

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

Sent: 10/06/2021 1:19 AM

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

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

<Morgan.Campbell@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>; "Priest, Jenny"

<jenny.priest@act.gov.au>

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

Attachments: Talking Points - website issue - 10 June 10am.docx, EDM re technical issues - 10 June.docx

OFFICIAL

Hi Nick

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

Happy to discuss.

Thanks

Karen

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

SUBJECT: ChooseCBR website issues
ISSUE: Website outage for ChooseCBR

KEY MESSAGES:

Talking Points

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

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

Q&As

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

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

Can you guarantee the site won't crash again?

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

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

What did you do to inform businesses of the issues?

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

Action officer: **Karen Stewart-Moore**

Cleared by: Kate Starick

Date: 9 June 2021

Business EDM

ChooseCBR back in business / ChooseCBR technical issues being resolved

Yesterday the ChooseCBR website experienced intermittent technical issues which made it difficult for some customers and businesses to use the vouchers.

We took the system offline late last night to carry out more work to improve the site's reliability.

The good news is, vouchers are being redeemed this morning and we will continue to monitor the system very closely today.

We acknowledge the frustration and disappointment that some businesses and customers experienced yesterday.

We know businesses have really embraced the program and have been preparing for it for some weeks and rightly feel let down. For that we sincerely apologise.

We are grateful for your patience as we have worked to resolve the issues.

Please see below some FAQs that might assist at this time.

Sincerely

The ChooseCBR Team

Can you guarantee the site won't crash again?

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

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

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

We did anticipate a high volume of traffic on the system and purchased increased capacity to meet higher demand. Our priority has been to stabilise the system and ensure its reliability.

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

We are monitoring the site very closely and the feedback we are getting from businesses to see how the site performs today.

If any businesses are still experiencing difficulties redeeming vouchers we would urge them to [contact us online](#) or call Access Canberra on 13 22 81.

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

We will be happy to honour any vouchers that businesses accepted yesterday from customers that they were unable to login to the website to redeem.

Please contact us via the [online form](#) or via Access Canberra via 13 22 81 with the voucher codes of any vouchers that you have not yet been able to redeem.

We ask that you keep receipts to ensure audit requirements can be met.

Have a question? Call us on 13 22 81.

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

Sent: 17/06/2021 12:58 AM

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

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

Subject: Timelines for the brief etc today

OFFICIAL

Hi Nick – just confirming how we expect today to pan out re providing material to the Minister

- We are planning to have the brief to the minister by noon to allow her time to read it and make a decision in time for us to finalise the EDM to business and other comms
 - As discussed, functional testing is underway and we will be providing a progress report only in this brief.
 - We will be asking the Minister to decide whether or not to go live tomorrow and to indicate when she would like it to go live for business and consumers.
- Karen has sent you the draft EDMs and we will continue to feed you as much comms material as possible, noting we may need to make changes depending on the decision made by the Minister.
- We are working on the talking points and note in a separate email that we are to supply them by 2pm today.
- We have also received the request for QTBs. We will be focussing on those tomorrow or over the weekend, noting that the content will be largely contained in the talking points.

If there are material changes, I will let you know. Also, please let me know if you require any changes to these times.

Cheers

Kareena

KAREENA ARTHY

Deputy Director-General, Economic Development

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

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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

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

Sent: 10/06/2021 5:00 PM

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

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

Subject: TPs QA ChooseCBR - 11 June - updated

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

OFFICIAL

Hi Joe and Nick

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

I've also slightly reordered the questions.

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

Thanks

Karen

Minister: Minister Tara Cheyne**Date:** 11 June 2021

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

Talking PointsKEY MESSAGES:

- ~~The ACT Government will pause the~~The ChooseCBR website program will be paused for a further seven days for maintenance until at least Friday 18 June after ongoing technical difficulties experienced by businesses and customers ~~since its launch on Wednesday yesterday.~~
- I know this news will be a huge disappointment to businesses who have been preparing for and promoting the program and customers who have wholeheartedly supported it.
- ~~Work has continued last night to try and resolve the issues, however it is now clear this will take longer than anticipated.~~
- It is out of an abundance of caution—and so as to not cause further disruption and uncertainty—we have made this difficult decision to pause the program for a further seven days.
- ~~Work has continued last night to try and resolve the issues, however it is now clear this will take longer than anticipated.~~
- ~~We are very conscious of the inconvenience and frustrations this has caused to both businesses and customers and despite our best efforts to fix the problems.~~
- ~~Work on the system will focus on the database to increase its ability to deal with the very high volume of customer and business activity simultaneously. While the system was built to do this, the popularity of the program and the large number of users accessing the system at any one time means the database is not coping.~~
- The ACT Government will work with businesses to ensure vouchers that they have honoured and not redeemed, are reimbursed.

- Any businesses that have accepted vouchers and have been unable to redeem them online can submit the voucher codes via this [online form](#). Please retain receipts for these transactions.
- We will also keep businesses updated as we work through the next week on the system.
- Unfortunately, as this is a digital voucher system, no customer vouchers should be accepted until Choose CBR is up and running again.
- ~~• We appreciate Canberrans continuing to support local business ~~wherever possible~~ and ~~appreciate your~~ thank the community for its patience. ~~whilst we get the program up and running again.~~~~
- ~~• We are not going back online until we are confident, so that you can be.~~



Question and Answer

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

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

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

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

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

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

Was the system tested before it went live?

- All reasonable tests were carried out on the system when the vouchers were deployed.
- Tests included a suite of functional testing including account registration, voucher redemption and feedback submission.
- Unfortunately, it has not been possible to fully simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.

- Part of last year's trial included testing for system performance. Based on an analysis of performance during the trial, significant additional server capacity was acquired to meet the expected higher demand during the full rollout.
- However, the issue that has resulted in the website being suspended for maintenance is a separate issue, related to volume that was not seen in the trial.
- Yesterday we were tracking towards 1 million page views.
 - A new page view occurs every time a person views a different part of the system.

Why did we choose this system?

- ChooseCBR was based on the My Darwin website which had been used successfully in Darwin and could be quickly adapted and rolled out to support businesses and encourage people to shop locally at a critical time during the economic recovery from COVID.
- When options for a discount voucher business support scheme were being explored, there were no comparable schemes being run in other states and territories. Though we know some were under development and were launched at around the same time, these schemes mostly targeted tourism and did not cover the breadth of businesses able to access the Choose CBR Scheme.
- The other option, to build a system from the ground up would have taken much longer, and cost more relative to the size of the program and at the time the priority was to support ACT businesses.

Will all vouchers be honoured?

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

How long will it take to reimburse businesses?

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

Will businesses be compensated for loss of business?

- We will be reimbursing any vouchers that were honoured by businesses.
- We are taking this action to ensure there is no further uncertainty for customers and businesses.
- We know businesses, in particular have really embraced the program and have been preparing for and promoting it for some weeks. We sincerely apologise that your experience of the scheme was not as smooth as it could have been.

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

- ~~It appears the issues being experienced are primarily due to the volume of activity on the site causing queries to the database.~~
- ~~There has been an overwhelming response to the Choose CBR program.~~
- ~~The data base supporting the program contains both business and consumer information which needs to be accessed each time a voucher is created or~~

~~redeemed. The large number of transactions has proven to be more than the current website can handle effectively.~~

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

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

When did you tell businesses the site was down?

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

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

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

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

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

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

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

~~Was the system tested before it went live?~~

- ~~• All reasonable tests were carried out on the site when the vouchers were deployed.~~
- ~~• Tests included a suite of functional testing including account registration, voucher redemption and feedback submission.~~
- ~~• Unfortunately it is not possible to fully simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.~~
- ~~• Part of last year's trial was for load testing. Based on an analysis of performance during the trial, significant additional server capacity was acquired to meet the expected higher demand during the full rollout.~~

- However, the issue that has resulted in the website being suspended for maintenance was a separate issue related to volume that was not seen in the trial.
- Yesterday we were tracking towards 1 million page views.
 - A new page view occurs every time a person views a different part of the website

Why did we choose this website?

- ChooseCBR was based on the My Darwin website which had been used successfully in Darwin and could be quickly adapted and rolled out to support businesses and encourage people to shop locally at a critical time during the economic recovery from COVID.
- When options for a discount voucher business support scheme were being explored, there were no comparable schemes being run in other states and territories. Though we know some were under development and were launched at around the same time, these schemes mostly targeted tourism and did not cover the breadth of businesses able to access the Choose CBR Scheme.
- The other option, to build a system from the ground up would have taken much longer, and cost more relative to the size of the program and at the time the priority was to support ACT businesses.

From:"Stewart-Moore, Karen"

Sent:10/06/2021 1:46 PM

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

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

Subject:TPs QA ChooseCBR (002)

Attachments:TPs QA ChooseCBR (002).docx

OFFICIAL

Sorry – this is the correct version.

Talking Points

- The ACT Government will pause the ChooseCBR website for maintenance until at least Friday 18 June after ongoing technical difficulties experienced by businesses and customers since its launch on Wednesday.
- I know this news will be a huge disappointment to businesses who have been preparing for the program and customers who have wholeheartedly supported it.
- Work has continued last night to try and resolve the issues, however it is now clear this will take longer than anticipated.
- We are very conscious of the inconvenience and frustrations this has caused to both businesses and customers and despite our best efforts to fix the problems.
- Work on the system will focus on the database to increase its ability to deal with the high volume of customer and business activity simultaneously. While the system was built to do this, the popularity of the program and the large number of users accessing the system at any one time means the database is not coping.
- The ACT Government will work with businesses to ensure vouchers that they have honoured and not redeemed, are reimbursed.
- Any businesses that have accepted vouchers but have been unable to redeem them online can submit the voucher codes via this [online form](#). Please retain receipts for these transactions.
- We will also keep businesses updated as we work through the next week on the system.
- Unfortunately, as this is a digital voucher system, no customer vouchers should be accepted until the site is up and running again.
- We appreciate Canberrans continuing to support local business wherever possible and appreciate your patience whilst we get the program up and running again.
- We are not going back online until we are confident, so that you can be.

