SERVICE STANDARD PERFORMANCE REPORT
MAY 2025

AUSTRALIAN STUD BOOK – MAY 2025

	Received	Processed	Actual Processed April 2025
Horse Registrations	889	868	752
Change of Name	5	5	4

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual April 2025
Registration Applications received and completed in the month					828	716
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					61	32
Registration Applications completed within 5 business days of receipt *(95 of 828 – 11.47% completed in 2 business days)*	90%	91.30%	1.30%	🟩	756	655
DNA kits dispatched within 3 business days, including imports	100%	100%	0%	🟩	777	1,156
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%	🟩	2,419	2,638
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%	🟩	24	37

SERVICE STANDARD PERFORMANCE REPORT
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TRAINERS & RACING SERVICES – MAY 2025

Calls Answered Inbound
10,661

Calls Made Outbound
1,503

Transactions	
Online	**Phone**
87.52%	12.48%

Calls Answered Service							
Phase of Service	**Service Standard**	**Service Standard**	**Actual**	**Variation**	**Number of Calls Inbound**	**Traffic Light**	**Actual April 2025**
Call Answer	60% of calls to be answered in less than 60 seconds	60%	85.65%	+25.65%	9,164		84.18%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	7.91%	+17.09%	843		9.07%
Call Answer	10% of calls answered over two minutes	10%	5.93%	+4.07%	632		6.66%
Call Answer	5 % of Calls Abandoned before being answered	5%	0.21%	+4.79%	22		0.10%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.25 Mins	+1.15 Mins	10,661		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 April 2025**
Nominations	RA	*Nominations to be Released within no more than 10 min official close*	98%	99.12%	+1.12%		94.49%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	100%	+2.00%		100%
Acceptances	RA	*Acceptances to be Released within no more than 15 min official close*	98%	98.25%	+0.25%		97.46%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.55%	+1.55%		93.75%
		20 min official close where Emergencies	98%	99.55%	+1.55%		100%

SMS & Email Communications		
	Total SMS's	**Total Email's**
SMS – Sent by RA	160,897	
Email – Sent by RA		307,182

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RACING AUSTRALIA SYSTEMS – MAY 2025					
Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual April 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	14 minutes unplanned downtime in month 44,640 minutes in month	99.90%	99.97%	+0.07%	99.75%
Racing Australia Private Label Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.96%
Stud Book Websites	0 minutes unplanned downtime in month 44,640 minutes in month	99.90%	100%	+0.10%	99.98%
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%

RACING AUSTRALIA
WWW.RACINGAUSTRALIA.HORSE

SERVICE STANDARD PERFORMANCE REPORT
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	Processed	Actual April 2025
Thoroughbred Parentage Testing Samples	2,444	2,160
Thoroughbred DNA Self Comparison Samples	88	90
Other Breeds DNA Profiling Samples	520	538
Other Breeds Diagnostic Samples	908	749

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time April 2025	Traffic Light
Parentage verification	14 days	4.30 days		5.70 days	
DNA self-comparison	14 days	8.10 days		8.20 days	
DNA profiled only	14 days	5.30 days		7.00 days	
Paternity testing	14 days	2.60 days		3.20 days	
Maternity testing	14 days	3.30 days		4.90 days	
Tokyo (Backup) panel testing	28 days	21.80 days		9.20 days	
Genetic disease tests	21 days	6.20 days		6.90 days	
Colour genetic tests	21 days	8.10 days		5.10 days	

Service Standard Legend

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