

From: "Tuan Nguyen" <tuan@brainiumlabs.com.au>

Sent: 10/06/2021 4:49 PM

To: "2.2(a)(ii)" <[REDACTED]@amazon.com>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>

Subject: Re: ACT Gov/Brainium/AWS

Attachments: Voucher tables.pdf

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Hi all,

We'll already begun work on optimising the code as discussed as we need to do this regardless of whether or not we through more hardware at it, read replicas etc and is 100% achievable by tonight.

The queries relating to the creation, validation and redeeming of vouchers are relatively heavy at the moment (given the amount of website traffic) and we're confident we can increase the performance of these by at least 5 fold by:

1. Removing the query abstraction (Drupal entity query language) and writing direct SQL queries and hardcoding certain variables instead of looking them up in separate tables (reducing joins) i.e. trimming the fat and increasing speed
2. Vouchers are stored in one table at the moment, which is being queried and written to at great speed causing a "queue" to form. We'll alleviate this by creating a separate database table to store indexed voucher codes only i.e. voucher code lookup table - this wouldn't be any different if the table was sitting in a read replica database and also requires less code changes / less risk.
3. Change the user registration functions to look up the voucher code lookup table when creating vouchers. This will free up the actual voucher table to the function that redeems a voucher.

Please see diagram attached. the Excuse roughness.

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, 10 Jun 2021 at 14:59, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:

Microsoft Teams meeting

Join on your computer or mobile app

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[+1 213-336-0340,349849323#](#) United States, Los Angeles

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From: "Tuan Nguyen" <2.2@brainiumlabs.com.au>
Sent: 09/06/2021 7:17 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.cmtedd.act.gov.au

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From: "Saunders, Joe" <Joe.Saunders@act.gov.au>
Sent: 18/06/2021 2:50 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: RE: As requested

Many thanks.

Hope you get time to spend a voucher or two...

From: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Sent: Friday, 18 June 2021 12:28 PM
To: Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: As requested

OFFICIAL

| | |
|----|--|
| 1 | Daily Market City & Gungahlin |
| 2 | Hualong Supermarket |
| 3 | Deji Asian Supermarket |
| 4 | Chemist Warehouse Belconnen Markets- Ibbott lane |
| 5 | Gungahlin & Jamison Plaza Travel Associates |
| 6 | Mani asian supermarket |
| 7 | CHILADA/ VR Canberra |
| 8 | Panda fresh mart |
| 9 | Fresco Seafood |
| 10 | Mega Convenience Store |
| 11 | Oscar's Bakery Cafe |
| 12 | LOST RIVER MEAT |
| 13 | Oriental Groceries |
| 14 | TAK KEE ROAST INN |
| 15 | SAIGON ASIAN FOOD, RETAIL & WHOLESALE |
| 16 | MK Butcher |
| 17 | Weston asian grocery |
| 18 | Little Sprout |
| 19 | YumchaCBD |
| 20 | National Zoo & Aquarium |

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

Sent: 10/06/2021 1:57 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: Business and consumer edms for 7 day pause

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

Hi – cleared EDM with our changes attached; the highlighted line needs a date. Minister happy with next Friday morning for that.

Thanks

Joe

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

Sent: Thursday, 10 June 2021 11:31 PM

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

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

Subject: Business and consumer edms for 7 day pause

OFFICIAL

Hi Nick and Joe

Draft EDMs for your review.

Thanks

Karen

7 Day pause

BUSINESS

ChooseCBR paused for ~~at least a further~~ 7 days

Dear valued ChooseCBR business

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

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

Unfortunately, we have not ~~yet~~ been able to fully resolve the issues ~~yet~~, ~~and~~ ~~o~~Out of an abundance of caution ~~—~~ and so as to not cause further disruption and uncertainty ~~—~~, we have made the difficult decision to pause the program for a ~~further~~ ~~least~~ seven 7 days.

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

~~Any businesses that have~~ if you have accepted vouchers but have been unable to redeem them online, you can ~~can have them reimbursed by~~ submitting the voucher codes via this online form. Please retain receipts for these transactions.

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

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

We anticipate the vouchers will be back online on XYZ and we will advise you ahead of time.

Sincerely

The ChooseCBR Team

CONSUMER

ChooseCBR paused for ~~at least a further~~ 7 days

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

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

Unfortunately, we have not yet been able to fully resolve the issues ~~yet~~, ~~and~~ ~~o~~Out of an abundance of caution ~~—~~ and ~~we don't so as to not~~ cause further disruption and uncertainty ~~—~~, we have made the difficult decision to pause the program for ~~at least a further~~ seven 7 days.

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

We anticipate the vouchers will be back online on XYZ and we will advise you ahead of time.

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

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

Sincerely

The ChooseCBR Team

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 10/06/2021 4:59 AM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject: RE: Business and consumer edms for 7am pause.
Attachments: Business and consumer edms for 7am pause - tc.docx

Cleared as attached

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 2:49 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: Business and consumer edms for 7am pause.