Question and Answer

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

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

Will all vouchers be honoured?

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

How long will it take to reimburse businesses?

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

Will businesses be compensated for loss of business?

- We will be reimbursing any vouchers that were honoured by business.
- We are taking this action to ensure there is no further uncertainty for customers and businesses.
- We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that your experience of the scheme was not as smooth as it could have been.

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

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

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

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

When did you tell businesses the site was down?

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

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

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

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

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

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

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

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

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

Was the system tested before it went live?

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

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

Sent:10/06/2021 1:41 PM

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

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

Subject:TPs QA ChooseCBR (002)

Attachments:TPs QA ChooseCBR (002).docx

OFFICIAL

Hi Joe and Nick

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

Thanks

Karen

Talking Points

- The ACT Government will pause the ChooseCBR website for maintenance until at least Friday 18 June after ongoing technical difficulties continued to be experienced by businesses and customers today.
- I know this news will be a huge disappointment to businesses who have been preparing for the program and customers who have wholeheartedly supported it.
- Work has continued last night to try and resolve the issues and ensure reliability however it is now clear this will take longer than anticipated.
- We are very conscious of the inconvenience and frustrations this has caused to both businesses and customers despite our best efforts to fix the problems.
- We are not going back online until we are confident, so that you can be.
- Work on the system will focus on the database to increase its ability to deal with both customer and business activity simultaneously. While the system was built to do this, the popularity of the program means the database is not coping.
- The ACT Government will work with businesses to ensure vouchers that they have honoured and not redeemed, are reimbursed.
- Any businesses that have accepted vouchers but have been unable to redeem them online can submit the voucher codes via this [online form](#). Please retain receipts for these transactions.
- We will also keep businesses updated as we work through the next week on the system.
- Unfortunately, as this is a digital voucher system, no customer vouchers should be accepted until the site is up and running again.
- We appreciate Canberrans continuing to support local business wherever possible and appreciate your patience whilst we get the program up and running again.

Question and Answer

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

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

Will all vouchers be honoured?

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

How long will it take to reimburse businesses?

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

Will businesses be compensated for loss of business?

- We will be reimbursing any vouchers that were honoured by business.
- We are taking this action to ensure there is no further uncertainty for customers and businesses.
- We know businesses in particular have really embraced the program and have been preparing for it for some weeks. We sincerely apologise that your experience of the scheme in the past 36 hours was not as smooth as it could have been.

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

- There has been an overwhelming response to the Choose CBR program.
- The data base supporting the program contains both business and consumer information.
- In part, some of the early issues appeared to be due to the volume of traffic on the site.

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

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

When did you tell businesses the site was down?

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

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

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

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

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

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

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

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

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

Was the system tested before it went live?

- All reasonable tests were carried out on the site when the vouchers were deployed.
- Tests included a suite of functional testing including account registration, voucher redemption and feedback submission.
- Unfortunately it is not possible to fully simulate the usage of the site by large numbers of customers and businesses carrying registrations and redemptions at the same time.
- As the site was used in the trial, load testing occurred during this time.
- As a result significant additional server capacity was acquired to meet the expected higher demand during the full rollout.
- Yesterday we were tracking towards 1 million page views.
 - A new page view occurs every time a person views a different part of the website

Why did we choose this website?

- ChooseCBR was based on the My Darwin website which had been used successfully in Darwin and could be quickly adapted and rolled out to support businesses and encourage people to shop locally at a critical time.
- When options for a discount voucher business support scheme were being explored, there were no comparable schemes being run in other states and territories. Though we know some were under development and were launched at around the same time, these schemes mostly targeted tourism.
- The other option, to build a system from the ground up would have taken much longer, and cost more relative to the size of the program.

ACT Government websites are continually unreliable currently – what is being done to fix this? (Bettina)

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

Sent: 09/06/2021 10:30 AM

To: "Priest, Jenny" <jenny.priest@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>

Subject: Tweet re business confidence

Attachments: IMG_9281.JPG

Hi all

The Minister has asked me to draw your attention to this particular tweet.

For info only - no specific response necessary.

Kind regards

Nick Argy

Adviser | Office of Tara Cheyne MLA



Tweet



Jessicah Mullins

@JesMullins

I just rang a local business to order takeaway and was informed that I could not use the [#ChooseCBR](#) vouchers as the website is too unreliable and keeps crashing.

Businesses are considering it a risk and are opting not to use/offer it.

[@In_The_Taratory](#) [@ABarrMLA](#)

5:48 pm · 09 Jun 21 · [Twitter Web App](#)



Tweet



Jessica Mullins

@JesMullins

I just rang a local business to order takeaway and was informed that I could not use the [#ChooseCBR](#) vouchers as the website is too unreliable and keeps crashing.

Businesses are considering it a risk and are opting not to use/offer it.

