



University of New South Wales

Student Services and Amenities Fee (SSAF)

2024 Allocation Report

Introduction

The *Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022* (SSARA Guidelines) 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.

The information provided in this *SSAF Allocation Report* does **not** require auditing by a financial accountant. The SSAF expenditure reporting is a separate process and 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 its students with a rich university experience, where they can easily access relevant support, guidance and development opportunities that complement their learning experience. At the heart of a positive student experience is the provision of a vibrant campus life, and UNSW uses SSAF contributions to support co-curricular and extra-curricular amenities and services for its students. UNSW ensures that SSAF expenditure complies with subsection 19-38(4) of the *Higher Education Support Act 2003* (the Act) through a number of mechanisms including its standard budgeting and auditing processes.

Consultation

UNSW undertakes regular and genuine engagement with its student leaders and student body, as well as having formal consultation processes to determine the University's priorities for SSAF expenditure. Formal consultation is undertaken primarily via the UNSW SSAF Management Committee (the Committee), as well as via SSAF surveys and focus groups. The Committee is comprised of 11 voting members, six democratically elected student leaders and five staff members. Responsibility of the Committee sits with the Office of the Division of Education and Student Experience. The purpose of the Committee is to provide oversight on SSAF related activities including allocation of SSAF contributions; adherence to governance processes; facilitation of committee recommendations; and fostering increased student consultation. The Committee met twice in 2024, in July and November.

UNSW engages regularly with its student leaders through Arc@UNSW (Arc), a not-for-profit, student-led organisation. Arc is governed by a Board of Directors, with a majority made up of student representatives. Its governance structure also includes a number of sub-committees. Arc receives a portion of UNSW SSAF contributions to support students across a number of key areas including clubs, sport, volunteering, events, wellness and student support. UNSW has a Service Level Agreements with Arc for the delivery of services specifically provided for in s19-38(4) of the Act. Arc provides regular reports on the key activities and initiatives it delivers using SSAF contributions. These reports are reviewed by the Committee, ensuring expenditure is in line with the Act. UNSW also engages regularly with the Student Representative Council (SRC) and the Postgraduate Council (PGC) through Arc.

UNSW engaged with its broader student body in 2024 via the SSAF survey in April 2024. The survey was conducted under the 'Have your Say on SSAF' campaign. Over 3,900 students provided feedback across three key areas: (i) SSAF awareness; (ii) prioritisation of allowable spend; and (iii) satisfaction and engagement with SSAF funded services. Insights gathered from the SSAF survey were instrumental in identifying key areas of focus and importance for students that align with SSAF legislated spending categories, many of which had already been identified by UNSW in its projected allocations in 2023.

The top 5 categories included:

- Provision of food and drinks on campus to help alleviate cost of living pressures;
- Promoting the health and welfare of students;
- Supporting sporting and other recreational activities for students;
- Supporting artistic activities for students; and
- Helping students obtain employment and advice on careers.

UNSW SSAF Funded Achievements in 2024

- **Mental Health and Wellbeing support**
 - Close to 10,000 appointment hours were conducted in 2024 by Psychology & Wellness.
 - In direct response to feedback in the SSAF survey, Arc expanded its wellness initiatives by launching Wellness Check Point, supporting students to pause and power up their wellbeing with free nutritious food and bite-sized opportunities to practice good wellbeing skills. The program includes the Brekkie Club and Night-Time Nibbles, powered by 60 volunteers to deliver meals and snacks to almost 15,000 students.
 - Arc Wellness piloted Place2Be, a human-centred initiative designed to engage students at risk of poor mental health, facilitating connection through group lunches and a supportive online environment.
 - Arc Wellness Warriors are a community of student volunteers passionate about student mental health and wellbeing who volunteer on average 3 -5 hours per week during term. In 2024, the Wellness Warriors ran in-person and online activations, including Stress Less Week and Mental Health Month, as well as surprise events for students, including Random Acts of Kindness and plant giveaways.
- **International Student Support**
 - In 2024, Arc welcomed international students through 10 specialised orientation and onboarding programs, alongside 26 tailored community-building and social events.
 - The Funner Summer program delivered 148 events, engaging more than 16,000 international students. The program aims to foster connection and belonging by offering a diverse range of activities, trips, and tours across local areas, Sydney, and the greater Sydney region.
- **Food Hub**
 - The Arc Food Hub recorded nearly 66,000 visits in 2024, fostering community connection by enabling locals to access its services. On average, 1,200 students received free meals each week, which adds up to nearly 197,000 meals distributed throughout the year.

