

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2023

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	11,266	938.83	10,957	913.08
Change of Name	96	8.00	96	8.00

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					10,388	865.67
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					937	78.08
Registration Applications completed within 5 business days of receipt	90%	91.78%	+1.71%		9,489	790.75
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		14,341	1,195.08
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		13,610	1,134.17
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		938	78.17

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2023

Calls Answered						
150,550						
Transactions						
Online				Phone		
85.22%				14.78%		
Calls Answered Service						
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance	Traffic Light
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	94.46%	-3.54%	
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.11%	+1.11%	
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.19%	+1.19%	
Scratching's	RA	Final Scratching's to be released within no more than				
		15 min official close where no Emergencies	98%	99.64%	+1.64%	
		20 min official close where Emergencies	98%	99.96%	+1.96%	
Total SMS & Email Communications						
		Total SMS'S	Monthly Average	Total Emails		Monthly Average
SMS – Sent by RA		1,684,155	140,346.25			
Email – Sent by RA				2,793,192		223,766.00

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Traffic Light
Single National System	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Stable Assist	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
REINS ASB System (Merge with SNS being reviewed)	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Racing Australia Website	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Stud Book Website	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
SMS & Email	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.93%	100.00%	+0.07%	
Office Local Area Network	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Server Internal Network	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
Telco and Data Network	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	
PABX	<u>0 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	100.00%	+0.10%	

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2023

	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	11,760	980.00
Thoroughbred DNA Self Comparison Samples	1,463	121.92
Other Breeds DNA Profiling Samples	5,589	465.75
Other Breeds Diagnostic Samples	5,930	494.17

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	4.41 days	
	DNA self-comparison	14 days	4.47 days	
	DNA profiled only	14 days	3.33 days	

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard