



RACING
AUSTRALIA

COVID-19 INFORMATION BULLETIN

29 April 2020

Important Information for Thoroughbred Owners who use the Registrar of Racehorses Service Centre and Online Portal

Introduction

As previously communicated, Racing Australia enacted its Health Emergency (COVID-19 Response Plan) in March with staff across the organisation working remotely.

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.

Some of the changes to our service may directly affect you, so please read the following notes to ensure you are up-to-date with Racing Australia's current operations with staff working remotely.

Registrar of Racehorses – Online



Owners are strongly encouraged to transact online using www.myhorseracing.horse rather than mailing paper forms.

Launched in early 2019 Racing Australia's Online Portal – myhorseracing.horse provides an online alternative to completing and mailing paper forms.

Via the self-service myhorseracing.horse portal, you can lodge and complete the following transactions online, without the need for paper-based forms:

- Horse Registration
- New Lease Applications
- Lease Renewal
- Lease Cancellation
- New Syndicate Applications
- Syndicate Renewal
- Jockey Silks Renewal
- Horse Retirements
- Horse Death Notifications
- Transfers
- Change of Share Percentage
- Change of Location

If you have previously activated your myhorseracing.horse portal account the service continues to be available to you and we encourage you to complete your transactions online at this time rather than completing paper forms.

If you do not have a myhorseracing.horse portal account please visit www.myhorseracing.horse to register and one of our myhorseracing.horse Service Centre team will then contact you within the next business day to finalise activation of your account.

myhorseracing.horse Service Centre

Monday to Friday 9:00am to 7:00pm (AEDT)

mhr@racingaustralia.horse

Registrar of Racehorses – Paper Forms

We encourage you to go online and complete your Registrar of Racehorses transactions rather than using paper forms.



If you are using paper forms rather than going online, we encourage you to email the completed form rather than mailing it.

Refer to the paper form for email address or mailing address.



If you prefer to call, Owners should continue to call the normal Registrar of Racehorses number 02 8072 1900.



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

1. Number to Call Unchanged

Continue to call 02 8072 1900

2. Hours of Operation Unchanged

Monday to Friday 8:30 am to 5:00 pm (AEDT).

3. Services Offered Unchanged

Continue to lodge via paper:

- Horse Registration
- Application for a Duplicate Horse Identification Document
- Authority to Sign
- Change of Contact Details
- Change of Manager
- Change of Owner Share Percentage
- Horse Identification
- Retirement/Death of Horse Notification Form - NSW/ACT Only
- Retirement/Death of Horse Notification Form - All States Except NSW/ACT
- Change of Bank Details
- Change of GST Status

4. Welcome Message Changed

When you call 02 8072 1900 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.