OFFICIAL

For clearance
Thanks
Karen

BUSINESS

ChooseCBR suspended until 7am Friday

Dear valued ChooseCBR business

As you are aware, 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 is being 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 are asking customers to please treat our local businesses with respect and kindness.

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

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

Sincerely

The ChooseCBR Team

CONSUMER

ChooseCBR suspended until 7am Friday

Dear ChooseCBR customer

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

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

From:"Brennan, Bernadette" <Bernadette.Brennan@act.gov.au>

Sent:17/06/2021 5:30 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

Attachments:ChooseCBR is coming back tomorrow, Friday 18 June - Preview

OFFICIAL

Thanks Nick.

Business EDM has been sent. Customer EDM preview attached for your ok.

Bernie

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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17 June 2021



ChooseCBR is coming back tomorrow, Friday 18 June

Dear ChooseCBR customer

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

Over the past seven days we have been able to make improvements to the system's ability to deal with the high volume of customer and business activity.

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

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

Thank you for your ongoing support for local Canberra businesses.

Sincerely

The ChooseCBR Team



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ACT Government GPO Box 158, Canberra ACT 2601
Produced by: Chief Minister, Treasury and Economic Development Directorate

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

Sent: 17/06/2021 5:37 AM

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>

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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

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Importance: High

Hi Bernie

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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.**

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

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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

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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



From:"Stewart-Moore, Karen"

Sent:17/06/2021 5:39 AM

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 – yes confirming update with wording from the customer EDM. Will get that happening now.

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>

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Bernadette Brennan

Director, Content - web

Ph: 0423 500 563

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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



ACT
Government

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

Sent: 17/06/2021 6:00 AM

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

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

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Sent: Thursday, 17 June 2021 3:58 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

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



The banner features a red background. On the left, a white card-like graphic displays the text "Choose CBR" in large, bold, red letters, with "digital vouchers" in smaller red text below it. To the right of the card is a square 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 in white, followed by the ACT Government logo, which includes a circular emblem with a map of the ACT and the text "ACT Government" to its right.

From: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 16/06/2021 3:39 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: RE: Change made as discussed

Thanks, Morgan

From: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Sent: Wednesday, 16 June 2021 1:26 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Subject: Change made as discussed

OFFICIAL

Hi there

"If you're a business and have an enquiry relating to ChooseCBR, please call Access Canberra on 13 22 81 or contact us via the [online form](#)."

Has been added to the homepage under the maintenance message.

Cheers
M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy
Phone: +61 2 6205 0931 | Email: morgan.campbell@act.gov.au
Economic Development | Chief Minister, Treasury and Economic Development Directorate | ACT Government
Constitution Place, 220 London Circuit, Canberra | GPO Box 158 Canberra ACT 2601 | www.cmtedd.act.gov.au

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

Sent: 10/06/2021 6:30 AM

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

Subject: RE: CHEYNE - ChooseCBR pause

Attachments: CHEYNE - ChooseCBR pause - tc.docx

Cleared as attached

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

Sent: Thursday, 10 June 2021 4:25 PM

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

Subject: FW: CHEYNE - ChooseCBR pause

OFFICIAL

Statement.

Thanks

karen

Tara Cheyne MLA

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

Member for Ginninderra

10 June 2021

ChooseCBR to be offline until 7am Friday

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

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

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

“At this rate, the total amount that was claimed during the trial has nearly been reached less than two days in.

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

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

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

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

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

Statement ends

Media contact/s:

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

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

+61 2 6205 0100

cheyne@act.gov.au

@In_The_Taratory

taraforginninderra

in_the_taratory

From:"Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent:10/06/2021 6:26 AM
To:"Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Subject:RE: CHEYNE - ChooseCBR pause

Thanks, Karen!

From: Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Sent: Thursday, 10 June 2021 4:25 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Vujanic, Ana <Ana.Vujanic@act.gov.au>
Subject: FW: CHEYNE - ChooseCBR pause

OFFICIAL

Statement.

Thanks
karen

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

Sent: 17/06/2021 1:55 AM

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

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

Subject: RE: ChoosaeCBR UAT accounts

OFFICIAL

Ok great – lets hide the field for merchants and leave it to admins. Also, when editing business details, merchants can see the revision information field. Has that always been the case? I think it can probably be hidden?

I just replicated on one of the few (possibly last) merchant account with data still in it.

When logged in as a merchant, steps we followed are:

1. Select edit business details
2. Un-select "active" against Q "Whether this profile is active"
3. Save
4. Confirm listing deactivated on directory
5. Select edit business details again
6. [All fields appear blank]



The good news is that the field appear populated when as admin – so the data is there – just not visible for the merchant.

Cheers, Max

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

Sent: Thursday, 17 June 2021 11:41 AM

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

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

Subject: Re: ChoosaeCBR UAT accounts

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– existing fields populated and button un-selected). If this is looking like a tricky diagnosis/fix, then we're happy for the active/inactive button to be hidden for the time being.

