YEAR 1

YEAR 2

In order to secure a prosperous industry, we seek to ensure that the highest standards of welfare and integrity are at the heart of greyhound racing.



Our vision is to be a trusted and fair regulator that also provides high standards of service to the greyhound racing industry.



Research, engage & consult

Improve our services and better inform our decisions through research, data collection and broad

consultation.

Set standards & policies

Develop, review and update regulations, policies and standards that promote the highest welfare and integrity outcomes. Inform, educate & support compliance

Raise awareness and understanding of the standards, policies consequences and available support services for industry to comply.



Provide services

Establish capabilities and manage resources to best service the industry and support best practice by participants.



Monitor compliance

Proactively and consistently monitor, review and assess compliance and adopting evidence-based models to make decisions and appropriate adjustments.



Administer rules

Enforce rules and policies in a fair and timely manner.

ENGAGEMENT (>80%)

INDUSTRY (>80%) PARTICIPANT
AWARENESS OF CODE
OF PRACTICE
OBLIGATIONS (>60%,
+10% YEAR ON YEAR)

CUSTOMER SERVICE SATISFACTION SCORE (>85%) GREYHOUNDS ARE ACCOUNTED FOR (100%) TIMELINESS OF COMPLIANCE PROCESSES (>95%)

WELFARE

We will ensure high animal welfare standards for the industry.

COMPLIANCE WITH WELFARE STANDARDS (>90%)

INTEGRITY

We will ensure high integrity standards are enforced and maintain the Commission as a trusted and impartial regulator.

INTERNAL REVIEWS UPHELD (90%)

CAPABILITY

We will strive to be an exemplary organisation and an outstanding employer.

STAFF ENGAGEMENT SCORE (>80%)

ENGAGEMENT

We will foster understanding by engagement, collaboration and consultation.

STAKEHOLDER ENGAGEMENT SCORE (>90%)

ASSURANCE

We will promote trust and confidence in the Commission and the industry.

PUBLIC CONFIDENCE (>80%)

Develop e-Tracking implementatior of participant welfare program

ment

Design greyhound welfare assessment tool

Implement greyhound welfare assessment tool Roll-out online

policies an standards framework

nforcement processes

policies and standards framework

Evaluate proposals that strengthen integrity controls

performance development

Streamline business processes

streamlined business processes

Implement business process improvement

Develop recruitment pathways Commence com Industry collaboration con projects

participant online selfservice portal

participant online selfservice portal

Sustain long-

term linkages

industry &

community

professional development requirements with GRNSW

industry data & insights program

welfare research program

flexible funding model

Implement industry data & insights program

Expand welfare research program







