



THE UNIVERSITY
of ADELAIDE

Research Services - Service Charter

Research Services External – Version 1.0

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history.**

1. Introduction	2
2. Our services	2
3. Our Values	4
4. Understanding and working together	5
5. Contacting Research Services	5
6. Feedback, Escalation and Complaints	6
7. Review of Service Charter	6

1. Introduction

Research Services is a part of the Division of Research and Innovation (DRI) portfolio at the University of Adelaide, overseen by the Deputy Vice-Chancellor and Vice-President (Research). Research Services is a central point of contact for academics, professional staff, and students, as well as for research funding agencies and external research partners. The range of work of each team in Research Services is outlined in Section 2 below. This Service Charter defines the values of Research Services and the services and service levels that we provide to facilitate excellence in research for the University of Adelaide.

In the course of a year (based on 2023-2024 data), Research Services will process/produce:

- 1280 research applications, worth \$765M
- \$245M in awarded research revenue
- 1500 research contracts (about 470 of these are 'head agreements' for funding)
- 880 grant and contract variations (not including reports)
- 600 ethics and compliance applications and 150 facility certifications
- 7000 research-output (publications) records
- 100 data requests for Faculties and other Departments
- 60 newsletters (weekly bulletins, special announcements, DVCR newsletters)

2. Our services

Research Services comprises of the following teams and areas:

Research Development Team - The Research Development team supports researchers at the University of Adelaide to develop and submit research grant funding opportunities that increase the University's research income, reputation and impact. The team supports priority applicants to major grant schemes, as well as other key schemes that align with the University's strategic priorities.

Pre-Award Grants Team - The Pre-Award Grants Team support the review and submission of both domestic and international research grants and tenders, providing expert advice on eligibility and compliance requirements.

Project Initiation Team - The Project Initiation Team is responsible for the initiation, review, and execution of most Research contracts at the University of Adelaide, including Category 1, 2, and 3 research projects, MTAs and NDAs. The team provides support with grants and contracts from the point we receive formal notification of an award or an agreement to proceed with a contract/grant until all required agreements and sub-contracts are executed.

Post-Award Team - The Post-Award team are responsible for all administration aspects of the University's research projects after the finalisation of contracting (by the Project Initiation team). This includes project set up, setting up and monitoring research project reporting, milestones and invoicing, processing variations and supporting project finalisation and closure.

Major Programs Team – The Major Programs team provides pre-award and post-award support for major strategic grant initiatives. The activities include full grant cycle support for CRCs and CRC-Ps

(Category 4 grants), establishment of ARC Centres of Excellence, Training Centres and Hubs, NCRIS grants administration, Defence Trailblazer contract support and other ad-hoc major initiatives.

Office of Research Ethics, Compliance and Integrity (ORECI) - ORECI provides resources, advice and assistance to University personnel regarding their ethics and compliance obligations and responsibilities required by the *Australian Code for the Responsible Conduct of Research*. The Office has administrative and management responsibilities in the areas of animal ethics, human research ethics, gene technology compliance, biosecurity compliance and biosafety compliance and provides secretarial support to the committees that have oversight of these activities for the University.

Performance Excellence, Impact and Reporting (PEIR) – PEIR provides support for Research System operations, upgrade and implementation, with a focus on data quality and maximising the use of corporate research management data to inform operational and strategic decision making. PEIR curate research output (publications) data and respond to Federal statutory reporting requirements. They also manage the web and communications for Research Services, including Pivot-RP and the Bulletin.

Research Support Leads - The RSLs work with their respective Faculty leadership and Research Services to develop and deliver strategic services aligned to Faculty priorities. Their role includes triaging queries and escalating matters where required, directing them to the relevant teams and management to resolve issues. The RSLs also coordinate research funding pipelines, disseminate opportunities to staff and - with other Faculty-embedded staff - facilitate local “one team” approaches to knowledge sharing, enquiry management and identifying any issues that central staff can help resolve.

We provide these services to:

- University of Adelaide academic staff and students
- Other University staff supporting research (e.g. finance, Research Legal Services, Human Resources, School Business Managers etc.)
- Research Leaders (e.g. Deputy Deans of Research, the Office of the DVCR, etc.)
- Internal and external funders of research, across philanthropic groups, funding bodies and industries
- Professional staff and researchers from other universities in Australia and overseas, and research institutes
- State and Commonwealth Government departments

There is considerable variety in the time it may take to complete these tasks. *The time taken depends on the time of year for each team, the complexity, number of participants in the activity and the response speed of internal and external collaborators, including the funding agencies.*

We are working on KPIs. In the meantime, other internal measures are:

- We aim to acknowledge your enquiry within 2 business days of receiving it. We will try and give an estimate of the time to completion at this time
- For pre-award grant and tender submissions, we aim to review applications and provide feedback within 48 hours, depending on the scheme deadline
- For PEIR, we aim to provide data analyses and products in response to enquiries within 10 working days and set up user access to research systems within 2 working days.

