

Australian BioResources Service Standards



Introduction

Service standards provide guidelines for ABR staff and researchers using the facility regarding desired timelines and communication goals associated with key ABR activities. The achievement of these service standards is always going to be subject to adequate staffing levels and optimal equipment performance. The ABR does not guarantee that these services standards will always be achievable.

1. Animal Husbandry

- Litters will be recorded on Stuart within 4 days of birth.
- Request culls will be completed within 1 week, however, researchers will not be charged for cages containing all mice with RC status after 72 hours.
- Request pairings will be completed within 1 week OR the technician will advise why this can't be done eg. mice too young.
- Tissue collection for genotyping will be performed by 2-3 weeks of age (blood collection excluded).
- Stock mice will be group housed at weaning and groupings of female stock will be reviewed weekly at cage change.
- ABR staff will follow culling and/or breeding instructions as provided on the Line Instructions or Stuart communications.
- Pairing of newly imported lines will be set up 2-3 weeks after arrival in accordance with breeding instructions.

2. Animal technician's communication with researchers

- All communications will be answered via a communication entered on Stuart within 2 business days.
- Animal care staff will communicate with researchers via Stuart within 2 business days if they are unable to complete standard husbandry tasks within normal 1 week of receiving the request.

3. Sale of standard strains

- If your order cannot be filled using StuartWeb please contact orders@abr.org.au

4. Rederivation service's communication with researchers

- The ABR Services Supervisor will contact the researcher within 1 week of an imported line being cleared from quarantine (international imports) or within 1 week of arrival (national imports) if breeding instructions provided in the StuartWeb Rederivation Request require clarification.
- The ABR Services Supervisor will update StuartWeb on a time-point basis. Milestones will be communicated via StuartWeb email notifications and will include:
 - Sperm Collection
 - Embryo transfers
 - Birth of pups
 - Genotyping confirmation
 - Health screens

5. Cryopreservation service's communications with researchers

- Receipt of the researcher's request for cryopreservation will be acknowledged by StuartWeb milestone notification email within 2 days.
- The ABR Services Supervisor will update the service order on StuartWeb using milestones and email notifications. Time frames for these communications will vary according to the progress of procedures. Such milestones include:
 - Expected time of commencement
 - Number of animals processed for freezing
 - Progress and status of validation
 - Email of Completion Report

6. Import / export service's communications with researchers

- Receipt of the researcher's request for import/ export will be acknowledged by StuartWeb email notification within 2 business days.
- The co-ordinator will start organising the import or export within 1 week of the service request being lodged on StuartWeb.
- The researcher will be copied on all correspondence regarding the import/ export.
- The researcher will be advised of the progress of the service via StuartWeb milestone email notifications.
- All further communication regarding colony management will take place with Animal Technicians via Stuart Line instructions and Communications once lines have cleared quarantine.