

ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2024

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	11,184	932.00	11,128	927.33
Change of Name	93	7.75	93	7.75

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					10,427	868.92
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					651	54.25
Registration Applications completed within 5 business days of receipt	90%	91.17%	+1.17%		9,505	792.08
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		13,470	1,122.50
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	Nil		12,971	1,080.92
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	Nil		802	66.83

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Inbound Calls Answered							
138,053							
Transactions							
Online				Phone			
86.62%				13.38%			
Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual Annual	Variation	Number of Calls	Monthly Average	Traffic Light
Call Answer	60% of calls to be answered in less than 60 seconds	60%	89.76%	+29.76%	116,186	9,682	
Call Answer	30% of calls to be answered between 60 and 120 seconds	25%	8.30%	+16.70%	12,007	1,001	
Call Answer	10% of calls answered over two minutes	10%	6.27%	+3.73%	8,952	746	
Call Answer	5 % of Calls Abandoned before being answered	5%	0.99%	+4.01%	908	76	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.40 Mins	1.00 Mins	138,053	11,505	
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual Annual	Variance		Traffic Light
Nominations	RA	Nominations to be Released within no more than 10 min official close	98%	96.21%	+1.79%		
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.40%	+0.40%		
Acceptances	PRA	Acceptances to be Released within no more than 15 min official close	98%	97.05%	-0.95%		
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.19%	+1.19%		
		20 min official close where Emergencies	98%	99.45%	+1.45%		
Total SMS & Email Communications							
		Total SMS'S	Monthly Average	Total Emails		Monthly Average	
SMS – Sent by RA		1,775,840	147,986.67				
Email – Sent by RA				3,083,910		256,992.50	

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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> 527,040 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> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
Racing Australia Website	<u>223 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	99.95%	+0.05%	
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
Stud Book Website	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
SMS & Email	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.93%	100.00%	+0.07%	
Office Local Area Network	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
Server Internal Network	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
Telco and Data Network	<u>0 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	100.00%	+0.10%	
PABX	<u>4,920 minutes unplanned downtime for year</u> 527,040 minutes year to date	99.90%	99.08%	+0.08%	

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	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	11,594	966.17
Thoroughbred DNA Self Comparison Samples	1,338	111.50
Other Breeds DNA Profiling Samples	6,000	500.00
Other Breeds Diagnostic Samples	7,900	658.33

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	4.65 days	
	DNA self-comparison	14 days	4.64 days	
	DNA profiled only	14 days	4.29 days	

Service Standard Legend

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