SERVICE STANDARD PERFORMANCE REPORT
JANUARY 2026

AUSTRALIAN STUD BOOK – JANUARY 2026			

	Received	Processed	Actual Processed December 2025
Horse Registrations	799	695	928
Change of Name	2	2	10

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual December 2025
Registration Applications received and completed in the month					650	892
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					149	39
Registration Applications completed within 5 business days of receipt *(150 of 650 – 23.08% completed in 2 business days)*	90%	90.46%	0.46%		588	849
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		3088	182
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		299	410
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		46	34

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – JANUARY 2026

Calls Offered Inbound
9,391

Calls Made Outbound
2,002

Transactions	
Online	**Phone**
88.61%	11.39%

Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls Inbound**	**Traffic Light**	**Actual December 2025**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85.09%	+25.09%	7,970		87.30%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	7.29%	+17.71%	683		7.06%
Call Answer	10% of calls answered over two minutes	10%	7.62%	+2.38%	714		5.44%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.26%	+4.74%	24		0.21%
Total Ave Call Time	2 minutes 40 seconds	2.66 Mins	1.75 Mins	+0.91 Mins	9,391		1.34 Mins

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Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual December 2025**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	90.80%	-7.20%	RED	99.58%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.07%	+1.07%		99.06%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	99.03%	+1.03%		98.60%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	100%	+2.00%		99.53%
		20 min official close where Emergencies	98%	100%	+2.00%		99.53%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	123,937	
Email – Sent by RA		259,777

SERVICE STANDARD PERFORMANCE REPORT
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RACING AUSTRALIA SYSTEMS – JANUARY 2026					
Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual December 2025
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	9 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	100%
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%

WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
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	Processed	Actual December 2025
Thoroughbred Parentage Testing Samples	333	178
Thoroughbred DNA Self Comparison Samples	130	29
Other Breeds DNA Profiling Samples	563	401
Other Breeds Diagnostic Samples	1,102	597
Infectious Disease Testing	4	65

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time December 2025	Traffic Light
Parentage verification	14 days	2.70 days	🟩	3.20 days	🟩
DNA self-comparison	14 days	2.10 days	🟩	3.00 days	🟩
DNA profiled only	14 days	1.90 days	🟩	2.50 days	🟩
Paternity testing	14 days	2.50 days	🟩	3.10 days	🟩
Maternity testing	14 days	2.10 days	🟩	3.30 days	🟩
Tokyo (Backup) panel testing	28 days	4.50 days	🟩	18.20 days	🟩
Genetic disease tests	21 days	3.90 days	🟩	2.40 days	🟩
Colour genetic tests	21 days	6.10 days	🟩	2.90 days	🟩

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
🟩	🟧	🟥