RESEARCH SERVICES OFFICE:

SERVICE CHARTER

November 2013
## RSO Service Charter: Role Executive Summary

### Grant Application & Contract Services
- Coordinate the review, administration and submission of University centrally funded and externally funded research grant applications; ALL research applications must be accompanied with a certification form by prescribed due dates and sent via research.grants@flinders.edu.au.
- Advise, negotiate and facilitate sign-off of research contracts and terms and conditions of award; ALL research contracts are sent to the RSO for coordination utilising research.contracts@flinders.edu.au.
- Disseminate current and future funding opportunities information to academic clients, via weekly Grants Bulletin email.
- Facilitate the handover of awarded, finalised grants and contracts documentation to Grants Finance for establishment of accounts, invoicing, disbursement of research funding and preparation of financial statements. For all other grant related finance enquiries contact grants.finance@flinders.edu.au.
- Flinders Partners (FP), for research related matters, provides (i) legal advice to the RSO and (ii) contract research, research tender and consultancy assistance to academic clients with an emphasis on supporting researchers with commercial or intellectual property issues.

### Research Ethics & Integrity
- Oversight, executive support and administration for the:
  - Social and Behavioural Research Ethics Committee (human.researchethics@flinders.edu.au)
  - Animal Welfare Committee (animal.welfare@flinders.edu.au)
  - Institutional Biosafety Committee (ibcadmin@flinders.edu.au)
- Provide advice on the development of ethically sound research proposals.
- Oversee research integrity, and investigate allegations of research misconduct (peter.wigley@flinders.edu.au)

### Research Data & Reporting
- Provide services and support processes that involve the collection and reporting of research data: research.data@flinders.edu.au
- Coordinating regular statutory reporting processes such as submissions for the Excellence in Research for Australia (ERA) program and the Higher Education Research Data Collection (HERDC).
- Support Flinders researchers, administrative staff and managers by providing advice, reports and analysis on research activity to inform strategic decision making processes. Researcher research performance data via RePortal: https://research.flinders.edu.au/FLINdex/
- Maintain the Research section of the University website.
- Publish the RSO’s Inspiring Research newsletter, including interviewing of subjects for articles.

### Strategic Initiatives
- Targeted research prize and award application and nomination editing, drafting and support: http://www.flinders.edu.au/research/our-research/research-awards.cfm
- Large application (ie. >$2m) and/or strategic funding proposal development, drafting and editing including assistance with national centre application development and coordination such as ARC Centres of Excellence.
- Development of research overview marketing materials.

### Training
- Provide training in grant application preparation, research ethics and the responsible conduct of research, and supports the mentoring program for early stage researchers: http://www.flinders.edu.au/research/researcher-support/development-and-training/
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Introduction

The University in implementing its new Research Plan 2012-2016, underpinned by the Flinders Future Focus 2012-2016 Strategic Plan, contains programs aimed at focusing research and at taking research performance to a new level. Many of these programs require close oversight by the Research Services Office (RSO) to ensure successful implementation. The RSO Service Charter has therefore been developed to enable effective operationalisation of the research plan to produce the desired outcomes.

The Service Charter, prepared on an operational basis, details our roles and responsibilities in addition to operational unit composition and associated contact information. The operational areas include:

- Grant Application and Contract Services
- Research Ethics and Integrity
- Research Data and Reporting
- Strategic Initiatives

Flinders major aspirational key performance indicators

As outlined in the Flinders University Research Plan 2012-2016, our major aspirational key performance indicators include:

- Increasing research and commercial income by 20% from $53M (2011) to $63M (2016).
- Identifying priority areas and investing in them.
- Having the majority of our disciplines rated as world standard or above.
- Increasing the number of national centres and awards.
- Having 100% of academic staff in balanced portfolio roles research active.

Flinders University Research Plan 2012-2016 can be located at:
1. Grant Application and Contract Services - Service Charter Description

1.1. Main Objective
The overarching aim of the RSO in providing grants and contracts support is to balance two key needs:

1) the effective and timely review and administration of research grant and contract documentation, both pre- and post-award, to best strengthen and support the Flinders’ research endeavour.

2) ensuring compliance with grant terms and conditions and the execution of suitable contract terms in order to adequately protect the Institution and its staff/research students against exposure to undue risk factors while undertaking funded research.

