

UNSW Sydney

Student Services and Amenities Fee (SSAF)

2023 Allocation Report

The *Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022* require higher education providers to provide a publicly available report on student services and amenities fee (SSAF) allocations and actual expenditure for the year as part of their annual reporting and in the form approved by the Minister. This *SSAF Allocation Report* is the form approved by the Minister.

Additional reporting was introduced to allow for greater transparency and consistency in SSAF allocations and expenditure.

Please note, the information provided in this *SSAF Allocation Report* does **not** require auditing by a financial accountant. The SSAF expenditure reporting remains unchanged, more information can be found in the [Financial Statements Guidelines](#) for Table A and B providers, and in the [Financial Viability Instructions: Applicants and Providers of FEE-HELP \(FVI\)](#) for all other approved providers.

SSAF Consultation and Achievements

UNSW is committed to providing students with exemplary support and development opportunities, and a vibrant campus life. Through its standard budgeting and auditing processes, and with oversight from the Committee, UNSW ensures that SSAF expenditure complies with s19-38(4) of the Higher Education Support Act 2003 (the Act). Arc @ UNSW - a not-for-profit organisation which receives a portion of UNSW SSAF revenue to support students across a number of key areas – also provides reports on the key activities and initiatives it has delivered using SSAF funding provided by UNSW. These reports are reviewed by the Committee in line with the Act. Further, UNSW has Service Level Agreements with Arc @ UNSW for the delivery of services specifically provided for in s19-38(4) of the Act.

Consultation

UNSW has a formal consultation process and genuine engagement with student leaders to determine the University's priorities for SSAF expenditure via the UNSW SSAF Management Committee (the Committee). The role of the Committee is to:

- a. report to and advise relevant senior UNSW officers regarding SSAF revenue, allocations, expenditure & reporting.
- b. implement and oversee a management framework for SSAF activities to enable effective and efficient decision making and monitoring regarding SSAF in line with the requirements of the Act.
- c. to better promote, internally and externally, the support and services the SSAF contribute to student experience and wellbeing at UNSW.

The Committee comprises UNSW staff and democratically elected student leaders, including the President of the Student Representative Council, President of the Post-Graduate Council, Chair of Arc @ UNSW Board, Women's Officer, International Student Officer, Accommodation Officer, Indigenous Officer, and Welfare Officer.

In 2023, the Committee was Chaired by the Director Student Wellbeing and met four times to discuss SSAF related matters, including the proposed heads of expenditure areas for the upcoming year.

In 2022, the Committee determined that the 2023 SSAF allocation was to be assigned to the following priority areas, in accordance with the services listed in the Act:

- Investment in the reactivation of on-campus services and support for students
- Ongoing investment and enhancement in the Campus Care Response & Triage Team supporting mental health of students.
- Increased the effectiveness of the referral processes of the triage team and improved awareness across the university.
- Increased investment in the student organisation Arc @ UNSW to provide an amplified suite of programs across 2023 to create stronger orientation, student club / association activities and student welfare and support.

UNSW SSAF Funded Achievements in 2023

- Mental Health and Wellbeing Support:
 - UNSW's Psychology and Wellness team saw an approx. 100% increase in appointments during 2023 compared to 2019 pre-COVID data. This increase can be largely attributed to a new service delivery model and increased staffing, supported by SSAF funding.

- Introduction of carousel model group therapy underpinned by Acceptance and Commitment Therapy framework in addition to various weekly workshops including mindfulness and resilience available to all students which expands the offering to support more students.
- TalkCampus, a software application to facilitate peer to peer support, was launched. The app enables students to speak to students 24/7 globally in their chosen language about their mental health and wellbeing.
- Introduction of peer to peer 'how to help a friend training' designed to enhance mental health literacy and provide knowledge of support services on campus.
- International Student Support:
 - Arc @ UNSW ran an expanded range of events and activities to support international students build a sense of belonging to UNSW. Finner Summer, a program to provide opportunities for social interactions, engagement, support, connection and community building for international students saw 23,782 engagements throughout the year.
 - Helping meet the specific needs of international students, a new Student Concierge services provide targeted advice, specialist accommodation information and orientation support for newly arriving international students.
- Orientation and Transition:
 - With students fully back on campus in 2023, O-week activities across the three trimesters were dramatically scaled to welcome and support commencing international and domestic students transition into the UNSW community. Programming amplified blended approaches to engagement, including a wide range of face to face orientation activities while also continuing the flexibility of online offerings.
- Food Hub:
 - 2023 saw the expansion of support for the UNSW Food Hub, run by Arc @ UNSW. Food Hub has 62,846 visits in 2023, of which ~90% were international students. This equated to the distribution of 188,538 meals.
- The Village Green:
 - UNSW's Village Green Wellness precinct opened in late 2022. The multi-use precinct was activated with a diverse and comprehensive program that included social sport, festivals, live screenings, club trainings, daily pick up and play and a variety of competitions including Intercollege, Interfaculty and Varsity. These activities saw over 250,000 student engagements in 2023.
- Physical Infrastructure Projects:
 - Refurbished 185 beds at the Cowper Street Student Accommodation in Randwick to expand UNSW's affordable student accommodation offerings.
- Employability:
 - Approximately 8,000 students completed employability programs, including mentorship experiences, career development, and individual coaching sessions.

