SERVICE STANDARD PERFORMANCE REPORT
JULY 2023

	OWNERS & BREEDERS SERVICES – JULY 2023		
	Received	**Processed**	**Actual Processed June 2023**
Horse Registrations	1,007	1,023	825
Change of Name	7	7	7

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual June 2023
Registration Applications received and completed in the month					966	784
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					36	141
Registration Applications completed within 5 business days of receipt *88 of 884 – 9.95% completed in 2 business days)*	90%	91.51%	1.51%		884	717
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		1,007	702
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		969	1,965
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		43	30

SERVICE STANDARD PERFORMANCE REPORT
JULY 2023

TRAINERS & RACING SERVICES – JULY 2023

Calls Answered Inbound
13,172

Calls Made Outbound
2,957

Transactions	
Online	Phone
85.73%	14.27%

Calls Answered Service							
Phase of Service	Service Standard	Service Standard	Actual	Variation	Number of Calls Inbound	Traffic Light	Actual June 2023
Call Answer	60% of calls to be answered in less than 60 seconds	60%	80.20%	+20.20%	10,564		81.78%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	11.04%	+13.96%	1,454		9.71%
Call Answer	10% of calls answered over two minutes	10%	8.24%	+1.76%	1,085		8.13%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.52%	+4.48%	69		0.38%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.56 Mins	0.84 Mins	13,172		1.44 Mins

SERVICE STANDARD PERFORMANCE REPORT
JULY 2023

Racing Materials Compilation Service							
Phase of Service		**Service Standard Average Monthly Calculation**	**Target Standard**	**Actual**	**Var**	**Traffic Light**	**Actual June 2023**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	98.13%	+1.13%		98.58%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100.00%	+2.00%		100.00%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	100.00%	+2.00%		99.05%
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%		99.06%
		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	121,685	
Email – Sent by RA		227,752

SERVICE STANDARD PERFORMANCE REPORT
JULY 2023

RACING AUSTRALIA SYSTEMS – JULY 2023

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

SERVICE STANDARD PERFORMANCE REPORT
JULY 2023

EQUINE GENETICS RESEARCH CENTRE – JULY 2023

	Processed	Actual June 2023
Thoroughbred Parentage Testing Samples	710	1,935
Thoroughbred DNA Self Comparison Samples	70	150
Other Breeds DNA Profiling Samples	455	586
Other Breeds Diagnostic Samples	877	641

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time June 2023	Traffic Light
Parentage verification	14 days	3.80 days	🟩	4.00 days	🟩
DNA self-comparison	14 days	4.10 days	🟩	3.50 days	🟩
DNA profiled only	14 days	4.30 days	🟩	4.80 days	🟩
Paternity testing	14 days	3.10 days	🟩	4.30 days	🟩
Maternity testing	14 days	4.20 days	🟩	3.20 days	🟩
Tokyo (Backup) panel testing	28 days	13.00 days	🟩	23.30 days	🟩
Genetic disease tests	21 days	2.90 days	🟩	2.50 days	🟩
Colour genetic tests	21 days	2.50 days	🟩	2.10 days	🟩

Service Standard Legend

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