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SERVICE STANDARD PERFORMANCE REPORT SEPTEMBER 2023

OWNERS & BREEDERS SERVICES – SEPTEMBER 2023

	Received	Processed	Actual Processed August 2023
Horse Registrations	1,150	1,185	1,083
Change of Name	15	15	3

Monthly Calculation	Target Standard	Actual Standard	Variation	Traffic Light	Total	Actual August 2023
Registration Applications received and completed in the month					1,029	1,008
Registration Applications received in the month where not all information was provided and could not be completed (further follow-up required)					20	133
Registration Applications completed within 5 business days of receipt <i>99 of 923 – 10.73% completed in 2 business days)</i>	90%	90.96%	0.96%		936	923
DNA kits dispatched within 3 business days, including imports	100%	100%	0%		479	921
DNA ID Forms processed/ID card dispatched within 2 business days of receipt, including imports	100%	100%	0%		779	1,075
New Breeder, Brand and Veterinarian applications processed within 2 business days	100%	100%	0%		127	105



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TRAINERS & RACING SERVICES – SEPTEMBER 2023

Calls Answered Inbound
11,148

Calls Made Outbound
2,739

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 August 2023
Call Answer	60% of calls to be answered in less than 60 seconds	60%	87.57%	+27.57%	9,763		89.07%
Call Answer	25% of calls to be answered between 60 and 120 seconds	25%	4.52%	+20.48%	503		6.07%
Call Answer	10% of calls answered over two minutes	10%	6.76%	+3.24%	754		3.95%
Call Answer	5 % of Calls Abandoned before being answered	5%	1.10%	+3.90%	128		0.91%
Total Ave Call Time	2 minutes 40 seconds	2.40 Mins	1.46 Mins	+0.54 Mins	11,148		1.48 Mins



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Racing Materials Compilation Service							
Phase of Service		Service Standard Average Monthly Calculation	Target Standard	Actual	Var	Traffic Light	Actual August 2023
Nominations	RA	<i>Nominations to be Released within no more than 10 min official close</i>	98%	95.37%	-2.63%		94.69%
Riders	RA	Riders to be Released within no more than 18 min official close	98%	98.60%	+0.60%		98.07%
Acceptances	RA	<i>Acceptances to be Released within no more than 15 min official close</i>	98%	99.07%	+1.07%		95.57%
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%		98.55%
		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		150,217					
Email – Sent by RA				256,122			



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RACING AUSTRALIA SYSTEMS – SEPTEMBER 2023

Average Uptime Availability (or Mean Availability)					
System	Monthly Calculation	Target Uptime	Actual Uptime	Variation	Actual August 2023
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>6 minutes unplanned downtime in month</u> 43,200 minutes in month	99.90%	99.98%	+0.08%	99.97%
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%	99.73%



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EQUINE GENETICS RESEARCH CENTRE – SEPTEMBER 2023

	Processed	Actual August 2023
Thoroughbred Parentage Testing Samples	643	995
Thoroughbred DNA Self Comparison Samples	79	97
Other Breeds DNA Profiling Samples	485	606
Other Breeds Diagnostic Samples	593	1,090

Category	Target Turnaround time	Actual turnaround time	Traffic Light	Actual turnaround time August 2023	Traffic Light
Parentage verification	14 days	3.80 days		4.80 days	
DNA self-comparison	14 days	3.80 days		5.50 days	
DNA profiled only	14 days	3.30 days		4.00 days	
Paternity testing	14 days	3.60 days		5.10 days	
Maternity testing	14 days	3.40 days		3.60 days	
Tokyo (Backup) panel testing	28 days	9.70 days		13.90 days	
Genetic disease tests	21 days	2.80 days		2.60 days	
Colour genetic tests	21 days	4.20 days		2.70 days	

Service Standard Legend

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