SSAF Revenue Summary

	2023 Allocation \$ ¹	2023 Actual \$
SSAF Revenue	\$14,800,000	\$15,269,000
SSAF revenue carried forward from 2022	\$0	\$0
Total SSAF funds available for 2023	\$14,800,000	\$15,269,000
SSAF revenue carried over into 2024	\$0	\$0

¹ Allocation refers to the SSAF funds expected to be received in the reported year (i.e., budgeted SSAF revenue).

SSAF Charge Summary

The student services and amenities fee (SSAF) charged to students must not be above the maximum fee for a calendar year. The maximum SSAF is indexed annually as required by the *Higher Education Support Act 2003*. In 2023 the maximum SSAF was \$326.

Student Status ¹	2023 SSAF charged \$ ²	Number of students charged in 2023 ³
Full-time (> 0.75 EFTSL)	\$108.50 per term (\$325.50 per annum)	51,786
Part-time (< 0.75 EFTSL)	\$81.50 per term (\$244.50 per annum)	13,353
Other	Various	4,124
		Total: 62,079

¹ Note: As per Part 2 of the *Higher Education Support (Administration) Guidelines 2022* (Administration Guidelines), students studying on a part-time basis must not be charged more than 75 per cent of the maximum SSAF that a higher education provider determines for students studying on a full-time basis. The term “part-time basis” means a study load of less than 75 per cent of the normal full-time student load for the period to which the fee relates. As per part 7 of the Administration Guidelines, the normal EFTSL value for a full-time student studying over a period of one year is 1.0.

² Note: As per Part 2 of the Administration Guidelines, a higher education provider may choose to determine a different SSAF for particular categories of persons, including a zero amount.

³ Note: Students are categorised as full-time or part-time students based on the total EFTSL value of the units of study they undertook in 2023. For example, a student undertook a full-time study load in Semester 1 which was equal to 0.5 EFTSL and undertook a part-time study load in Semester 2 which was equal to 0.375 EFTSL. This student would be categorised as a full-time student in 2023 as the total EFTSL they undertook in 2023 was equal to 0.875.

Student Status	2023 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2023 ⁴
Remote learning/Online only	\$325.50	2,349
Non-standard program (5331 Graduate Diploma of Psychology; and 7419 Graduate Certificate in Child Development)	\$162	416

⁴ Note: The Department understands that not all higher education providers capture mode of study in their information systems and many students undertake a mixed mode of study such as face-to-face and remote learning. The data provided above is for students who undertook remote learning for 100% of their units of study. Please note, due to the limitations of our information systems, the above data may be approximate.

SSAF Allocation Summary

Subsection 19-38(4) of the *Higher Education Support Act 2003* (the Act) provides a list of 19 allowable expenditure items which higher education providers may allocate and spend SSAF revenue on.

Please note, under subsection 19-38 of the Act, SSAF revenue must not be spent to support a political party or the election of a person as a member of the legislature of the Commonwealth, State or a Territory, or a local government body.

Key Area	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services	\$1,533,874	\$1,533,874	Yes, partially	38,000
2. Clubs or other associations (a-e)	\$ 5,346,000	\$5,346,000	Yes, partially	
a. Sporting			No	13,000
b. Internal student politics			Yes	1,050
c. Gender, sexuality, ethnicity, race, or nationality-based			Yes	14,500
d. Areas-of-study related e.g. law			Yes	42,084
e. Other activities e.g. music, debate, chess			Yes, partially	40,072
f. Other (Student Care and Support)			Yes, partially	26,000
3. Employment/career services	\$3,539,633	\$3,808,633	Yes, partially	8,000
4. Legal aid	\$ 276,000	\$276,000	Yes, partially	1,200
5. Other student amenities	\$4,104,493	\$4,304,493	Yes, partially	27,000
Total	\$14,800,000	\$15,269,000		

Organisations, bodies or third-party providers that received SSAF funding in 2023.

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
Arc@UNSW Limited	71 121 239 674	Key Areas: supporting clubs; welfare; orientation; and engagement; legal aid.	\$5,622,000	37%

¹ Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed above.

Declaration by Person of Authority

I, Professor Sarah Maddison, Deputy Vice-Chancellor (Education & Student Experience), of UNSW, declare that the information provided in this Student Services and Amenities Fee (SSAF) Allocation Report is to the best of my knowledge true, complete and correct.



Signature of Person making Declaration

Professor Sarah Maddison

Full name of Person making Declaration

Deputy Vice Chancellor Education & Student Experience

Position of Person making Declaration

28/06/2024

Date