The Unit currently comprises a Manager, two Senior Grants Officers (pre-award), two Contracts Officers (post-award) and two Administrative Assistants. The Manager, Research Grants and Contracts, reports to the Director, Research Services, and is responsible for oversight and management of the Unit’s operations. Information about the team and services provided can be found on the following pages:


1.2. Grants and Contracts Support: Our Client Service Pledges

- Act as the primary point of contact for academic staff to support University centrally and externally funded research grant applications and awarded research-related contracts;

- Disseminate information to our academic clients in relation to current and future funding opportunities via a weekly Grants Bulletin email;

**Grant Application Timelines**

- Provide full compliance reviews of grant applications where these are received, in completed draft format, in line with any published internal deadlines, which are typically:
  - 15 - 20 working days or 3 – 4 weeks in advance of funder submission deadline for major funding rounds (ie. ARC, NHMRC)
  - 10 working days in advance of funder submission deadline for other funding opportunities.

All research applications must be accompanied with a certification form by prescribed due dates and sent via research.grants@flinders.edu.au.

*Where grant applications are received for review after published internal deadlines, every effort will be made to provide application review services. However, depending on resources and lateness of application, we cannot guarantee a full or indeed any compliance review prior to submission.*

**Contract Formation Timelines**

- Review and negotiate suitable contractual terms and conditions. As a guide, we will aim to provide:
Initial contact and feedback to lead chief investigator (CI) on requirements and action points within 10 working days of receipt.

Periodic, typically fortnightly, follow-up with external parties and lead CI.

Completion and sign off of contractual agreement, subject to external party agreement, within a 20 to 30 working day or 4 to 6 week period.

ALL research contracts are sent to the RSO for coordination utilising research.contracts@flinders.edu.au.

Please be aware that the execution of contractual agreements is dependent upon a number of external factors, including the number of external parties involved, any signature deadlines, the amount of negotiation required, and, for externally drafted agreements, the suitability of the proposed terms and conditions. All of these factors will have an impact on the turnaround time for an individual contract.

- Provide advice on grant application terms and conditions including the eligibility of potential applicants, reporting requirements, format of submissions, confidentiality and intellectual property restrictions;
- Provide advice on contract agreement terms and conditions including confidentiality and intellectual property restrictions;
- Coordinate the submission and university certification of grant applications on behalf of the Institution;
- Coordinate the approval and delegate sign-off of contractual research agreements on behalf of the Institution;
- Facilitate support, in collaboration with Faculty personnel, in relation to external quality/scientific reviews of grant applications in line with budget availability;
- Liaise with legal advisors in the formation of suitable contractual terms and conditions as appropriate;
- Maintain a dialogue with funding bodies on behalf of the Institution and its researchers in order to clarify and improve funding rules and procedures;
- Liaise with Grants Finance to ensure effective transfer of awarded, executed grant and contracts documentation for financial, post-award administration. For all other grant related finance enquiries contact grants.finance@flinders.edu.au. Please note: establishment of accounts, invoicing, disbursement of research funding and financial statements is not within the RSO’s remit;
- Maintain meta data and electronic records of grant applications, awards and contractual agreements for reporting/statistical purposes via the Research Master database and TRIM records management system;
- Grant workshop training coordination http://www.flinders.edu.au/research/researcher-support/development-and-training/;
- Work with Data and Reporting team and Director, Research Services to assist researchers and Faculties to determine whether external income is eligible for HERDC and relevant percentage.

1.3. Grants and Contracts Support: Faculty/School Administrative Staff Responsibilities

- Provide support to your academic clients in relation to initial grant application formation including costing;
- Assist the RSO in order to ensure that grant applications are submitted in line with published deadlines;
• Facilitate the collection of necessary local-level certifications and approvals in respect of grant applications and contracts; Target RSO-provided information in relation to current and future funding opportunities to your relevant academic clients;
• Assist your academic clients in achieving local peer review and external quality/scientific review of grant applications as appropriate;
• Ensure that the RSO is made aware of any potential research grant applications and/or contractual requirements as soon as practicable;
• Act as a contact point for RSO staff involved in gathering required information for grant applications and contracts in your area.

