SERVICE STANDARD PERFORMANCE REPORT
DECEMBER 2024

AUSTRALIAN STUD BOOK – DECEMBER 2024			
	Received	**Processed**	**Actual Processed November 2024**
Horse Registrations	862	882	887
Change of Name	2	2	8

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual November 2024
Registration Applications received and completed in the month					853	839
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					9	52
Registration Applications completed within 5 business days of receipt *76 of 853 – 8.91% completed in 2 business days)*	90%	91.56%	1.56%		781	762
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		199	253
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		302	424
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		71	83

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – DECEMBER 2024

Calls Answered Inbound
9,658

Calls Made Outbound
2,140

Transactions	
Online	**Phone**
88.53%	11.47%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual November 2024
Call Answer	60% of calls to be answered in less than 60 seconds	60%	87.23%	+27.23%	8,425		87.82%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	6.91%	+18.09%	667		6.53%
Call Answer	10% of calls answered over two minutes	10%	5.28%	+4.72%	510		5.45%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.58%	+4.42%	56		0.20%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.36 Mins	+1.04 Mins	9,658		1.32 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 2024
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	96.44%	-1.56%	🟥	91.24%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.12%	+1.12%	🟩	100.00%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	98.17%	+0.17%	🟩	98.39%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	97.83%	-0.17%	🟧	99.59%
		20 min official close where Emergencies	98%	97.83%	-0.17%	🟧	100%

SMS & Email Communications		
	Total SMS's	Total Email's
SMS – Sent by RA	161,645	
Email – Sent by RA		263538

SERVICE STANDARD PERFORMANCE REPORT
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RACING AUSTRALIA SYSTEMS – DECEMBER 2024

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual November 2024
Single National System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	7 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.98%	+0.08%	100%
Racing Australia Private Label Websites	59 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.86%	-0.04%	99.96%
Stud Book Websites	8 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.99%	+0.09%	99.99%
SMS & Email	0 Minutes unplanned downtime in month 44,640 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	0 minutes unplanned downtime 44,640 minutes in month	99.90%	100%	+0.10%	100%
PABX	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%

SERVICE STANDARD PERFORMANCE REPORT
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	Processed	Actual November 2024
Thoroughbred Parentage Testing Samples	194	462
Thoroughbred DNA Self Comparison Samples	51	62
Other Breeds DNA Profiling Samples	385	591
Other Breeds Diagnostic Samples	743	848

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time November 2024	Traffic Light
Parentage verification	14 days	3.60 days		4.50 days	
DNA self-comparison	14 days	4.20 days		2.20 days	
DNA profiled only	14 days	1.90 days		1.40 days	
Paternity testing	14 days	2.20 days		3.30 days	
Maternity testing	14 days	3.20 days		3.80 days	
Tokyo (Backup) panel testing	28 days	3.10 days		0.00 days	
Genetic disease tests	21 days	4.20 days		2.60 days	
Colour genetic tests	21 days	5.10 days		2.90 days	

Service Standard Legend

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