[@In_The_Taratory](#) [@ABarrMLA](#)

5:48 pm · 09 Jun 21 · [Twitter Web App](#)

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

Sent: 16/06/2021 12:32 AM

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

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

Subject: Update for stakeholders

OFFICIAL

Hi Nick and Joe

Based on the EDM last night, I have drafted a short message for stakeholder groups. Are you comfortable with this?

Thank you

Karen

Update on ChooseCBR

Good morning

Thank you again for your patience as we work through the technical issues with the ChooseCBR system. Yesterday evening we emailed registered businesses and customers with an update.

They were informed that work took place over the weekend and Tuesday to make improvements to the ChooseCBR system to increase its ability to manage the large amounts of merchant and customer transactions. Additional resources have been brought in to assist and load testing is underway with the aim of exceeding the demand we saw during the first 36 hours.

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

We are reminding businesses to please ensure they maintain proof of transactions for any vouchers they have redeemed. Regardless of whether they have been submitted through the ChooseCBR website or through the [online form](#) for manual processing, receipts must be kept for all redemptions.

We will update customers and businesses again on Thursday.

Thank you for your patience as we work to get ChooseCBR back online as soon as possible.

Sincerely

Karen

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

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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

From: "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>
Sent: 11/06/2021 11:24 AM
To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>
Cc: "Murdoch, Max" <Max.Murdoch@act.gov.au>; "Konti, Bettina" <Bettina.Konti@act.gov.au>; "Starick, Kate" <Kate.Starick@act.gov.au>
Subject: Update

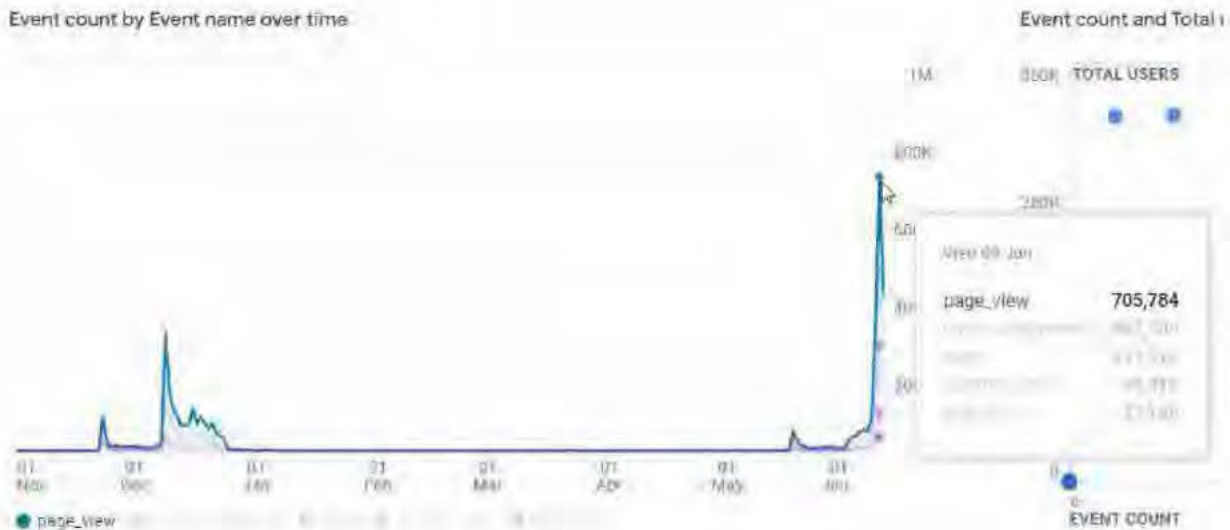
CAUTION: This email originated from outside of the ACT Government. Do not click links or open attachments unless you recognise the sender and know the content is safe.

