page. There was a performance module we couldn't enable because it broke the map. Moving the map to its own page allowed us to turn it on.
- We are now calculating the funding blocks **every 5 minutes** (easy to change later to a smaller value once we evaluate system performance after all these changes) - we believe this was the biggest culprit for slowing the system down.
- Removed any non essential Drupal modules from the system
- Increased database to the next type up
- Removed double vouchers. Having almost half the vouchers in the system will speed up calculations.*

There were also a couple of bug fixes performed overnight:

- Registration - Prevent entering of spaces in the phone field (a bug logged by Morgan, not performance related) – *this is the one you identified last night, Nick*
- We noticed many users would have had trouble registering and logging in, preventing their initial vouchers from being issued. We ran a script to generate their vouchers.

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

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

Chat soon

Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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

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

From:"Campbell, Morgan"

Sent:09/06/2021 9:58 PM

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

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

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Morgan

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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

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

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

Sent:10/06/2021 3:13 AM

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

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

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

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

OFFICIAL

As discussed.

Updated TPs

Minister: Minister Tara Cheyne

Date: 10 June 2021, 1.10pm

SUBJECT: ChooseCBR website issues

ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

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

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

Sent:10/06/2021 5:07 AM

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

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

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

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

OFFICIAL

Hi Nick

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

Thanks

Karen

Minister: Minister Tara Cheyne

Date: 10 June 2021, 2:50pm

SUBJECT: ChooseCBR website issues

ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- Just over \$300,000 in vouchers been redeemed since ChooseCBR voucher redemptions started yesterday.
- The popularity of the program has far exceeded our expectations. At this rate, the total amount that was claimed during the trial (around \$310,000) has nearly been reached less than two days in.
- Vouchers continued to be redeemed this morning, however we experienced ongoing issues with the database and have made the decision to suspend the website for further maintenance until 7am Friday 11 June to reduce further frustration for businesses and customers.
- The cause of today's issues is understood to be unrelated to the issues that were experienced yesterday.
- We sincerely regret the ongoing technical issues that have been experienced on the ChooseCBR website making it difficult for customers and businesses to use the vouchers.
- We are advising businesses via email on how to help reimburse vouchers that could not be redeemed yesterday.
- We know this news is incredibly disappointing. We appreciate you continuing to treat your local businesses and their staff with respect and kindness. We acknowledge that as a result of these issues some businesses will have paused their participation in the program and we understand that decision.
- We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that your experience of the scheme in the past 36 hours was not as smooth as it could have been. We are grateful for their patience as we have worked to resolve the issues and readily welcome any further feedback.

From:"Starick, Kate"

Sent:10/06/2021 12:01 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>

Subject:Talking Points - website issue - 10 June 9am

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

OFFICIAL

For your meeting this morning

Regards

Kate

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

SUBJECT: ChooseCBR website issues
ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- More than \$200,000 in vouchers have now been redeemed since voucher redemptions started yesterday on ChooseCBR. The popularity of the program has far exceeded our expectations. At this rate we are on track to exceed the entire trial amount within 48 hours.
- Vouchers are being redeemed this morning.
- We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers.
- We took the system offline late last night to carry out more work overnight to improve the site's reliability. Steps taken include:
 - We were able to diagnose some bottlenecks in the IT infrastructure that were contributing to the issues experienced yesterday.
 - We have further increased capacity for the database server. It is important to note that we did significantly increase server capacity in readiness for the rollout, however it is now apparent it was not enough. We have now gone even further to meet the significant demand.
 - We have reduced how often the spend counter is refreshed now to every 5 minutes. The counter was refreshing in real time and we believe this was causing the site to slow down.
 - You might have also noticed the map has moved from the discover page to a separate page. This has also reduced load on the system.
- We will continue today to monitor the system very closely today.
- We acknowledge the frustration and disappointment that some businesses and customers experienced yesterday.

- We know businesses in particular have really embraced the program and have been preparing for it for some weeks and rightly feel let down. For that we sincerely apologise. We are grateful for their patience as we have worked to resolve the issues.

Q&As

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

No, the \$2 million is the amount available. This is currently being fixed. It's likely this is a by-product of measures taken overnight to reduce the server.

Can you guarantee the site won't crash again?

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

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

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

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

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

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

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

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

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

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

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

- We will be happy to honour any vouchers that businesses accepted yesterday from customers that they were unable to login to the website to redeem.
- We would ask those businesses to contact us either through Access Canberra or our online form, with the codes of the vouchers they redeemed and associated information, and we will ensure those vouchers are redeemed.
- Businesses will be asked to hang onto receipts to ensure we can honour the vouchers as quickly as possible.