- Clubs
 - Arc's Clubs program ended the year with over 380 active Clubs, offering meaningful opportunities to build community, foster connection, and develop skills beyond the classroom for more than 200,000 collective participants. Sixty new Clubs were established in 2024, highlighting continued student interest and demand.
 - In line with SSAF survey results and student priorities, Club Grants were increased, and additional training and wellbeing support was extended to Clubs.
 - The number of Club executive leaders grew to 2,537, highlighting a strong culture of student leadership and engagement within the UNSW community.
- The Village Green
 - As the home of UNSW's social and organised sport on campus, the Village Green precinct hosted over 370,000 engagements in 2024. With competitions featuring a diverse mix of intervarsity, intercultural, intercollege, and interfaculty participants.
- UNSW Sport
 - UNSW was extremely proud to cheer on 10 students and alumni who represented at the 2024 Olympics and Paralympics in Paris, competing across eight Olympic sports.
 - The annual UNSW Sports Awards received a record 156 nominations across 17 award categories.
- Employability
 - In 2024, more than 11,000 students engaged in Employability programs, which included career coaching, skills development workshops, student development initiatives, and a variety of events aimed at enhancing career readiness and professional growth.
 - UNSW students submitted nearly 69,000 job applications through UNSW Connect (Jobs Board), along with close to 1 million job searches, highlighting strong student engagement with employment opportunities.
 - UNSW Employability social media content achieved a combined reach of nearly half a million views and impressions across LinkedIn, Instagram, and Facebook.
 - Almost 4,700 career coaching sessions were attended by students.
 - 5,000 international students used the career support tool. More than 1,000 students actively participated in the UNSW Career Discovery Mentoring Program.
 - In 2024, CoNECTIONS, a diversity initiative supporting students from low socio-economic backgrounds, rural and remote areas, and Aboriginal and Torres Strait Islander communities, created 17 tailored development opportunities for the Gateway Equity Cohort. The program provided access to professional experience, training, and networks.

- Physical Infrastructure Projects
 - The Quadrangle Food Court was refurbished in 2024, introducing new and diverse food offerings aligned with student preferences, with a focus on improving the affordability and accessibility of dining options on campus.
 - Work commenced on the upgrade of the Fig Tree Theatre, aiming to transform it into a flexible, modern performing arts space. The refurbished venue will expand opportunities for student-led creative and cultural activities.
 - The UNSW Library underwent a major refurbishment in 2024, adding 1,300m² of new student-dedicated space across Levels 3 and 5. Levels 2 to 7 were reconfigured into exclusively student-centric areas, enhancing study environments and access to collaborative learning spaces for UNSW students.
- Orientation and Transition
 - O-Week activities were held across all three trimesters to welcome and support students as they began their UNSW journey. These included a Welcome to Country and Smoking Ceremony, the Vice-Chancellor's welcome, Faculty welcomes, dedicated pre-orientation sessions for Gateway students, and welcome events for international students. On average, 200 Club stalls showcased their offerings at each O-Week.
- Student Support
 - In 2024, students had access to a range of financial support options, including hardship grants, vouchers to ease the cost-of-living pressures, Opal Travel Cards for public transport, grocery vouchers for Coles and Woolworths; and additional support to help students manage expenses more effectively.
- First Year Festival
 - As part of the Student Experience Belonging project, the inaugural First Year Festival welcomed 1,000 students in 2024. Attendees enjoyed free food, games, activities, and information sessions about second-year opportunities.
- UNSW Culture
 - The Culture team supported over 270 hours of music rehearsals, 7 collaborative cultural projects, and acquired 26 new works of art.
- Water Safety
 - The Learn to Swim Program offers free classes to help students build basic water safety knowledge. International students are supported through a mentoring component that encourages cultural exchange and fosters a sense of belonging within the Australian community. The program is delivered in partnership with the UNSW Fitness & Aquatic Centre and Coogee Surf Life Saving Club.
 - The Beach Ocean Safe Program is the next stage in the water safety journey for international students. Delivered in partnership with the Coogee Surf Life Saving Club, Surge Life Saving NSW, and Medibank, this four-week program provides foundational ocean and beach safety skills.

