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SERVICE STANDARD PERFORMANCE REPORT SEPTEMBER 2022

OWNERS & BREEDERS SERVICES – SEPTEMBER 2022

	Received	Processed	Actual August 2022 Processed
Horse Registrations	1,090	1,128	1,136
Change of Name	9	9	13

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual August 2022
Registration Applications received and completed in the month					1,083	1,070
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					7	154
Registration Applications completed within 5 business days of receipt <i>128 of 1,083 – 11.8% completed in 2 business days)</i>	90%	91.96%	1.96%		996	973
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		591	878
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		578	1,064
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		140	119

TRAINERS & RACING SERVICES - SEPTEMBER 2022

Calls Answered
12,068

Transactions	
Online	Phone
85.51%	14.49%



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August 2022
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	91.26%	-6.74%		94.39%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	99.51%	+1.51%		95.77%
Acceptances	PRA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	100.00%	+2.00%		99.53%
Scratching's	RA	Final Scratching's to be released within no more than					
		15 min official close where no Emergencies	98%	99.51%	+1.51%		100.00%
		20 min official close where Emergencies	98%	99.51%	+1.51%		100.00%
SMS & Email Communications							
		Total SMS's	Total Email's				
SMS – Sent by RA		120,159					
Email – Sent by RA			242,183				

RACING AUSTRALIA SYSTEMS – SEPTEMBER 2022

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual August 2022
Single National System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stable Assist	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
REINS ASB System	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Website	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Racing Australia Private Label Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Stud Book Websites	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
SMS & Email	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.93%	100%	+0.07%	100%
Office Local Area Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Server Internal Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
Telco and Data Network	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%
PABX	<u>0 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	100%	+0.10%	100%

EQUINE GENETICS RESEARCH CENTRE - SEPTEMBER 2022

	Processed	Actual August 2022
Thoroughbred Parentage Testing Samples	557	954
Thoroughbred DNA Self Comparison Samples	129	83
Other Breeds DNA Profiling Samples	512	554
Other Breeds Diagnostic Samples	572	570

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time August 2022	Traffic Light
Parentage verification	14 days	3.50 days	Green	5.90 days	Green
DNA self-comparison	14 days	2.50 days	Green	5.00 days	Green
DNA profiled only	14 days	3.10 days	Green	2.10 days	Green
Paternity testing	14 days	3.80 days	Green	6.20 days	Green
Maternity testing	14 days	3.70 days	Green	5.90 days	Green
Tokyo (Backup) panel testing	28 days	13.50 days	Green	25.00 days	Green
Genetic disease tests	21 days	1.20 days	Green	1.40 days	Green
Colour genetic tests	21 days	3.70 days	Green	3.60 days	Green

Service Standard Legend

Meeting Service Standard	Within negative 1% of Service Standard	Below Service Standard
Green	Yellow	Red