Hi Max,

We've been able to replicate this... it may have been a bug that was always there. Hiding that field would be the quickest fix. System admins can still de-activate / activate as required.

Please confirm?

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 Thu, 17 Jun 2021 at 11:00, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Hi Tuan

Thanks for this. Critical features all look good – but have identified one issues with editing business details. We were able to hide a business listing without issue, but reactivating threw a strange result when attempting to make the account active again (tested on iphone safari and desktop chrome). When we selected “edit business details” again, the all fields were blank, but the business active button was selected (should be the reverse, I think – existing fields populated and button un-selected). If this is looking like a tricky diagnosis/fix, then we're happy for the active/inactive button to be hidden for the time being.

If businesses want to opt out/back in I think we could do it by blocking/unblocking the account? Happy to discuss if there's a better workaround.

Also, any chance we could get an admin account for the test environment? Just in case we need to make more users etc.

Cheers

Max

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

Sent: Thursday, 17 June 2021 8:47 AM

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

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

Subject: ChoosaeCBR UAT accounts

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Hi team,

Test account details as below.

Password for all accounts is [2.2\(a\)\(ii\)](#)

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

Customer accounts:

test1@choosecbr.act.gov.au

test2@choosecbr.act.gov.au

test3@choosecbr.act.gov.au

test4@choosecbr.act.gov.au

test5@choosecbr.act.gov.au

test6@choosecbr.act.gov.au

test7@choosecbr.act.gov.au

test8@choosecbr.act.gov.au

test9@choosecbr.act.gov.au

test10@choosecbr.act.gov.au

Merchant accounts.

testmerchant1@choosecbr.act.gov.au

testmerchant2@choosecbr.act.gov.au

testmerchant3@choosecbr.act.gov.au

testmerchant4@choosecbr.act.gov.au

testmerchant5@choosecbr.act.gov.au

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)

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

Sent: 17/06/2021 1:30 AM

To: "Tuan Nguyen" <tuan@brainiumlabs.com.au>; "Campbell, Morgan" <Morgan.Campbell@act.gov.au>

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

<Bettina.Konti@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>

Subject: RE: ChoosaeCBR UAT accounts

OFFICIAL

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If businesses want to opt out/back in I think we could do it by blocking/unblocking the account? Happy to discuss if there’s a better workaround.

Also, any chance we could get an admin account for the test environment? Just in case we need to make more users etc.

Cheers

Max

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

Sent: Thursday, 17 June 2021 8:47 AM

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

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

Subject: ChoosaeCBR UAT accounts

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test2@choosecbr.act.gov.au

test3@choosecbr.act.gov.au

test4@choosecbr.act.gov.au

test5@choosecbr.act.gov.au

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Merchant accounts.

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testmerchant5@choosecbr.act.gov.au

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

Sent:17/06/2021 11:49 AM

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

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

Subject:Re: ChoosaeCBR UAT accounts

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Hi Max,

Have hidden that field now - please check. The reason it shows blank after deactivation is that merchants don't have access to inactive profiles anymore - use case: we wouldn't want them adding themselves back in if the admin deactivated them.

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 11:25, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Ok great – lets hide the field for merchants and leave it to admins. Also, when editing business details, merchants can see the revision information field. Has that always been the case? I think it can probably be hidden?

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4. Confirm listing deactivated on directory
5. Select edit business details again
6. [All fields appear blank]

Business details

The good news is that the field appear populated when as admin – so the data is there – just not visible for the merchant.

Cheers, Max

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Please confirm?

Kind regards,

Tuan.

—
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Website: www.brainiumlabs.com.au

Email me: 22@brainiumlabs.com.au

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Cheers
Max

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To: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Cc: Murdoch, Max <Max.Murdoch@act.gov.au>
Subject: ChoosaeCBR UAT accounts

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Hi team,

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test6@choosecbr.act.gov.au
test7@choosecbr.act.gov.au
test8@choosecbr.act.gov.au
test9@choosecbr.act.gov.au
test10@choosecbr.act.gov.au

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testmerchant5@choosecbr.act.gov.au

Kind regards,

Tuan.

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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

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From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 17/06/2021 11:11 AM
To: "Murdoch, Max" <Max.Murdoch@act.gov.au>
Subject: Re: ChoosaeCBR UAT accounts

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

All good, safe to assume all our brains are fried.

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 11:08, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Oh oops. Sorry yep of course my current one will work. Last night we'd started preparing for the test environment and my brain didn't adjust. Apols!

From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au >
Sent: Thursday, 17 June 2021 11:34 AM
To: Murdoch, Max <Max.Murdoch@act.gov.au>
Subject: Re: ChoosaeCBR UAT accounts

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

Will have a look at that issue.

Admin account - you mean on this one? <https://choosecbr.act.gov.au/>

Or <https://choosecbr.test.brainiumlabs.com.au/> ?

