

# *We've listened to your feedback. . .*



In November 2008 we asked for your feedback regarding our interactions with you in a number of areas. Your responses provided us with valuable insights into those aspects of **bluebox**'s operations that you have found useful, and those that you would like us to further improve in 2009. As a direct result of your feedback, below are some of the initiatives which we will be implementing during 2009. **We will need your support to succeed.**

## **Enhanced engagement:**

- We will be meeting more of you on a 1:1 basis and will be conveniently and regularly available on site across a range of faculties at Gardens Point and Kelvin Grove.
- We will strive to better understand your needs while actively promoting new ways of thinking and managing IP and commercialisation across the university.
- In conjunction with the Division of Research and Commercialisation, we have engaged a facilitator to help us increase our level of interaction and effectiveness across the University, and to better align the functions and improve communication and cooperation between **bluebox**, the Office of Commercial Services (OCS) and the Office of Research.
- In mid-2009 we will be relocating to the Kelvin Grove campus along with the Office of the DVC (Research & Commercialisation), OCS and the Office of Research. This will further help to provide an integrated approach to service delivery.

## **Increased relevance and partnering:**

- We are adopting a broader focus to our operations in 2009, and will be actively looking for new ways to support research fundraising efforts whilst continuing to grow our intellectual property (IP) licensing activities.
- We will be working closely with each Faculty and Institute to determine priority areas in which we can best support your research and commercialisation objectives.
- We have launched a Proof of Concept fund which can provide up to \$100,000 in funding to advance promising research projects toward a commercial outcome. Two projects have already received funding, and we will be actively seeking out additional projects throughout 2009.

## **Communication and education:**

- In 2009 we will strive to be more responsive, supportive and flexible in our dealings with you, including providing more regular updates to all stakeholders in projects we are working on with you.
- We will continue to upgrade our individual and corporate communication and leadership skills as effective "change agents" for improving IP management and the returns from commercialisation.
- You told us that you found our seminars and workshops to be valuable, so we will continue to provide these across the university, both in generic form and tailored to specific disciplines. In particular, our IP Management Masterclass will be made available to wider range of researchers for whom advanced IP management issues are an important part of their role.

We greatly value the feedback you provided in 2008, and I will ask you to provide your feedback to us again later in 2009, so that we can continue to meet or exceed your expectations. However, if you have any feedback at any time, please feel free to email me at [m.finney@qutbluebox.com.au](mailto:m.finney@qutbluebox.com.au)



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