**The SSAF 40% minimum allocation requirements were not in place during the 2024 calendar year. As per legislation, UNSW commenced implementation of the 40% minimum allocation requirements in 2025. In 2024 UNSW provided 29% of SSAF contributions to Arc.*

Image: Quadrangle Food Court Refurbishment



Image: Library refurbishment



Image: Beach Ocean Safety



Image: Learn to Swim Program



Image: Wellness Warriors in action



UNSW
SYDNEY

SSAF Revenue Summary

	2024 Allocation \$ ¹	2024 Actual \$
SSAF Revenue	\$ 16,500,000	\$ 20,325,398
SSAF revenue carried forward from 2023	\$ 0	\$ 0
Total SSAF funds available for 2024	\$ 16,500,000	\$ 20,325,398
SSAF revenue carried over into 2025	\$ 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* (the Act). In 2024 the maximum SSAF was \$351.

Student Status	2024 SSAF charged \$ ²	Number of students charged in 2024 ³
Full-time ¹ (> 0.75 EFTSL)	\$117 per term (\$351 per annum)	66,759
Part-time ¹ (< 0.75 EFTSL)	\$87.75 per term (\$263.25 per annum)	13,845
		Total: 80,604

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 [insert reported year]. 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 [insert reported year] as the total EFTSL they undertook in [insert reported year] was equal to 0.875.

Student Status	2024 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2024 ⁴
Remote learning/Online only*	\$58.50 per hexamester (\$351 per annum)	309

*5331 Graduate Diploma of Psychology; and 7419 Graduate Certificate in Child Development

⁴ Note: The Department of Education 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. Note that only remote learning or online students who were charged the SSAF have been included in this table.

SSAF Allocation Summary

Key areas of expenditure 2024

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 (reporting against these are mandatory)	2024 Total Allocation \$	2024 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services	\$2, 475,896	\$ 3,254,452	Yes, partially	30,000
2. Clubs or other associations	\$5,774,104	\$6,499,748	Yes, partially	70,000
a. Sporting	\$1,486,579	\$ 1,673,400	No	16,700
b. Internal student politics	\$543,875	\$ 612,225	Yes	900
c. Gender, sexuality, ethnicity, race, or nationality-based	\$238,410	\$ 268,371	Yes	29,000
d. Areas-of-study related e.g. law	\$256,202	\$ 288,399	Yes	70,000
e. Other activities e.g. music, debate, chess	\$1,351,871	\$ 1,521,764	Yes, partially	40,000
f. Other	\$1,897,167	\$ 2,135,589	Yes, partially	40,000
3. Accommodation (off campus concierge service)	\$330,000	\$ 177, 327	Yes	1,500
4. Employment/career services	\$4,125,000	\$ 5,062,481	Yes, partially	12,000



5. Legal aid	\$330,000	\$ 250,897	Yes	1,200
6. Support for financial affairs	\$165,000	\$ 111,900	Yes, partially	144
7. Other student amenities	\$3,300,000	\$ 4,968,593	Yes, partially	60,000
8. Other - please provide description	-	-	N/A	-
Total	\$16,500,000	\$20,325,398		

Organisations, bodies or third-party providers that received SSAF funding in 2024

Allocation of SSAF revenue – non-student-led organisations

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider \$	% of total SSAF revenue collected by the Provider
N/A	N/A	N/A	N/A	N/A
Total SSAF provided to non student-led organisations			N/A	N/A

1. Allocation of SSAF revenue to student led organisations – evidence of meeting requirement of 40 per cent



Organisation Name ²	Australian Business Number (ABN)	Supported Key Area	SSAF Funding Received from Provider \$	% of total revenue collected by the provider	If below 40 per cent, is there an agreed transition plan in place	Details of transition plan
Arc @ UNSW Ltd	71 121 239 674	2, 5, 7	\$ 5,861,165	29%	Arc will receive 40% of SSAF Funding in 2025 as per legislation.	Arc will receive 40% of SSAF funding in 2025 as per legislation.
Total SSAF provided to student-led organisations			\$5,861,165	29%		

2. Attestation that student led organisations in receipt of a minimum of 40 per cent of SSAF revenue are meeting governance requirements

Organisation Name ¹	Majority student-led	Democratically elected leaders	Independence	Audited accounts	Corporate Governance policies and procedures established and adhered to	If replying no on any measure, is there an agreed transition plan in place?	Details of transition plan
Arc @ UNSW Ltd	Yes	Yes	Yes	Yes	Yes	N/A	Arc will receive 40% of SSAF in 2025.

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.

I further attest that the information provided in this Report meets the requirements of the *Higher Education Support Act 2003* and the *Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022* and that, where transition arrangements have either been sought or approved, information is provided on this.



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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

27/06/2025.....

Date