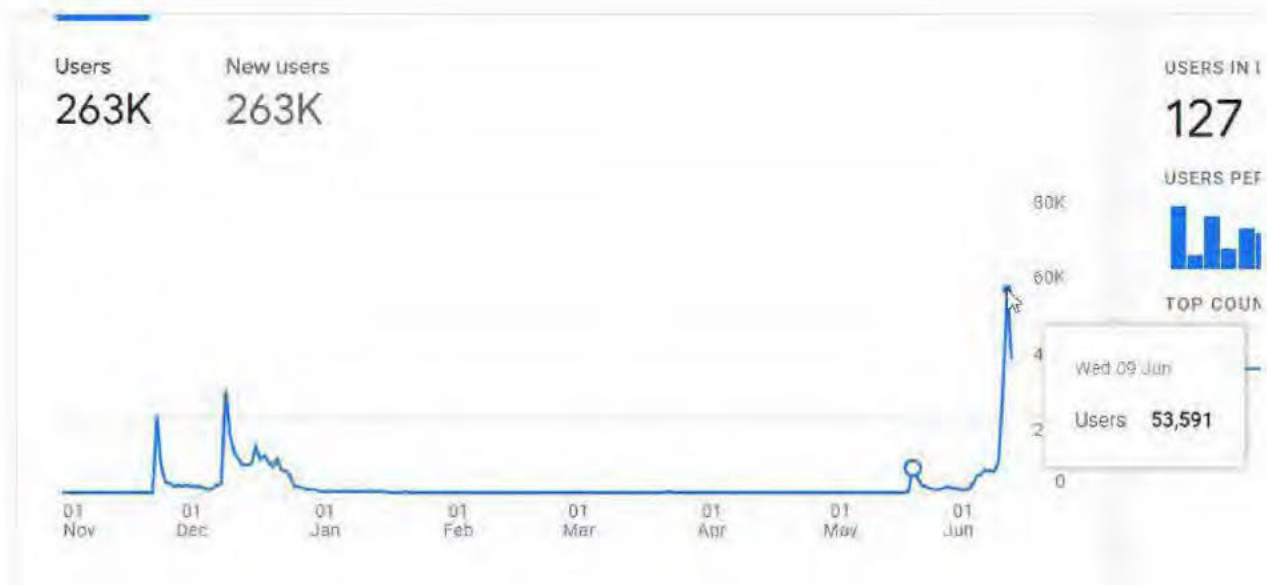
Hi Morgan,

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

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

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





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: "Stewart-Moore, Karen"

Sent: 17/06/2021 5:47 AM

To: "Campbell, Morgan" <Morgan.Campbell@act.gov.au>; "Tuan Nguyen" <2.2(a)@brainiumlabs.com.au>

Subject: Updated web text for the website

OFFICIAL

Hi Morgan and Tuan

Tuan, can you urgently update the maintenance page with below – keeping the red line that already exists?

Thank you
Karen

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.

Thank you for your ongoing support for local Canberra businesses.

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.

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

Phone: 02 6205 2855 | Mobile: 0419 212 642

Chief Minister Treasury and Economic Development Directorate |

ACT Government

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



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

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

From: "Priest, Jenny"

Sent: 10/06/2021 3:25 AM

To: "Kelly, Shauna" <Shauna.Kelly@act.gov.au>; "Kennedy, Karen" <Karen.Kennedy@act.gov.au>

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

Subject: URGENT Arrangements Brief - 5PM Event

Attachments: WIRE - CM21-35861 Arrangements Brief - Canberra Women in Business - Art is Good Business Panel - including Attachment A talking points and Attachment B map.DOCX, WIRE - CM21-35861 Arrangements Brief - Canberra Women in Business - Art is Good Business Panel - including Attachment A talking points and Attachm.tr5

OFFICIAL

Hi Shauna and Karen

Have just spoken to Kate about this one.

She is happy for it to go on my clearance.

Can you please shepherd through to Mins office. It is for an event this afternoon at 5pm.

Kind regards

Jenny

Jenny Priest

Executive Branch Manager | Business and Innovation | Economic Development

Ph 0434 363 654 or 02 6207 2070

jenny.priest@act.gov.au

W: canberra.com.au

Chief Minister, Treasury and Economic Development Directorate | ACT Government

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



[javascript:void\(0\)](#)

ARRANGEMENTS BRIEF

FUNCTION:	<i>Art is Good Business</i> panel discussion and networking event by Canberra Women in Business (CWB)
VENUE:	Kambri at ANU: Pre/post panel discussion at the aMBUSH Gallery, Panel discussion in the T2 Theatre
HOST:	Name: Dinah Bryant 0414 549460
DAY:	Thursday
DATE:	10 June
TIME:	5:30pm – 7:30pm
TIME COMMITMENT:	5:30pm – 6:40pm, option to stay after the panel discussion for networking until 7:30pm
CATERING:	Yes (detailed in the Order of Ceremonies below)
DRESS CODE:	Business
YOUR ROLE:	<p>You are one of 4 panel guests, along with Faith Kerehona (street artist, recently completed the mural at Cook shops), Ruth O'Brien (vocalist, writer and disability advocate), Dixie Crawford (Organisation Coach&Mentor, Cross-Cultural Leadership Development, Speaker). Note Dixie is stepping in for Pipeline Talent CEO Rachelle Towart, who was called away urgently to Queensland).</p> <p>Panel members will be seated and have a roving microphone. Sheena Ireland, CWB President, will facilitate the panel discussions. If there is time, she will also take questions from the floor for the panel members.</p> <p>Some possible questions for the panel have been provided by the organisers. These questions and talking points about arts and business are at Attachment A.</p>
WHERE TO PARK:	A car park has been reserved for you near the elevator that will take you up to aMBUSH Gallery on Level 2. A map is provided at Attachment B .
WHO WILL MEET YOU:	Sheena Ireland, President of CWB, will meet you once you exit the elevator to the aMBUSH Gallery on Level 2.
ADVISOR ATTENDING:	Yes, Michael Liu or Nick Argy.