1.4. Grants and Contracts Support: Academic Client Responsibilities
• Where available, engage with local research administrative staff within your Faculty for provision of initial grant application support including costing;
• Provide the RSO with as much notice as possible of an intended grant application or contractual requirement;
• Ensure complete, draft grant applications are submitted to the RSO in line with published internal deadlines in order to allow the RSO to undertake timely compliance and eligibility checks before submission;
• Provide the RSO with at least 10 working days’ notice of any personal deadlines/unavailability which may impact on the submission or certification of an application;
• Inform the RSO of the outcome of submitted grant applications, and pass any official communications and documentation to the RSO for data and records management;
• Respond promptly for any requests for information/clarification received from the RSO as a result of checking of grant application or contract terms;
• Read and comply with funding body terms and conditions of application, and any contract terms and conditions as directed by the RSO;
• Comply with University policies and procedures related to your research conduct under awarded grants and contracts, particularly in respect of ethics and research governance issues.

1.5. Grants and Contracts Support: Flinders Partners Responsibilities
The Research Services Office, via a service agreement, works closely with Flinders Partners (FP) to deliver contract management support for research agreements. As part of the service agreement, FP, for research related matters, also provides legal advice and tender assistance with an emphasis on supporting researchers with commercial or intellectual property issues.

FP services include:

Contractual services (Contract research agreements)
With ALL research contracts or agreements required to be sent to the RSO, upon receipt it will be evaluated to ascertain if it is to be managed by FP, the RSO, or jointly. The criteria for this assessment are based on the type and level of commercial involvement, and the strategic priorities of the University. Typically, research tender and contract research agreements including those with industry partner involvement will be managed by FP, and agreements pertaining to research based activities that do not have the potential for commercial intellectual property, are managed by the RSO.
• Review of external agreements (client initiated via the RSO)
• Drafting of agreements and other legal documents, including utilisation of standard University agreement templates (University initiated)
• Negotiation of contract terms and conditions including project scope, fees and legal aspects
• Contract execution, contract registration and hand over to Grants Finance for contract administration
• Work within FP systems to ensure quality assurance and reporting requirements are met

Legal advice
• Legal review and advice for research agreements processed by the RSO
• Legal review and advice to Faculties (non-research related)
• Legal review and advice for the Vice Chancellor and Deputy Vice Chancellor (Research) as required

Research tender and contract research proposal assistance
• Assist researchers in the development and submission of their research tender or contract research proposals. Tender assistance includes provision of organisational information for a tender application, proof reading, compliance review, authorised signature and lodgement
• Provide advice on charge out rates and complex research budgets
• Design of a tender response template (if applicable)
• Legal review of the draft terms and conditions (if part of the request for tender documents)

1.6. Contacts for Advice

Please contact the Research Grants and Contracts Unit of the RSO for further information and advice regarding any of the above:
http://www.flinders.edu.au/research/researcher-support/research-contacts/
2. Research Ethics and Integrity: Service Charter Description

2.1. Main Objective

The Research Ethics and Integrity Unit (‘the Unit’) of the Research Services Office is responsible for ensuring that the University complies with all relevant legislation, codes of practice and guidelines pertaining to research ethics, research integrity and biosafety. These include: the Animal Welfare Act (SA); the Gene Technology Act; the Quarantine Act; the Australian Code for the Responsible Conduct of Research; the National Statement on Ethical Conduct in Human Research; and the Australian Code for the Care and Use of Animals for Scientific Purposes.

The Unit currently comprises a Manager, three Ethics Officers and the Animal Welfare Officer. The Manager, Research Ethics and Integrity, reports to the Director, Research Services, and is responsible for oversight and management of the Unit’s operations.

http://www.flinders.edu.au/research/researcher-support/ethics/ethics_home.cfm

Committees

The Unit oversees, coordinates and provides executive support for the activities of the following University Committees, comprising researchers, expert professionals and community representatives:

- the Social and Behavioural Research Ethics Committee (SBREC) (email: human.researchethics@flinders.edu.au);
- the Animal Welfare Committee (AWC) (email: animal.welfare@flinders.edu.au); and
- the Institutional Biosafety Committee (IBC) (email: ibcadmin@flinders.edu.au).

In addition, the Unit liaises with the coordinators of the Southern Adelaide Clinical Human Research Ethics Committee (SAC HREC), whose operations are managed by SA Health.

2.2. Research Ethics Team: Roles and Responsibilities

- Coordination and administrative support for the three University Committees listed above, as well as for the SBREC and AWC Subcommittees.
- Application processing, meeting coordination, agenda preparation, meeting minutes, approval notifications, and communication with researchers and Committee members.

