



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT APRIL 2023

OWNERS & BREEDERS SERVICES – APRIL 2023

	Received	Processed	Actual Processed March 2023
Horse Registrations	744	711	869
Change of Name	6	6	7

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual March 2023
Registration Applications received and completed in the month					647	816
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					87	70
Registration Applications completed within 5 business days of receipt <i>81 of 647 – 12.52% completed in 2 business days</i>	90%	91.34%	1.34%		591	769
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		2,022	2,199
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		2,687	1,238
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		39	60



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TRAINERS & RACING SERVICES – APRIL 2023

Calls Answered
14,450

Transactions	
Online	Phone
84.04%	14.96%

Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual March 2023
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	98.83%	+0.83%		97.46%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100.00%	+2.00%		99.15%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.61%	+1.61%		99.15%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100.00%	+2.00%		100.00%
		20 min official close where Emergencies	98%	100.00%	+2.00%		100.00%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	131,407	
Email – Sent by RA		223,530

SERVICE STANDARD PERFORMANCE REPORT APRIL 2023

RACING AUSTRALIA SYSTEMS – APRIL 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual March 2023
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 minutes unplanned</u> 43,200 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%



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EQUINE GENETICS RESEARCH CENTRE – APRIL 2023

	Processed	Actual March 2023
Thoroughbred Parentage Testing Samples	1,742	1,686
Thoroughbred DNA Self Comparison Samples	198	188
Other Breeds DNA Profiling Samples	376	731
Other Breeds Diagnostic Samples	324	510

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time March 2023	Traffic Light
Parentage verification	14 days	4.30 days	Green	5.20 days	Green
DNA self-comparison	14 days	8.20 days	Green	3.80 days	Green
DNA profiled only	14 days	2.60 days	Green	4.80 days	Green
Paternity testing	14 days	3.60 days	Green	4.50 days	Green
Maternity testing	14 days	3.60 days	Green	5.90 days	Green
Tokyo (Backup) panel testing	28 days	15.80 days	Green	41.00 days	Red
Genetic disease tests	21 days	3.60 days	Green	2.10 days	Green
Colour genetic tests	21 days	5.00 days	Green	3.70 days	Green

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red