Tara Cheyne MLA - Arrangements brief

AUDIENCE:	<p>Approx. 50 people, mostly women in business and women in the arts in Canberra, with a mix of CWB members (\$55) and non-members (\$75). No table seating, standing only with the panel discussion in the theatre. For information: The organisers had advertised an art showcase, however there will be the panel discussion and networking only.</p> <p><i>Founded in 1992, Canberra Women in Business (formerly the Chamber of Women in Business) is an organisation created by women and run solely for women, to provide support and development opportunities for businesswomen in the Canberra region. Developing business skills, offering powerful connections in an environment tailored to the needs of women, Canberra Women in Business fosters the confidence to establish and grow successful businesses.</i></p>
VIPs:	<ul style="list-style-type: none"> • Panel facilitator Sheena Ireland, President of CWB • Fellow panel members: Faith Kerehona (street artist, recently completed the mural at Cook shops): Ruth O'Brien (vocalist, writer and disability advocate): Dixie Crawford (Organisation Coach and Mentor, Cross-Cultural Leadership Development, Speaker)
PAST INVOLVEMENT:	Unknown
SENSITIVITIES:	N/A
ORDER OF CEREMONIES	<p>5.30pm: Arrivals (salad bowls and mingling at aMBUSH Gallery) <i>Move to T2 Theatre</i> 5.45pm: Welcome and acknowledgement of country 5.50pm: Introduce panel and begin panel discussion 6.30pm: Begin panel wrap up <i>Return to aMBUSH Gallery</i> 6.40pm: Networking begins (drinks and sweets) 7.30pm: Wrap up and thank you</p>
MEDIA:	CWB are informing media about the event.
SOCIAL MEDIA ACCOUNTS	<ul style="list-style-type: none"> • Canberra Women in Business (on Facebook, Instagram and LinkedIn), could also tag the Canberra Business Chamber who assisted in promoting this event • Relevant hashtags: #artisgoodbusiness #wearecbr #womeninbusiness
OUTSTANDING REGULATORY ISSUES	<ul style="list-style-type: none"> • N/A

Tara Cheyne MLA - Arrangements brief

Attachment A_SPEAKING NOTES for panel discussion

Acknowledgements

- *Traditional owners: I acknowledge the traditional custodians of the land we are meeting on, the Ngunnawal people. I acknowledge and respect their continuing culture and the contribution they make to the life of this city and this region.*

Questions the facilitator may ask:

- *How do you see the Government partnering with business and arts as we rebuild our community after bushfires, hailstorms and COVID19?*
- *What has been a stand-out moment for you during these difficult times, that highlights the tenacity of both our arts and business communities?*
- *Canberra is well renowned as a tech and public service hub, however living here we know our creative and business sectors are part of the fabric of community; as the Minister responsible for both portfolios how will you support our artists and business leaders to work in greater partnership to build the social capital of Canberra?*
- *What role do you see our arts and business communities can play in creating a truly inclusive Canberra?*
- We know business needs certainty and, since the start of the pandemic, the ACT Government has worked hard to manage the public health impacts to create as much certainty as possible. We have also tried to ensure that easing of restrictions are sustainable, maintain the ability to respond quickly and effectively to any COVID-19 outbreaks while avoiding backwards steps wherever possible.
- The ACT Government also established the COVID-19 Local Business Commissioner to provide direct support and assistance to impacted businesses.
- The ACT Government continues to offer support for businesses. These support measures include:
 - the Canberra Business Advice and Support Service that provides up to four hours of free specialist advice tailored to your business, which has been extended until March 2022;
 - a business website launched in March www.act.gov.au/business, targeted as a one-stop-shop for businesses to find information and support available in the ACT; and
 - a full rollout of ChooseCBR voucher scheme.

ChooseCBR

- ChooseCBR is a program designed to encourage consumers to spend money at participating local businesses by offering digital discount vouchers.

Tara Cheyne MLA - Arrangements brief

- Canberrans have been able to use ChooseCBR vouchers at more than 700 participating businesses since yesterday (Wednesday 9 June 2021), with up to \$80 in vouchers available to redeem each day to spend at local business and enjoy more of what Canberra's small business community has to offer.
- Among the participating businesses are several artsACT currently funded organisations, including The Street Theatre, Craft ACT, Canberra Potters Society, Belconnen Arts Centre, and Warehouse Circus.
- There are also many other arts and creative industries and businesses participating including: Canberra Dragon Dance, McGlades Jewellers, KIN Gallery, Salut! Baroque, Canberra Music Tuition, Pandora, Books R Us, Quizzic Alley (based on the Harry Potter books, so an arts connection), Limelight Cinemas, Canberra Repertory Society, Perform Australia, 6th Position, Grainger Gallery, Lisa Richards Music, Lisa Cahill Glass, Greenaway Studio, artKids Canberra, Thorson Photography, Mel Hill Photography, Ari Rex Photographer, Dendy Cinemas, POP Canberra, Dee's Book and Comic Shop, and Pure Pod.
- The program is open to a range of people including performing arts operators, creative artists, musicians, writers and performers and performing arts venue operators.