Research Services values all research effort across the University. However, to give us a framework to work in, we prioritise our work in the following ways in different teams:

Pre-Award <ol style="list-style-type: none"> External deadlines University of Adelaide led proposals Strategic¹ importance to the University Chance of success (based on track record of research team) Everything else 	Post-award <ol style="list-style-type: none"> Value of HERDC income² to the University of Adelaide in this calendar year Value of HERDC income to the University of Adelaide in subsequent calendar years External deadlines Strategic importance to the University Everything else
Reporting <ol style="list-style-type: none"> External mandatory reporting Strategic reporting Operational reporting 	Research Ethics and Compliance <ol style="list-style-type: none"> Submission date Strategic importance

Peak times for our services are shown in the table below:

	Jan	Feb	Mar	Apr	May	Jun	Jul	Aug	Sep	Oct	Nov	Dec
General Enquiries												
Major Grant Rounds												
Major Programs												
NHMRC/ARC Reporting												
Research Contracting and Variations												
Ethics and Compliance												
PEIR												

3. Our Values

We uphold the University values:



INTEGRITY
We hold ourselves and each other accountable to be honest and fair.



RESPECT
We embrace diversity and uphold the dignity of each individual.



COLLEGIALITY
We explore ideas collaboratively, and are united in our commitment to the University community.



EXCELLENCE
We deliver our best and celebrate outstanding performance.



DISCOVERY
We are committed to learning and we boldly approach the future with curiosity and energy.

Applying these values to Research Services

¹ 'Strategic' is defined here as directly related to the University's FAME strategies and/or prioritised by DVC Research/PVC-RE
² This includes high value NCRIS and other high value non-HERDC research activities

Values	Our response
Integrity	We will take ownership of your enquiry, ensuring that you know who is dealing with your enquiry If we are unable to resolve your enquiry, we will be clear about why, what options you have and where you might find the right person or team to help you.
Respect	We will ensure that our staff are respectful and professional
Collegiality	We will work with you to gain the best outcome for the University and for your research
Excellence	We will provide you with accurate and timely information, including: <ul style="list-style-type: none"> • clarity on next steps • progress of your enquiry through Research Services; and • any relevant timeframes If we cannot resolve your enquiry in a reasonable time, we will give you a timeframe for resolution
Discovery	We look to continuously improve our services and processes for the benefit of our users

4. Understanding and working together

So that we can provide the best possible assistance, we kindly ask that you:

- Treat our staff with courtesy and respect
- Understand the services we offer and how we can help you
- Work with us to solve problems
- Provide us with timely, accurate and complete information
- Take the time to understand your obligations and aim to fulfil them
- Provide us with honest, constructive feedback on our service
- Contact us if you believe we have made an error

5. Contacting Research Services

You can contact the teams within Research Services in several ways. These are summarised in the table below:

Team	Phone number	Email
Development Team	(08) 8313 5137 and press 1	grantdevelopment@adelaide.edu.au
Pre-Award Team	(08) 8313 5137 and press 1	preaward@adelaide.edu.au
Project Initiation Team	(08) 8313 5137 and press 2	proj_initiation@adelaide.edu.au
Post-Award Team	(08) 8313 5137 and press 3	postaward@adelaide.edu.au
Major Programs Team	(08) 8313 5137 and press 4	rbmajorprograms@adelaide.edu.au / crcgrants@adelaide.edu.au
ORECI	(08) 8313 5137 and press 5	recu@adelaide.edu.au
PEIR	(08) 8313 5137 and press 6	research.services@adelaide.edu.au

In addition, a complete list of our staff can be found [here](#).

6. Feedback, Escalation and Complaints

If you have feedback on our services (whether the feedback is good or bad), we would like to hear from you.

If you believe your enquiry or action is not receiving the attention it deserves, please contact your local Faculty dedicated Research Support Leads (RSLs) in the first instance:

ABLE Cameron van den Heuvel T: 08 8313 3960 cameron.vandenheuvel@adelaide.edu.au	HMS Rebecca Cook T: 08 8313 0060 rebecca.cook@adelaide.edu.au	SET Paula Rosenbauer T: 08 8313 0448 paula.rosenbauer@adelaide.edu.au
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Further escalation points for issues have been provided to Faculty DDRs and RSLs.

7. Review of Service Charter

We are discussing KPIs for Research Services and we will update this document when we have these agreed. We will also review these service standards in 2026.