Application Timelines

SBREC
- Post-meeting notification: Applicants can expect to receive a response via email 28 to 33 days following submission. However, response time will depend on the number of applications received for any given meeting.
- Projects deemed to be low or negligible risk are reviewed by either the SBREC Low Risk Subcommittee or the School of Psychology Ethics Sub-Committee (SPESC), and applicants can expect a response within 8 weeks, depending on the quality of the original application, and the current volume of applications being processed.
- Conditional approvals: Applicants will receive further Committee responses or final approval notifications within 5 to 10 working days of submission of their conditional approval responses.

AWC
- Post-meeting notification: Applicants can expect to receive a response via email 8 to 12 working days following the Committee meeting. However, response time will depend on the number of applications received for any given meeting.
Conditional approvals: All conditional approval responses will be reviewed at the next AWC meeting, unless there is a justification for greater urgency. Applicants can expect to receive a response via email 5 to 10 working days following that next AWC meeting.

IBC

Post-meeting notification: Applicants of approved applications can expect to receive an official approval letter via email approximately 14 days following the Committee meeting, subject to all requirements being fulfilled. For applications where further information is required, the applicant will receive email notification within 7 days of the meeting informing them of any requirements. The response time to the applicant in both cases can, however, depend on the number of submissions to the meeting.

- Education and advice with regard to the principles and University policies and procedures relating to research ethics.
- Handling any suggestions or complaints made regarding the Committees and Subcommittees, in association with the Manager, Research Ethics and Integrity.
- Provide expert support, guidance and training for the AWC and its two Subcommittees, as well as for the animal facilities and their staff within the School of Medicine and the School of Biological Sciences via the Animal Welfare Officer (AWO).
- Coordination and provision of training via Training Days held each year for Animal Welfare (three times) and Biosafety (once) [http://www.flinders.edu.au/research/researcher-support/development-and-training/](http://www.flinders.edu.au/research/researcher-support/development-and-training/)

2.3. Research Integrity: Roles and Responsibilities

- Ensuring that the University complies with the Australian Code for the Responsible Conduct of Research (‘the Code’), regarding research practice, supervision of research trainees, data management and storage, authorship, peer review, publication and dissemination of research findings, research collaborations and conflicts of interest, as well as for the handling of research misconduct allegations and minor breaches of the Code.
- The development of policies and guidelines pertaining to implementation of the Code (in association with Policy and Secretariat).
- Training plans for Human Ethics and Research Integrity are currently being developed.

2.4. Staff and Student Responsibilities

- Staff and students wishing to undertake research studies with human or animal subjects, or which have biosafety implications, must obtain approval from the relevant Committee(s) before commencing their studies or projects.
- Staff and students who wish to apply for approval from one of the aforementioned Committees are responsible for understanding their requirements with regard to relevant legislation, national guidelines, funding conditions and University policies and procedures.
- Staff and students are also responsible for completion and lodgement of the appropriate application forms (for initial project approval and any subsequent modifications), which can be accessed from the relevant University webpages, as well as for any reporting requirements (progress and final) that are conditions of final approval.
- Meeting all designated requirements is essential in order for the University and individual researchers to comply with relevant legislation, national codes of conduct and guidelines. In some cases, failure to obtain prior approval, or not complying appropriately thereafter, will constitute a breach of legislation, involving serious and substantial penalties for both the individual and the University.
- Professional staff involved in research administration and development are available in each Faculty and School to support researchers in understanding their responsibilities and for the
preparation and submission of applications to the Committees and Subcommittees described above, and in Appendix 2, below.

2.5. Contacts for Advice
Please contact the Research Ethics and Integrity Unit of the RSO for further information and advice regarding any of the above:
http://www.flinders.edu.au/research/researcher-support/research-contacts/
3. Research Data and Reporting - Service Charter Description

3.1. Main Objective

The Research Data and Reporting Team within the Research Services Office is responsible for providing services and supporting processes that involve the collection and reporting of research data within the University.