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

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If businesses want to opt out/back in I think we could do it by blocking/unblocking the account? Happy to discuss if there’s a better workaround.

Also, any chance we could get an admin account for the test environment? Just in case we need to make more users etc.

Cheers
Max

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

Sent: Thursday, 17 June 2021 8:47 AM

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

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

Subject: ChoosaeCBR UAT accounts

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

Hi team,

Test account details as below.

Password for all accounts is [2.2\(a\)\(ii\)](#)

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

Customer accounts:

test1@choosecbr.act.gov.au

test2@choosecbr.act.gov.au

test3@choosecbr.act.gov.au

test4@choosecbr.act.gov.au

test5@choosecbr.act.gov.au

test6@choosecbr.act.gov.au

test7@choosecbr.act.gov.au

test8@choosecbr.act.gov.au

test9@choosecbr.act.gov.au

test10@choosecbr.act.gov.au

Merchant accounts.

testmerchant1@choosecbr.act.gov.au

testmerchant2@choosecbr.act.gov.au

testmerchant3@choosecbr.act.gov.au

testmerchant4@choosecbr.act.gov.au

testmerchant5@choosecbr.act.gov.au

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: 16/06/2021 3:16 PM

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

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

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: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Sent: 09/06/2021 11:14 AM
To: "Starick, Kate" <Kate.Starick@act.gov.au>
Cc: "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: ChooseCBR - audit update

Hi Kate

Thanks for this. Given the initial response of some businesses and the need for assurance of integrity, would like to emphasise the need for receipts or other interim evidence to be provided tomorrow.

Nick

From: Starick, Kate <Kate.Starick@act.gov.au>
Sent: Wednesday, 9 June 2021 7:54 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: FW: ChooseCBR - audit update

OFFICIAL

Nick
Please see advice regarding the audit today. The businesses identified had transacted the highest values of vouchers. This brought these businesses to our attention, hence the request for evidence. This does not equate to activity that does not comply with the Terms and Conditions.

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



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: Murdoch, Max <Max.Murdoch@act.gov.au>
Sent: Wednesday, 9 June 2021 7:25 PM
To: Starick, Kate <Kate.Starick@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>
Subject: ChooseCBR - audit update

OFFICIAL

Hi Kate

The timing of today's audit activity was prompted by the fast and early expenditure this morning. We pulled a list of redeemed vouchers at 9:45. At this time, 729 vouchers had been redeemed, totalling \$28,000.

We targeted businesses that had redeemed the highest value of vouchers by this time. Of the 82 businesses had redeemed vouchers, and we selected the top six. Together, these top six businesses had redeemed \$10,000 worth of vouchers (n=238), which is 35% of the total spend at that time.

As with the trial, we have taken the approach to request a sample of transactions, rather than every transaction at the business. We asked each business for 10 transactions.

Each of these businesses were contacted via phone and email. They have agreed to provide the required documents, though some have advised they wish to provide bank logs as evidence. The merchants have requested these from their banks, but have advised it may take a day or two to come through. We have asked for whatever evidence they can provide in the interim, and asked that they send through the logs when available.

Tomorrow we'll review the audit responses. We'll also review updated transaction data and continue with spot auditing of additional businesses.

Let me know if any questions or issues.

Thanks

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

From: "Starick, Kate"
Sent: 09/06/2021 11:23 AM
To: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Cc: "Saunders, Joe" <Joe.Saunders@act.gov.au>
Subject: RE: ChooseCBR - audit update

OFFICIAL

Noted with thanks
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



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From: Argy, Nicholas <Nicholas.Argy@act.gov.au>
Sent: Wednesday, 9 June 2021 9:15 PM
To: Starick, Kate <Kate.Starick@act.gov.au>
Cc: Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: RE: ChooseCBR - audit update

Hi Kate

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From: Starick, Kate <Kate.Starick@act.gov.au>
Sent: Wednesday, 9 June 2021 7:54 PM
To: Argy, Nicholas <Nicholas.Argy@act.gov.au>; Saunders, Joe <Joe.Saunders@act.gov.au>
Subject: FW: ChooseCBR - audit update

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Happy to discuss

Regards
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Kate Starick | Executive Group Manager
Economic Development

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

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

Sent: Wednesday, 9 June 2021 7:25 PM

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

Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>; Priest, Jenny <jenny.priest@act.gov.au>

Subject: ChooseCBR - audit update

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Let me know if any questions or issues.

Thanks
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

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

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



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

From: "Saunders, Joe" <Joe.Saunders@act.gov.au>
Sent: 10/06/2021 1:24 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: RE: ChooseCBR - next steps

Great, thanks

From: Arthy, Kareena <Kareena.Arthy@act.gov.au>
Sent: Thursday, 10 June 2021 11:24 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

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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.

