



Australian Research Council

Client Service Charter

As at 30 June 2024

This Client Service Charter describes the standards of service you can expect from the Australian Research Council (ARC). The ARC is accountable for its performance against these standards. The ARC's client service focus underpins its approach to supporting research system excellence and commitment to providing high-quality guidance and information to stakeholders, in accordance with the strategic priorities set out in the [ARC Strategy 2022–2025](#).

General Enquiries

All phone lines are monitored between 9:00am and 5:00pm (AEST) on working business days.

The ARC will acknowledge email enquiries within 2 business days of receipt and postal mail within 14 business days of receipt.

Web www.arc.gov.au

Email info@arc.gov.au

Phone +61 (02) 6287 6600

Note: An automated general ARC enquiries phone line is available 24-hours. Responses to phone line enquiries will be provided within the working business hours outlined above.

Mail Australian Research Council
GPO Box 2702, Canberra ACT 2601 AUSTRALIA

Business Area Contacts

Business Area Contacts are provided for enquiries on specific matters.

National Competitive Grants Program (NCGP)

The ARC administers the NCGP which supports the highest-quality fundamental and applied research and research training through national competition.

Individual researchers with enquiries regarding the NCGP should contact their respective Research Office in the first instance.

Pre-award enquiries ARC-NCGP@arc.gov.au

Post-award enquiries ARC-Postaward@arc.gov.au

The ARC will approve Variations within 60 days, End of Year reports within 90 days and Final Reports within 90 days.

Reporting requirements ARC-Reports@arc.gov.au

ARC College of Experts College@arc.gov.au



Seeking a review of a NCGP application

The Grant Guidelines for ARC funding schemes make provision for an appeals process, whereby appeals will be considered against administrative process issues only. The ARC does not consider appeals against committee decisions, assessor ratings and comments, or Ministerial decisions. The appeals process is designed to ensure that the applicant has been treated fairly and consistently in the context of the selection procedures.

For more information, please visit [Appeals against NCGP administrative processes](#).

Research Management System (RMS)

RMS users should direct requests for information to their Research Office or Lead Agent.

For more information, visit [Research Management System \(RMS\) Information](#).

Research Evaluation (including former ERA and EI)

The ARC evaluates the excellence, impact and depth of university research and identifies and maintain relevant data sets to inform robust policy advice to government on the broader research system.

Email ARC-ResearchEvaluation@arc.gov.au

Phone +61 (02) 6287 6755

Research Grant Services

The ARC provides grants administration services to other Australian Government entities who are managing grant programs focussed on the research sector. For more information, visit www.researchgrants.gov.au.

Email ARC-GrantsServices@arc.gov.au

Phone +61 (02) 6206 7206

Mail Research Grants Services
Australian Research Council
GPO Box 2702, Canberra ACT 2601 AUSTRALIA

Research Integrity

The ARC works closely with the National Health and Medical Research Council regarding the responsibilities of research integrity in Australia under the Australia Code for the Conduct of Responsible Research.

Email researchintegrity@arc.gov.au

Mail Research Integrity Office
Australian Research Council
GPO Box 2702, Canberra ACT 2601 AUSTRALIA



Australian Research Integrity Committee (ARIC)

ARIC is jointly established by the ARC and the National Health and Medical Research Council. All correspondence with the ARIC secretariat is treated as 'in confidence'. Individuals can contact the ARIC to request a review into whether an institution's response to a potential breach of the [Australian Code for the Responsible Conduct of Research](#) was consistent with the principles and responsibilities of the Code.

Email aric@arc.gov.au
Phone +61 (02) 6287 6701
Mail ARIC-ARC Secretariat [IN CONFIDENCE]
Australian Research Council
GPO Box 2702, Canberra ACT 2601 AUSTRALIA

Personal Information

Your information will be handled in accordance with the *Privacy Act 1988 (Cth)*. We respect the confidentiality of your personal information and will use it only in accordance with the law. You can request access to your personal information and request changes to correct any inaccuracies.

For more information, please visit [Privacy and Information](#) and [Privacy Policy](#).

Freedom of Information (FOI)

The ARC manages FOI requests in accordance with the *Freedom of Information Act 1982 (Cth)* (FOI Act).

The ARC will notify you within 14 days that your request is received. This email will provide you with information about the ARC's processes and timings for managing your request under the FOI Act, including if there are any difficulties that may arise with processing your request.

Timeframe for receiving our decision

There is a 30-day statutory period for processing your request, which commences from the day after the date your request is received. You can expect a decision within 30-days, noting that the period of 30 days can be extended in certain circumstances. The ARC will advise you if an extension of time is required.

Charges

Where permitted under the FOI Act, the ARC may issue charges for processing FOI requests. The ARC will advise you if there is a decision to issue charges.

Personal Information

As a matter of course, the ARC may need to consult with other people or organisations regarding FOI requests. In such circumstances, the ARC may need to disclose personal information (e.g., the name of the person making a request under the FOI Act). Alternatively, during such consultations, the name of the person making the request may become apparent to parties to the consultation, even where this information is not disclosed by the ARC.

FOI Applicants are therefore asked to inform the ARC within five (5) days if they have any concerns in this regard, so the decision-maker may take this into account. Where you do not respond to the ARC



in this period, it will be taken that you agree that personal information may be disclosed during the consultation. The ARC's Privacy Policy is available on the ARC website at [Privacy Policy](#).

FOI Disclosure Log

Within ten (10) days after any release of document/s under the FOI Act, the ARC will list the document (as released) on its publicly available [Freedom of Information Disclosure Log](#).

Exclusion of officials' names and contact details

The ARC's policy is to withhold the mobile numbers of all government officials. It is also policy to withhold the names and contact details of government officials who are not in the Senior Executive Service, or equivalent. You will be asked to inform the ARC within five (5) days if you consider that this information should be included as part of the request, so that the decision-maker may take this into account. Where you do not respond within this period, the ARC will take it that you agree to that information being excluded from the scope of your request.

You can contact the ARC FOI Contact Officer at:

Email foi@arc.gov.au

Phone +61 (02) 6287 6622

For more information, visit the [Freedom of Information](#) page on the ARC website.

Your feedback – compliments, complaints, and suggestions

The ARC acknowledges that feedback from stakeholders is an important means of gauging the effectiveness and efficiency of our activities and identifying areas for improvement. We value your opinion and feedback and will work with you to understand how to improve our services.

If you have an enquiry, idea, compliment, or complaint, you can contact us at info@arc.gov.au or call us on + 61 (02) 6287 6600. For more information, please visit the [Feedback and Complaints](#).

Your responsibilities

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

- Treat us with courtesy and respect.
- Provide us with factual, complete, and accurate information.
- Provide feedback if you feel the ARC can improve our services.
- Engage in fair and transparent communication if you are unhappy with any ARC decision.

Our commitment to accessibility

We aim to adhere to:

- Australian Government's [Digital Service Standard](#), and
- World Wide Web Consortium's [Web Content Accessibility Guidelines 2.0](#) (WCAG 2.0).

If anything on this website is difficult for you to use, please contact us at info@arc.gov.au.