The Team currently comprises a Manager, three Research Data Officers and a Research Data Assistant, with varying specialisations. The Manager, Research Data and Reporting, reports to the Director, Research Services, and is responsible for oversight and management of the Team’s operations. Information about the Team and services provided can be found on the following page: http://www.flinders.edu.au/research/researcher-support/research-data-and-reporting/

The Team supports Flinders researchers, administrative staff and managers by providing advice and reports on research activity, as well as coordinating regular statutory reporting processes such as submissions for the Excellence in Research for Australia (ERA) program and the Higher Education Research Data Collection (HERDC). The Team also analyses research activity data and identifies trends within the sector in order to better inform strategic decision making processes.

3.2. Data and Reporting Support: Roles and Responsibilities

3.2.1. Publications and Research Income Data Collection

• Provision of support in the use of the Research Management Information System (RMIS) to collect data on research outputs and inputs. This includes communicating with University staff regarding data collection processes and providing support for data collection within the wider research process. https://rmis.flinders.edu.au/rmenet/
• Verification of the integrity of publications data within the RMIS, ensuring it is current and compliant with relevant specifications.
• Performance of data entry for publications for strategic appointments.
• Assist with collection of research income data submission in collaboration with Grants Finance.
• Assist academic and faculty administrative staff to determine research income eligibility for HERDC and, if so, the relevant percentage.
• Provision of citation data for journal publications using Scopus.

3.2.2. Reporting

• Provision of reports on research activity data to support University senior management in respect to strategy.
• Coordination of the reporting of research activity data to external programs and agencies. This includes the HERDC and ERA programs as well as the Australian Bureau of Statistics (ABS).
• Provision of Faculty, School and individual research performance data to the relevant internal stakeholders. Researcher research performance data is made available via RePortal: https://research.flinders.edu.au/FLINdex/

3.2.3. Website

• Maintenance of the Research section of the University website.
• Reviewing the content and structure of the University’s Research sub-site to ensure it is aligned with best practice.
• Developing content for the University’s Research sub-site.
• Ensuring the University’s Research sub-site complies with accessibility requirements.

3.2.4. Communication

• Creating and editing the RSO’s *Inspiring Research* newsletter. This involves sourcing articles including the interviewing of subjects for articles. The Team is also responsible for the dissemination of this newsletter.
• Coordinating Innovative Research University (IRU) courses and RSO workshops. The Team is also responsible for the administration and promotion of IRU courses and RSO workshops. Other relevant workshop, courses or seminars are also promoted by the Team. 
• Providing technical support to the RSO’s Grant and Contracts Unit for the provision of the University’s research grants bulletin.
• Answering enquiries about research data and reporting received via telephone and email. This includes monitoring the Research Data email account for enquiries and requests received via this generic email account.

3.2.5. Systems Support

• Training University staff and adjuncts in the use of research data and reporting systems.
• Maintaining and upgrading of the RSO’s existing research data and reporting systems.
• Delivering new systems and functionality for research data and reporting.
• Administering the RSO’s research data and reporting systems. This includes providing new staff with access to these systems. The Team is not responsible for providing support for general IT systems within the RSO.

3.3. Faculty/School Administrative Staff: Client Responsibilities

• Provide first line support to your academic clients in relation to publications data collection (if School support is the approved approach for the relevant School).
• Assist the Team in order to ensure that research data are collected in line with published deadlines.
• Facilitate the collection of research data and reporting in support of research activities.
• Target information provided by the Team in relation to current and future research activities to your relevant academic clients.
• Ensure that the Team is made aware of any potential research data and reporting requirements as soon as practicable.
• Act as a contact point for members of the Team involved in gathering required research data in your area.

3.4. University Academic Staff: Client Responsibilities

• Where possible engage with your local research administrative staff for the provision of research data and reporting support.
• Provide the Team with timely notice of potential research data and reporting requirements.
• Ensure research and publications data are collected in line with published deadlines.
• Ensure research and publications data are entered correctly and in a valid format.
• Comply with any instructions or guidance given to you by the Team in gathering research data.

3.5. Contacts for Advice

Please contact the Research Data and Reporting Team of the RSO for further information and advice regarding any of the above:
4. Strategic Initiatives - Service Charter Description

4.1. Main Objective
Strategic Initiatives is a value-adding strategic development service located within the Research Services Office. The unit exists to create, develop and edit high value proposals, applications, nominations and submissions to external agencies that assist the University to achieve its strategic aims.

