



## ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2025

	Received	Monthly Average Received	Processed	Monthly Average Processed
Horse Registrations	11,241	936.75	10,895	907.62
Change of Name	75	6.25	75	6.25

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total Annual	Monthly Average
Registration Applications received and completed					10,292	857.67
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					806	67.17
Registration Applications completed within 5 business days of receipt	90%	91.46%	+1.46%		9,415	784.58
DNA kits dispatched within 3 business days, including imports	100%	100%	Nil		13,017	1,084.75
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		798	66.50

## ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2025

Inbound Calls Answered							
112,534							
Transactions							
Online				Phone			
88.14%				11.86%			
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%	87.35%	+27.35%	98,462	8,205	
Call Answer	30% of calls to be answered between 60 and 120 seconds	25%	6.34%	+18.66%	7,189	599	
Call Answer	10% of calls answered over two minutes	10%	5.88%	+4.12%	6,612	551	
Call Answer	5 % of Calls Abandoned before being answered	5%	1.50%	+3.50%	273	23	
Total Call Time	2 minutes 40 seconds	2.40 Mins	1.33 Mins	+1.07 Mins	112,534	9,378	
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%	96.04%	-1.96%	
Riders	RA	Riders to be Released within no more than 18 min official close		98%	99.45%	+1.45%	
Acceptances	PRA	Acceptances to be Released within no more than 15 min official close		98%	97.71%	-0.29%	
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies		98%	97.88%	-0.12%	
		20 min official close where Emergencies		98%	98.85%	+0.85%	
Total SMS & Email Communications							
		Total SMS'S	Monthly Average		Total Emails		Monthly Average
SMS – Sent by RA		1,881,977	156,831.42				
Email – Sent by RA					3,213,969		267,830.75

## ANNUAL SERVICE STANDARD PERFORMANCE REPORT FOR THE 12 MONTHS ENDING JUNE 2025

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>298 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.94%	+0.04%	
Racing Australia Private Label Websites	<u>183 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.96%	+0.06%	
Stud Book Website	<u>146 minutes unplanned downtime for year</u> 525,600 minutes year to date	99.90%	99.97%	+0.07%	
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>4,920 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 2025

	Total Annual	Monthly Average
Thoroughbred Parentage Testing Samples	12,282	1,023.50
Thoroughbred DNA Self Comparison Samples	1,058	88.17
Other Breeds DNA Profiling Samples	6,417	534.75
Other Breeds Diagnostic Samples	9,481	790.08

	Category	Average Target Turnaround time	Average Actual turnaround time	Traffic Light
Thoroughbreds	Parentage verification	14 days	4.57 days	
	DNA self-comparison	14 days	4.16 days	
	DNA profiled only	14 days	3.60 days	

### Service Standard Legend

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