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Thanks
Joe

Joe Saunders
Chief of Staff | Office of Tara Cheyne MLA

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

02 6205 2798 0410 529 737



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

From: "Vujanic, Ana" <Ana.Vujanic@act.gov.au>
Sent: 10/06/2021 8:16 PM
To: "Konti, Bettina" <Bettina.Konti@act.gov.au>
Cc: "Argy, Nicholas" <Nicholas.Argy@act.gov.au>; "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>; "Saunders, Joe" <Joe.Saunders@act.gov.au>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>
Subject: RE: ChooseCBR - Radio tomorrow morning
Importance: High

Morning Bettina,

I've confirmed you'll be on radio this morning with Lish at 7:10 – call 2.2(a)(ii)

Please call the number a few minutes before.

If there are any issues, don't hesitate to call me.

Cheers,

Ana

From: Saunders, Joe <Joe.Saunders@act.gov.au>
Sent: Thursday, 10 June 2021 11:36 PM
To: Arthy, Kareena <Kareena.Arthy@act.gov.au>; Konti, Bettina <Bettina.Konti@act.gov.au>
Cc: Vujanic, Ana <Ana.Vujanic@act.gov.au>; Argy, Nicholas <Nicholas.Argy@act.gov.au>; Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au>
Subject: ChooseCBR - Radio tomorrow morning

Hi Bettina and Kareena

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

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

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

Many thanks

Joe Saunders
Chief of Staff | Office of Tara Cheyne MLA

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

02 6205 2798 0410 529 737



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

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

OFFICIAL

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

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

RESPONSE:

There have been 767 businesses and more than 77,000 customers registered for ChooseCBR. Vouchers were able to be redeemed while the site was up, even though there were intermittent technical difficulties. Over Wednesday and Thursday there were 10,654 vouchers redeemed from 553 businesses to a total value of \$389,950. While the number of vouchers redeemed at each business will vary, this averages to about 19 vouchers redeemed per business over the two days. The most popular voucher value was \$50.

ENDS

BACKGROUND (NOT FOR DISTRIBUTION):

Additional Questions and information that has been asked

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

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

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

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

**by voucher value*

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

How many businesses have withdrawn?

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

Internal only - Additional administration costs.

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

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

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

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"

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: 12/06/2021 2:09 AM

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

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Thanks as always

Joe Saunders
Chief of Staff
Office of Minister Cheyne

From:"Starick, Kate"

Sent:12/06/2021 12:50 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>

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Chief of Staff

Office of Minister Cheyne

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 Vouchers Redeemed | 10,654 | 2,977 | 27% |
| Total amount redeemed | \$389,950 | \$119,330 | 30% |
| Average Voucher Value | \$36.60 | \$40.08 | |

| | | | |
|-------------------|----------------|---------------|-----|
| Transaction Value | \$1,028,238.19 | \$270,692.13* | 26% |
|-------------------|----------------|---------------|-----|

**by voucher value*

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

How many businesses have withdrawn?

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

Internal only - *Additional administration costs.*

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

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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

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Office of Minister Cheyne

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

Sent: 14/06/2021 10:53 PM

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

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



From: 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>
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OFFICIAL

Hi Joe

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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](#)

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

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02 6205 2798 0410 529 737



**Choose
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digital vouchers

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



choosecbr.act.gov.au



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A promotional banner for Choose CBR digital vouchers. The banner has a red background. On the left, there is a white graphic of a digital voucher with the text "Choose CBR" in large red letters and "digital vouchers" in smaller red letters below it. To the right of the voucher is a QR code. Further right, the text "Enjoy more when you shop local with ChooseCBR" is written in white. At the bottom right, there is a small logo for ACT Government and the website address "choosecbr.act.gov.au".

From: "Arthy, Kareena" <Kareena.Arthy@act.gov.au>
Sent: 14/06/2021 5:42 AM
To: "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: Re: ChooseCBR - Updated figures and website progress

Thank you

From: Starick, Kate <Kate.Starick@act.gov.au>
Sent: Monday, June 14, 2021 3:27:35 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>
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choosecbr.act.gov.au



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From: "Konti, Bettina" <Bettina.Konti@act.gov.au>
Sent: 16/06/2021 11:55 AM
To: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: RE: ChooseCBR - wording regarding voucher funding block

OFFICIAL

Thanks very much Tuan

Understood we'll try and work with this.

Bettina

From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au>
Sent: Wednesday, 16 June 2021 9:15 PM
To: Konti, Bettina <Bettina.Konti@act.gov.au>; Starick, Kate <Kate.Starick@act.gov.au>
Subject: ChooseCBR - wording regarding voucher funding block

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

Hi Bettina,

Summary of what happened:

We were trying to reduce the load on the system on the Wednesday night and one of the areas we identified as a quick fix was to make some adjustments to the funding block to speed up how it was calculated. Without proper testing obviously bugs were introduced. The caching mechanism we hastily implemented for storing the total value of vouchers did not perform well under load causing the strange numbers to appear.

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

Sent:10/06/2021 11:32 AM

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

Subject:Re: ChooseCBR #2

OFFICIAL

Thanks!

Get [Outlook for iOS](#)

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

Sent: Thursday, June 10, 2021 9:32:12 PM

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

Subject: ChooseCBR #2

OFFICIAL

Sorting out webex link now...

From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 11/06/2021 12:26 PM
To: "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: Re: Choose CBR ACT Gov/Brainium/AWS

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 Kate,

Is it possible to do 30 minutes later? I have to pick up my daughter from school today and can't arrange an alternative. Otherwise, I can join via phone but will be driving with listening in with my headphones on mute.

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, 11 Jun 2021 at 12:23, Starick, Kate <Kate.Starick@act.gov.au> wrote:

Hi

Am arranging this meeting following our discussion last night to update progress to date and further steps.

Thanks all.

Regards

Kate

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More ways to join:

Join from the meeting link

<https://actgov.webex.com/actgov/j.php?MTID=m4ae5b2abab8069ae9dcc152288e9be25>

Join by meeting number

Meeting number (access code):

4605

Meeting password:

Tap to join from a mobile device (attendees only)
[+61-2-9338-2221](tel:+61-2-9338-2221), [1656514605##](tel:+61-2-9053-7190) Australia Toll
[+61-2-9053-7190](tel:+61-2-9053-7190), [1656514605##](tel:+61-2-9053-7190) Australia Toll 2

Join by phone
[+61-2-9338-2221](tel:+61-2-9338-2221) Australia Toll
[+61-2-9053-7190](tel:+61-2-9053-7190) Australia Toll 2
[Global call-in numbers](#)

Join from a video system or application
Dial [1656514605](tel:+61-2-9338-2221)@actgov.webex.com
You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business
Dial [1656514605](tel:+61-2-9338-2221).actgov@lync.webex.com

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

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recipient,
please notify
the sender and
delete all
copies of this
transmission
along with
any
attachments

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

Sent: 15/06/2021 5:03 PM

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

Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Bray, Daniel" <Daniel.Bray@act.gov.au>; "Tankard, Greg" <Greg.Tankard@act.gov.au>; "Bensley, Nelson" <Nelson.Bensley@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>; "Priest, Jenny" <jenny.priest@act.gov.au>; "Murdoch, Max" <Max.Murdoch@act.gov.au>; "2.2(a)(ii)" <2.2(a)(ii)@amazon.com>

2.2(a)(ii)

>; "Arthy, Kareena" <Kareena.Arthy@act.gov.au>

Subject: Re: ChooseCBR ACT Gov/Brainium/AWS

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,

Plan B brief summary: use a separate table for voucher code lookups, reducing the size and complexity of queries whilst also reducing the amount of data to be sifted through.

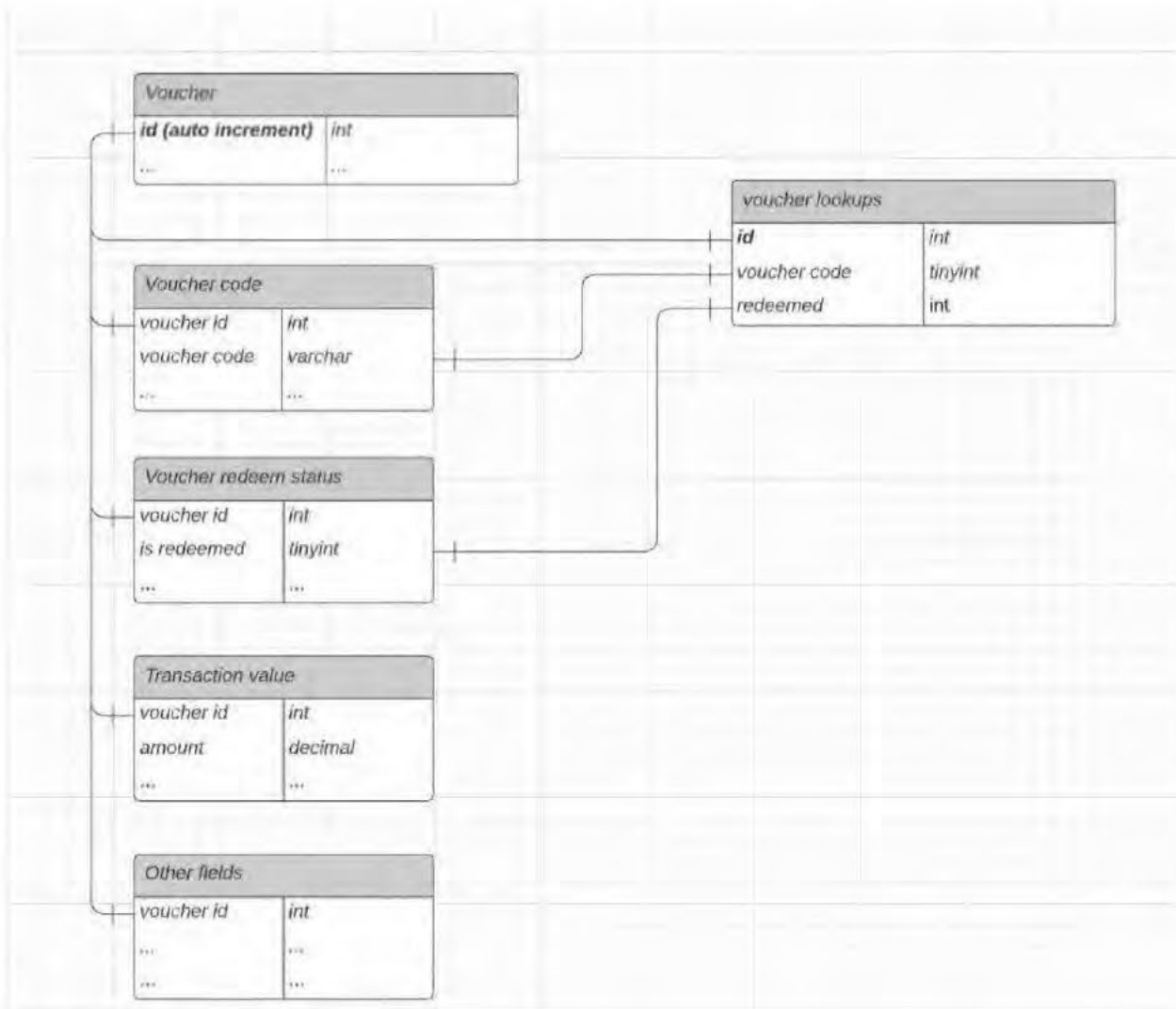
Longer description:

Details on each voucher is split into multiple tables. Each of these tables has a row for every voucher. The current query to lookup if a voucher a) exists and b) is redeemable must scan through several tables and over a million records in total.

We created a table to store **just** voucher codes "voucher lookups". This table is what sped up account creation dramatically. We are adding two additional columns to this to store the voucher id and the redeem status. The voucher id and voucher code columns are populated when a voucher is initially created. The redeemed column is updated when a voucher is redeemed.

When redeeming and validating a voucher, we will only look up the "voucher lookups" table, rather than three separate ones. The voucher lookup table also only has 3 columns. We will also investigate the performance benefit of moving this particular query into the slave database we have configured (secondary database server), further isolating this query from the rest of the systems activities.

Plan A was to move all the tables you see in the left side of the diagram into the primary "voucher table". This is a lot more complicated and risky, whereas Plan doesn't involve making any dramatic changes to the existing architecture.



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, 11 Jun 2021 at 13:14, Starick, Kate <Kate.Starick@act.gov.au> wrote:

Hi

Am arranging this meeting following our discussion last night to update progress to date and further steps.

Thanks all.

Regards

Kate

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More ways to join:

Join from the meeting link

<https://actgov.webex.com/actgov/j.php?MTID=m4ae5b2abab8069ae9dcc152288e9be25>

Join by meeting number

Meeting number (access code):

4605

Meeting password:

Tap to join from a mobile device (attendees only)

[+61-2-9338-2221,1656514605##](tel:+61-2-9338-2221,1656514605##) Australia Toll

[+61-2-9053-7190,1656514605##](tel:+61-2-9053-7190,1656514605##) Australia Toll 2

Join by phone

+61-2-9338-2221 Australia Toll

+61-2-9053-7190 Australia Toll 2

[Global call-in numbers](#)

Join from a video system or application

Dial [1656514605@actgov.webex.com](tel:1656514605)

You can also dial 210.4.202.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [1656514605.actgov@lync.webex.com](tel:1656514605.actgov@lync.webex.com)

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From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 09/06/2021 8:56 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Murdoch, Max" <Max.Murdoch@act.gov.au>
Subject: Re: ChooseCBR Information for Customers Homepage Link

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.

Weird, thought we had double checked that. Have updated it 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 Wed, 9 Jun 2021 at 08:41, Campbell, Morgan <Morgan.Campbell@act.gov.au> wrote:
OFFICIAL

Hi Tuan

First one for the day!

Link to <https://www.choosecbr.act.gov.au/about-choosecbr-information-customers> from homepage appears to be down.

Can navigate to page from links on other areas of site.

Could you please resolve?

Cheers

M

Morgan Campbell | Senior Director, Economic Recovery and Strategic Policy

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

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From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 18/06/2021 5:30 PM
To: "Murdoch, Max" <Max.Murdoch@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: Re: ChooseCBR merchant export

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Have fixed that now - it'll export the whole lot.

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 17:21, Murdoch, Max <Max.Murdoch@act.gov.au> wrote:

OFFICIAL

Hi Tuan

Trying to pull together a list of merchant phone numbers to push out a text tomorrow - I thought the best way to do it would be from the PowerBI extract. Looks like we're only getting a few lines. See attached.