Creative and Cultural sector

- In Australia, the creative and cultural sector contributes \$90.1 billion to the national economy, adds \$45.9 billion in GDP and generates annual exports of \$3.2 billion.
- A creative economy contributes to cultural diversity, social inclusion, environmental sustainability and technological advancement. Creativity is key to innovation, driving sustainability and prosperity.
- The arts sector has been impacted significantly by the COVID-19 pandemic. Since 2019, the Government provided grants to individuals, support for arts organisations, rent relief and additional capital works at arts facilities.
- ACT Government provides significant support to artists through arts organisations funding and through our network of ACT arts centres. This support provides invaluable assistance for artists to develop their practices, and to raise their profiles and careers.
- In addition to the over \$10 million provided annually to the sector in arts funding, the ACT Government provided more than \$8.3 million in total COVID-19 support for the Canberra arts sector to assist during these difficult times.
- More than \$8 million of this funding was new and included funding for both individual artists (HOMEFRONT) and arts organisations (Emergency funding), as well as rent relief, new online events offerings, and fast-tracked infrastructure projects at arts centres.
- The next steps in support for the sector are the Creative Recovery and Resilience Program and the *Amp It Up!* fund.

Tara Cheyne MLA - Arrangements brief

- The Creative Recovery and Resilience Program will provide more income opportunities for artists, raise the profile of the arts, build skills and networks with other sectors, engage with the community, and enhance pride in our city. Funding of over \$675,000 is available for initiatives under the Creative Recovery and Resilience program, which is currently being advertised for applications.
- The Program includes:
 - opportunities for a new take on the artist in residency;
 - commissioning artists to use the city as a muse;
 - appointing an ACT Government artist;
 - amplifying the creative sector through showcasing Canberra artists and demonstrating the value of the arts to the community; and
 - a creative recovery and resilience sector forum to provide ongoing opportunities to connect, share skills and knowledge, and collaborate.
- The *Amp It Up!* Fund of \$700,000 will assist small to medium live music venues to recover after the impacts of COVID-19 by offsetting the costs associated with programming and promotion, and to provide opportunities for musicians and other performance artists to present their work, and attract audiences to our venues. Successful applications will be announced shortly.
- Additional funding of \$2.5 million was provided to the Cultural Facilities Corporation (CFC) to support the ongoing employment for the CFC's large number of casual staff, especially at the Canberra Theatre Centre.
- \$10,000 was also provided to the CFC to support the 'CTC @ home' live streaming program for local artists to showcase, discuss and promote their work during Covid.

Partnership between creative industries and business

- Artists are micro-businesses and make important contributions to the economy through employment and sales of their work.
- Artists are often engaged by many sectors of our economy to creatively interpret solutions for challenges faced by organisations, or to assist with design or structural problems.
- It is important for arts and business sectors to continue to work together. A report jointly published by the Australia Council for the Arts and the Australia Business Arts Foundation in 2010 '*Arts and business: partnerships that work*', asked business leaders from 36 major companies for their views on partnership relationships with the arts. They discovered that many corporates want to connect their brand with creativity, to motivate and encourage their staff, and to demonstrate their contribution to the community.

ACT Creative Industries Assessment

- The Government has a strong record of bringing people and organisations together to work on shared opportunities. There has been a focus on the development of the innovation ecosystem to

Tara Cheyne MLA - Arrangements brief

bring together Canberra's world class universities and research institutions to work closely with the business community.

- The ACT Government is committed to developing a creative industries strategy focused on opportunities for creative businesses and employment of artists and support for the arts organisations funded by government.
- We have partnered with University of Canberra (UC) to analyse the ACT creative sector, review best practice models for sector development and outline future opportunities with a focus on jobs growth (announced 5 May 2021).
- The ACT Creative Industries Assessment will see the ACT Government and UC jointly invest in a comprehensive body of research, analysis and consultation that will inform policy development, sector uplift and resilience.

Creative Partnerships Australia

- The ACT Government works with Creative Partnerships Australia, a not for profit organisation funded by the Australian Government, that provide artists and arts organisations with the tools, skills and resources to grow and sustain their activities through fundraising programs, opportunities for business partnerships, campaigning tips and capacity building workshops.
- Australia's cultural sector is a thriving community of ideas and inspiration. Creative Partnerships Australia has the ultimate goal to grow a more vibrant and robust cultural sector with strong connections to supporters and investors, for the benefit of all Australians.

