

ARC Client Service Charter

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Introduction

This Charter describes what the Australian Research Council (ARC) does, and the service commitment we make to our clients.

Our purpose

The ARC's purpose is to grow knowledge and innovation for the benefit of the Australian community by funding the highest quality research, assessing the quality, engagement and impact of research, and providing advice on research matters.

Our vision

Research for a creative, innovative and productive Australia.

Our role

- Fund the highest quality research and research training through the National Competitive Grants Program (NCGP)
- Evaluate the quality of research in Australian universities (ERA)
- Assess the engagement and impact of research in Australian universities (EI)
- Provide advice on research matters
- Create efficiencies for whole of government by providing grants administration for other government entities.

Who are our clients?

Our clients include participants in the NCGP, ERA and EI and users of ARC information and policy (including eligible organisations, Australian universities, researchers, peer reviewers, peak bodies, the global research sector, partner organisations, industry, Australian government and the media).

What do we do?

We provide the following services:

- information about the NCGP, ERA and EI, including processes and outcomes
- advice to eligible organisations to assist with submission of applications for funding under the NCGP
- advice to eligible organisations to assist with administrative, financial and reporting requirements associated with funded grants
- support for the committees assessing research applications for funding and the quality of research in Australia
- advice to eligible organisations to assist with the submission of information required under ERA and EI
- advice and information to support the development of research policy
- conduct forums to enable clients to provide feedback on proposed changes to NCGP, ERA and EI processes
- communication and promotion of ARC-funded research and ERA and EI outcomes, including analysis and reporting via ARC website, social media and media
- provide grants administration services to other government entities.

What are our service standards?

In delivering our services we individually and collectively uphold the Australian Public Service Values. We are impartial, committed to service, accountable, respectful and ethical. In our dealings with you, we will be courteous; treat you fairly and professionally; provide timely advice that is clear, concise, accurate and complete; and keep any confidential information provided to us as in confidence, except where disclosure is required by law or the information forms part of the grants process.

We aim to achieve excellence in service delivery to all stakeholders, including people with disability and those from culturally and linguistically diverse backgrounds or communities.

We also aim to ensure that the services we provide meet the goals of the [Australian Government's Digital Transformation Agenda](#) and [Digital Service Standards](#) to enable us to deliver services that are easier to find, use and improve client experience. In addition, we strive to ensure we meet [Web Content and Accessibility Guidelines](#) (WCAG) for the material we produce and publish.

Your rights

Your information will be handled in accordance with the Privacy Act 1988. We respect the confidentiality of your personal information and will use it only in accordance with the law. We will give you access to your personal information if you request it.

Enquiries

If you have an enquiry or a complaint covered by the services in this charter, the following steps apply:

Step 1: Contact the ARC and we will aim to resolve your enquiry as soon as possible.

Step 2: If we cannot resolve your enquiry upon point of contact, we will direct it to the appropriate person and seek to respond within 20 working days.

Step 3: If the ARC cannot respond to you within 20 working days, or if you have further questions we will seek to provide you with an estimated time of response.

What are your responsibilities?

To help us provide you with a quality and timely service we ask that you:

- treat our staff with courtesy and respect
- provide us with timely, complete and accurate information
- meet any reciprocal obligations
- allow adequate time for us to respond to requests
- provide feedback on the quality of our services.

We welcome your feedback on the quality of our services. If you wish to provide feedback or complaints please write to the Complaints Handling Officer via email at complaints@arc.gov.au

or

The Complaints Handling Officer
Australian Research Council
GPO Box 2702
Canberra ACT 2601

Additional guidance on how to provide feedback is available on the [Feedback and Complaints page](#) on the ARC website.

Our commitment to improvement

We will at least once a year:

- evaluate our services against the standards we have set in this charter, to see if we are meeting those standards
- review the standards set out in this charter

Further information

See also: the [contacts page of the ARC website](#).