



**RACING**  
AUSTRALIA

# COVID-19 INFORMATION BULLETIN

1 April 2020

## REMINDER: Important Information for Trainers who use the Racing Australia Service Centre and Stable Assist

### Introduction

As previously communicated, Racing Australia has enacted its Health Emergency (COVID-19 Response Plan) from Monday 16 March 2020 with staff across the organisation progressively transitioning to working remotely.

This was undertaken to ensure Racing Australia staff were comfortable with this change and to ensure all aspects were fully tested to ensure business as usual under the changed working location.

The Health and Safety of our staff is paramount for their own wellbeing, to help slow the spread of COVID-19 and to help provide continuity to the services Racing Australia provides nationally.

### Racing Australia Service Centre

Some of these changes to our service may directly affect you, so please read the following notes to ensure you are up-to-date with our remote operation plans with staff working from home rather than in our national call centre.



Trainers are strongly encouraged to transact online using Stable Assist [www.racingaustralia.horse](http://www.racingaustralia.horse) rather than calling



If you must call, Trainers should use the normal 1800 138 704 number

The Service Centre remains open normal hours



**You may need to call more than once to connect given we'll not only be experiencing a high volume of calls, but the national telecommunications infrastructure is in high demand at this time**

Trainers will be presented with a different welcome message

## Service Centre Stable Assist Online Service Unchanged

At this time, we encourage you to go online and complete your transaction via Stable Assist rather than via the phone. Stable Assist is your online alternative to the Racing Australia Service Centre available 24x7.

Using Stable Assist, you can lodge Nominations, Riders, Acceptances, Withdrawals, Scratchings, Stable Returns, Retirement and Death Notifications.

If you already use Stable Assist for one type of lodgement, we encourage you to use it for your other transactions. A full Stable Assist Guide is available within Stable Assist.

If you do not use Stable Assist and need an account setup or reactivated please contact [customerservice@racingaustralia.horse](mailto:customerservice@racingaustralia.horse) and our team will contact you within the next business day to assist you.

## Service Centre Phone Service

### Unchanged

#### 1. Number to Call Unchanged

Continue to call 1800 138 704

#### 2. Hours of Operation Unchanged

Monday to Friday	7:00 am to 7:00 pm (AEDT)
Saturday to Sunday	6:30 am to 1:00 pm (AEDT)
Public Holidays	6:30 am to 7:00 pm (AEDT)
(Closed Christmas Day)	

#### 3. Services Offered Unchanged

Continue to lodge Nominations, Riders, Acceptances, Withdrawals, Scratchings, Stable Returns, Retirement and Death Notifications.

### Changed

#### 1. Welcome Message Changed

When you call 1800 138 704 you will hear a different welcome message. *“Thank you for calling Racing Australia. Racing Australia has activated its Business Continuity and or Health Emergency plan...”*

Once again, we thank you for your understanding during these unprecedented times as Racing Australia, like many businesses, makes significant changes to its operations to provide continuity of service.