Any ideas why? Or any suggestions for how to get a list of merchant phone numbers and emails?

Cheers
Max

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From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 14/06/2021 9:50 PM
To: "Starick, Kate" <Kate.Starick@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: Re: ChooseCBR update.

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Hi Kate,

Actions since Friday:

- Worked with AWS support over the weekend to setup some fairly accurate tests for end user behavior i.e. users registering and merchants redeeming. 2.2(a)(ii) from AWS has written a test plan document.
- 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 scheduled for 8am Tuesday AEST
- Identified some further improvements to the database tables structure (combing tables to reduce lookups), this will be a fair amount of refactoring we need to do here so 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 Wednesday evening.

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 Mon, 14 Jun 2021 at 12:57, Starick, Kate <Kate.Starick@act.gov.au> wrote:

OFFICIAL

Hi Tuan

Would you be able to send through an update we can pass on to the Minister re progress please? Will need list of issues, actions and plans for tomorrow please. Thank you. They'll need this evening if possible.
Thanks Kate

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From: "Starick, Kate"
Sent: 14/06/2021 9:02 PM
To: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: Re: ChooseCBR update.

Hi Tuan thank you for this update

[Get Outlook for iOS](#)

From: Tuan Nguyen <2.2(a)@brainiumlabs.com.au>
Sent: Monday, June 14, 2021 10:20:51 PM
To: Starick, Kate <Kate.Starick@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Subject: Re: ChooseCBR 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.

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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 Mon, 14 Jun 2021 at 12:57, Starick, Kate <Kate.Starick@act.gov.au> wrote:

OFFICIAL

Hi Tuan

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From: "Johnston, ClaireV" <ClaireV.Johnston@act.gov.au>
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: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 18/06/2021 8:18 PM
To: "Stewart-Moore, Karen" <Karen.Stewart-Moore@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Subject: Re: customer FAQ for website

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Hi Karen,

This has been added as the first question: <https://choosecbr.act.gov.au/about-choosecbr-information-customers>

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 19:18, Stewart-Moore, Karen <Karen.Stewart-Moore@act.gov.au > wrote:

OFFICIAL

Hi Tuan

If you think there is no risk to the system – could you add this FAQ for customers?

If there is any risk at all to doing this then please don't do.

What happens when the \$2million is spent?

As soon as the full \$2 million has been spent the system will close off and vouchers will no longer be redeemed. It's important you are aware this may happen quickly and you may not be able to redeem a voucher at the point of sale. Businesses will not be able to record your voucher to redeem later. It is important you consider this possibility when receiving goods or services.

Thanks

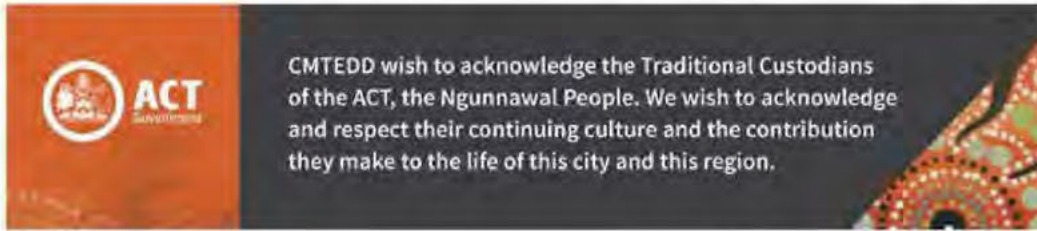
Karen

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



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

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From: "Saunders, Joe" <Joe.Saunders@act.gov.au>
Sent: 16/06/2021 12:48 AM
To: "CMTEDD, Economic Development DLO" <EcoDevDLO@act.gov.au>
Cc: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Argy, Nicholas" <Nicholas.Argy@act.gov.au>
Subject: RE: Daniel Bray 11:15 ChooseCBR

Hi KK

Sure thing, we'll add Daniel.

And yep, given space, I think if everyone other than Kareena, Kate and Karen webex in, that'd be good.

Joe

From: Kennedy, Karen <Karen.Kennedy@act.gov.au> **On Behalf Of** CMTEDD, Economic Development DLO
Sent: Wednesday, 16 June 2021 10:45 AM
To: Saunders, Joe <Joe.Saunders@act.gov.au>
Cc: Campbell, Morgan <Morgan.Campbell@act.gov.au>
Subject: Daniel Bray 11:15 ChooseCBR
Importance: High

OFFICIAL

Hi Joe and Nick,

Can Daniel Bray please be included in the ChooseCBR meeting and just wondering given how many people if you may want to do some attendees as webex?

Thanks
KK

Karen Kennedy | Directorate Liaison Officer - Economic Development
Office of the Chief Minister | Office of Minister Berry
Office of Minister Steel | Office of Minister Cheyne
6205 4643 | 0418 688 102 | EcoDevDLO@act.gov.au
ACT Legislative Assembly, 196 London Circuit Canberra City ACT 2601

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