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

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

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

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

What did you do to inform businesses of the issues?

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

Action officer: **Karen Stewart-Moore**

Cleared by: Kate Starick

Date: 9 June 2021

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

Sent:10/06/2021 2:10 AM

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

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

Subject:Talking Points - website issue - 10 June 9am NA TC

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

OFFICIAL

Hi Nick

Updated TPs.

Noting phone number and transaction number.

Thanks

karen



TALKING POINTS

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

SUBJECT: ChooseCBR website issues
ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- More than \$200,000 in vouchers have now been redeemed since ChooseCBR voucher redemptions started yesterday. ~~This equated to more than 4,000 transactions noting the \$50 voucher was the most used.~~ [for verification]
- The popularity of the program has far exceeded our expectations. At this rate, the total amount that was claimed during the trial (around \$310,000) will be claimed within 48 hours.
- Vouchers are continuing to be readily redeemed this morning. Businesses and customers are reporting that transactions are working smoothly.
- We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers.
- Working with our vendor partner we took the system offline late last night to carry out more work to improve the site's performance. Steps taken include:
 - Our vendor partner was able to tap into the expertise of the server provider Amazon Web Services to assist in diagnosing some bottlenecks in the IT infrastructure that were contributing to the issues experienced yesterday.
 - Further increasing capacity for the database server. It is important to note that we did significantly increase server capacity in readiness for the rollout, however it is now apparent it was not enough. We have now gone even further to meet the significant demand.
 - Reducing how often the spend counter is refreshed now to every 5 minutes. The counter had been refreshing in real time and, together with the very high volume of transactions, we believe this was causing the site to slow down.
 - Loading the map on one page rather than two. This has also reduced load on the system.

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

Q&As

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

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

Can you guarantee the site won't crash again?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

What did you do to inform businesses of the issues?

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

Action officer: Karen Stewart-Moore

Cleared by: Kate Starick

Date: 9 June 2021

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

Sent:10/06/2021 12:40 AM

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

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

Subject:Talking Points - website issue - 10 June 9am

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

OFFICIAL

Hi Nick

As discussed – have highlighted the question for your clarification.

Note we are discussing with Bettina re AWS involvement.

Any issues please let me know. We will begin drafting the EDM off the back of this.

These will also be used for responding to social media.

Thank you

Karen

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

SUBJECT: ChooseCBR website issues
ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

- Businesses and customers have embraced the ChooseCBR program wholeheartedly and are supporting local business in huge numbers by redeeming their vouchers.
- More than \$200,000 in vouchers have now been redeemed since voucher redemptions started yesterday on ChooseCBR. The popularity of the program has far exceeded our expectations. At this rate we are on track to exceed the entire trial amount within 48 hours.
- Vouchers are being redeemed this morning.
- We sincerely regret the intermittent technical issues experienced yesterday on the ChooseCBR website which made it difficult for some customers and businesses to use the vouchers.
- We took the system offline late last night to carry out more work overnight to improve the site's reliability. Steps taken include:
 - Tapping into the expertise of the server provider Amazon Web Services. We were able to diagnose some bottlenecks in the IT infrastructure that were contributing to the issues experienced yesterday.
 - We have further increased capacity for the database server. It is important to note that we did significantly increase server capacity in readiness for the rollout, however it is now apparent it was not enough. We have now gone even further to meet the significant demand.
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- We know businesses in particular have really embraced the program and have been preparing for it for some weeks and rightly feel let down. For that we sincerely apologise. We are grateful for their patience as we have worked to resolve the issues.

Q&As

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

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

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

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- Businesses need to keep records of the transaction for audit purposes. These must show the total sale value, the value of the ChooseCBR discount applied and the date of transaction.

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

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

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

- We will be happy to honour any vouchers that businesses accepted yesterday from customers that they were unable to login to the website to redeem.
- Please contact us via the online form [hyperlink – note this is on the Access CBR website] or via Access Canberra via 13 22 81 with the voucher codes of any that you have not yet been able to redeem because they have since been claimed by a customer elsewhere can contact us via Access Canberra or our online form, to find a solution to see the business reimbursed.
- Businesses will be asked to hang onto receipts to ensure we can honour the vouchers as quickly as possible.

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

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

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

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

What did you do to inform businesses of the issues?

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

Action officer: **Karen Stewart-Moore**

Cleared by: Kate Starick

Date: 9 June 2021
