



WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT DECEMBER 2023

OWNERS & BREEDERS SERVICES – DECEMBER 2023

	Received	Processed	Actual Processed November 2023
Horse Registrations	886	923	1,065
Change of Name	4	4	6

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual November 2023
Registration Applications received and completed in the month					873	1,017
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					13	100
Registration Applications completed within 5 business days of receipt <i>100 of 802 – 12.47% completed in 2 business days)</i>	90%	91.87%	1.87%		802	920
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		214	209
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		305	386
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		51	72



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TRAINERS & RACING SERVICES – DECEMBER 2023

Calls Answered Inbound
13,773

Calls Made Outbound
2,676

Transactions	
Online	Phone
86.17%	13.83%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual November 2023
Call Answer	60% of calls to be answered in less than 60 seconds	60%	79.38%	+19.38%	10,934		85.41%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	12.07%	+12.93%	1,663		6.56%
Call Answer	10% of calls answered over two minutes	10%	7.81%	+2.19%	1,076		7.30%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.77%	+4.23%	100		0.71%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.41 Mins	+0.59 Mins	13,773		1.41 Mins



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual November 2023
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	91.87%	-6.13%		99.09%
Riders	RA	<i>Riders to be Released within no more than 18 min official close</i>	98%	95.56%	-2.44%		99.54%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	97.98%	-0.02%		99.09%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	97.18%	-0.82%		98.63%
		20 min official close where Emergencies	98%	98.39%	+0.39%		99.09%
SMS & Email Communications							
		Total SMS's	Total Email's				
SMS – Sent by RA		154,656					
Email – Sent by RA			286,808				



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RACING AUSTRALIA SYSTEMS – DECEMBER 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual November 2023
Single National System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>9 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	99.97%	+0.07%	99.90%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>2,400 minutes unplanned downtime in month</u> 44,640 minutes in month	99.90%	94.62%	-5.28%	100%



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EQUINE GENETICS RESEARCH CENTRE – DECEMBER 2023

	Processed	Actual November 2023
Thoroughbred Parentage Testing Samples	245	256
Thoroughbred DNA Self Comparison Samples	78	91
Other Breeds DNA Profiling Samples	465	468
Other Breeds Diagnostic Samples	731	666

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time November 2023	Traffic Light
Parentage verification	14 days	9.90 days		4.40 days	
DNA self-comparison	14 days	11.40 days		5.40 days	
DNA profiled only	14 days	6.50 days		4.40 days	
Paternity testing	14 days	5.70 days		4.50 days	
Maternity testing	14 days	4.00 days		3.40 days	
Tokyo (Backup) panel testing	28 days	1.60 days		17.50 days	
Genetic disease tests	21 days	2.50 days		2.80 days	
Colour genetic tests	21 days	2.80 days		2.70 days	

Service Standard Legend

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