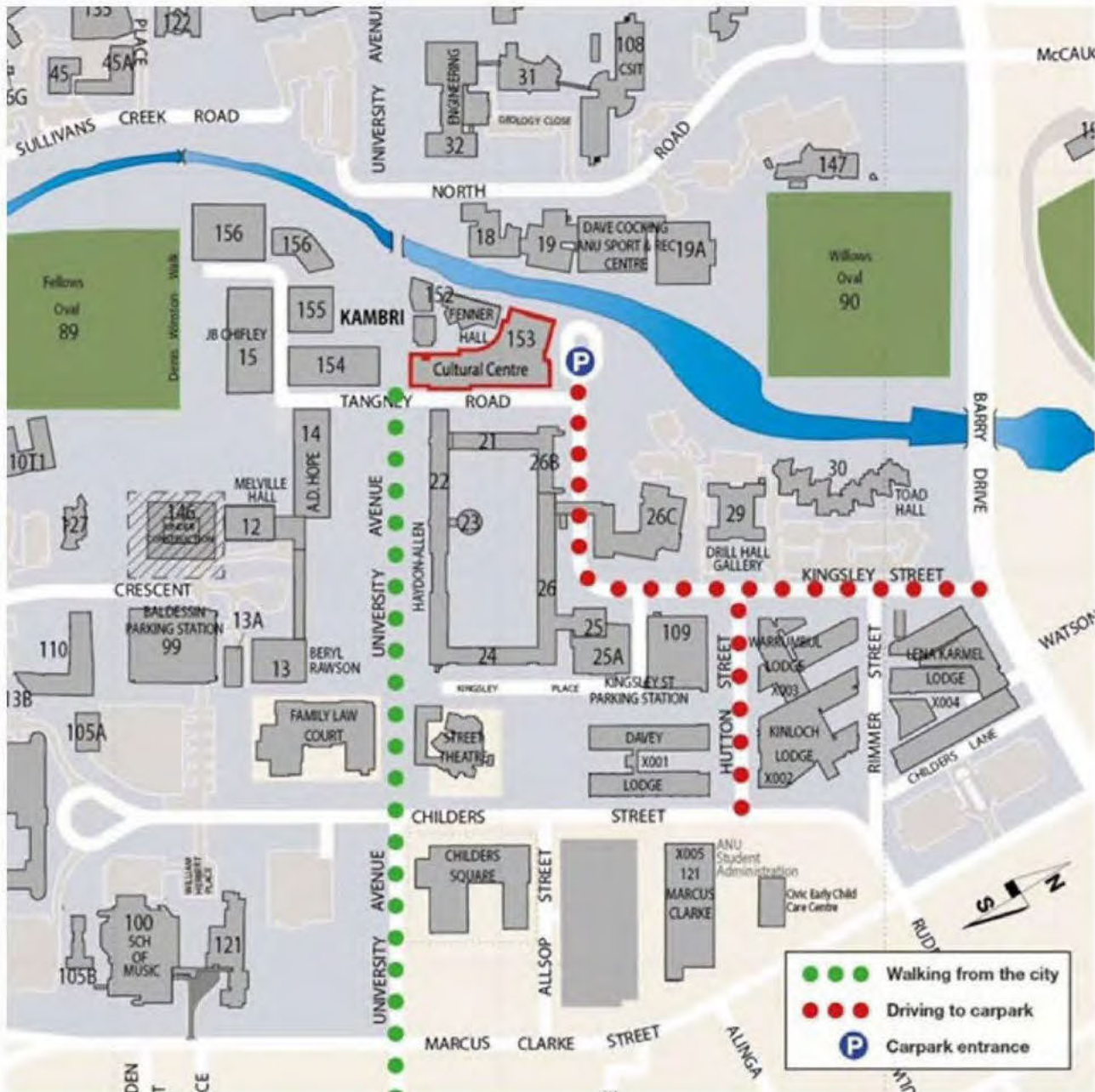
Jobs and Economic Recovery Plan August 2020

- Last year's Jobs and Economic Recovery Plan outlined the critical role that arts and creative industries play in activating Canberra as a creative city.
- The Plan contained a number of initiatives targeted at the arts and creative industries sector. Funding of \$375,000 was allocated for Creative Recovery and Resilience.
- Other support measures identified in the Plan include:
 - Ongoing \$5 million investment in the CBR Screen Fund, which supports strategic productions that build local screen industry capability and profiles Canberra across different genres and platforms to the world.
 - Establishing MADE IN CBR through the \$250,000 Special Purpose Fund under the CBR Screen Fund to provide specific support to ACT Screen professionals to develop new projects that have the potential to connect with markets and reach global audiences.
- The Canberra Innovation Network's Adaptive City initiative is a series of collaborative innovation workshops (CollabLabs) sponsored by the ACT Government and delivered by the Canberra Innovation Network (CBRIN) that focus on areas of economic opportunity as the city emerges from the COVID-19 crisis.

ENDS

Tara Cheyne MLA - Arrangements brief

Attachment B_ Parking Map



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

Sent: 18/06/2021 8:22 AM

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

Subject: urgent fact check

Importance: High

Hi all,

So sorry to send this late. From Tara:

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

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

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

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

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

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

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

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

The system is performing well. We have had no reports of any performance issues with the system today.

The popularity of the program has meant that already \$1 million in vouchers have been redeemed, including over \$600,000 today. The amount claimed today alone exceeds the total from both days last week, further highlighting that the system is performing well.

We are continually monitoring the system.

ENDS

This media response needs to go out today.

Cheers,

Ana

Ana Vujanic

Digital Communications Advisor, ACT Government Communications Unit

Communications Advisor to Tara Cheyne MLA

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

Mobile: 0466 560 032