4.2. Strategic Support: Roles and Responsibilities
Strategic initiatives including:

- Targeted prize and award application and nomination editing, drafting and support [http://www.flinders.edu.au/research/our-research/research-awards.cfm](http://www.flinders.edu.au/research/our-research/research-awards.cfm);
- Large application (ie >$2m) and/or strategic funding proposal development, drafting and editing;
- Assistance with national centre application development and coordination such as ARC Centres of Excellence;
- Development of research overview marketing materials;
- Coordination of the Research Administration and Development (RAD) Network;
- Assistance with other projects as directed by the Director, Research Services; and
- Coordinate of major strategic research funding submissions as identified by the Deputy Vice-Chancellor (Research).

4.3. Contacts for Advice
To determine whether your project is eligible for strategic initiatives support, please contact Dr Gayle Morris, Director, Research Services or Professor David Day, Deputy Vice-Chancellor (Research).
APPENDIX 2    Ethics Committees roles

Social and Behavioural Research Ethics Committee (SBREC)


This Committee, which meets monthly, reviews applications for all non-clinical research with a social and/or behavioural focus that is conducted by Flinders University students and staff (including those with adjunct status), such as surveys, interviews, focus groups, psychological testing, access to personal documents and materials, and any other relevant observations or studies by researchers.

SBREC also needs to review any research that involves the secondary analysis of previously collected data (identifiable or de-identified) and also involves or impacts on Indigenous Australians.

Applications processed
2012 428
2011 392
2010 361

Modifications processed
2012 356
2011 261
2010 256

Southern Adelaide Clinical Human Research Ethics Committee (SAC HREC)


This Committee, which meets twice-monthly, reviews applications for all human research involving medical interventions; drug trials; the collection of body organs, tissues and fluids; complementary medicines; or the use of devices that may have a therapeutic effect.

In addition, all research (clinical or non-clinical) that involves the recruitment of human participants from any organisation under the banner of the Southern Adelaide Local Health Network (SALHN), which includes Flinders Medical Centre, must be reviewed by SAC HREC.

Animal Welfare Committee (AWC)

http://www.flinders.edu.au/research/researcher-support/ethics/committees/animal/

To conduct research involving animals, University researchers must apply to the Animal Welfare Committee (AWC), via one of two Subcommittees, as described on the webpage linked above. Both the AWC and the School of Medicine Subcommittee meet monthly, while the School of Biological Sciences Subcommittee currently meets five times per year.

An animal is defined by the National Health and Medical Research Council as any living non-human vertebrate, that is, fish, amphibians, reptiles, birds and mammals, encompassing domestic animals, purpose-bred animals, livestock, wildlife, and also cephalopods such as octopus and squid. Flinders University further defines this group to include certain types of decapod crustaceans.
Applications processed
2012 85
2011 57
2010 63
(plus modifications)

Institutional Biosafety Committee (IBC)
http://www.flinders.edu.au/research/researcher-support/ethics/committees/biosafety.cfm

To conduct ‘dealings’ with Genetically Modified Organisms (GMOs), with regard to the following
definition from the Gene Technology Act, researchers must apply to the Institutional Biosafety
Committee (IBC), who will also provide advice regarding specific containment and other safety
precautions that may be required.

‘Dealings’ in relation to a GMO, relate to any of the following: conducting experiments with the
GMO; making, developing, producing or manufacturing the GMO; breeding the GMO; propagating
the GMO; using the GMO in the course of manufacture of a thing that is not the GMO; growing,
raising or culturing the GMO; importing the GMO; transporting the GMO; disposing of the GMO; and
includes the possession, supply or use of the GMO for the purposes of, or in the course of, a dealing
mentioned above.

Applications processed
2012 32
2011 27
2010 12
(plus modifications)

Importation of Quarantine Status Materials
Researchers who wish to import certain materials, primarily biological, may require an import permit
from the Department of Agriculture, Fisheries and Forestry (DAFF) Biosecurity division, formerly the
Australian Quarantine and Inspection Service – AQIS. Information regarding this requirement can be
found here:

It is the responsibility of researchers wishing to import quarantine status materials to understand
and fulfil the requirements of DAFF Biosecurity/AQIS.

However, some Schools within the University, in particular, the Schools of Medicine and Biological
Sciences, have existing import permits that may cover certain importation needs, and relevant
contact details are provided on the webpage above.

In addition, the Research Services Office keeps a register and copies of all import permits. Therefore,
researchers must provide a copy (hard or electronic) of any granted import permit to the Manager,
Research Ethics and Integrity.