



University of New South Wales

Student Services and Amenities Fee (SSAF)

2025 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, representatives and the broader 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 12 voting members, five democratically elected student leaders and seven 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 awareness of and consultation about SSAF. The Committee met twice in 2025, 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 Agreement with Arc for the delivery of services specifically provided for in s19-38(4) of the Act. Arc provides regular reports to the Committee on the key activities and initiatives it delivers using SSAF contributions, aligned with allowable expenditure defined by the Act. UNSW also engages regularly with the Student Representative Council (SRC) and the Postgraduate Council (PGC) through Arc.

UNSW engaged with Arc to run the SSAF survey with students in 2025. The survey was again conducted under the "Have Your Say On SSAF" campaign, with four key areas of focus: 1. SSAF awareness; 2. prioritisation of allowable spend; 3. satisfaction and engagement with services; and 4. core demographic questions. Focus groups were conducted following an initial analysis, to further understand the context behind student responses. The "Prioritisation of allowable spend" exercise within the survey provided the greatest insight into student priorities and valued services, aiding informed decision making for SSAF resource allocation.



The top 5 categories identified in the SSAF survey included:

1. Provision of food and essential support services to help alleviate cost-of-living pressures;
2. Helping students obtain employment, career development support and advice on careers.
3. Supporting student clubs, sporting and other recreational activities;
4. Provision of Counselling and Psychological services; and
5. Promoting the health, wellbeing and welfare of students.

UNSW SSAF Funded Achievements in 2025

Food and Essential Support (Cost of Living)

SSAF funding supported initiatives to alleviate cost-of-living pressure and provide essential support to students. These includes the following:

- UNSW Food Hub, which recorded 54,746 visits, providing consistent access to free food and essential supplies for students experiencing food insecurity.
- Cost-of-living initiatives, including:
 - The newly launched “Arc Savers”, with seven new cost-of-living services and initiatives, responding to ongoing financial pressures impacting students. These include Arc activities subsidy support, subsidised meals, financial counselling, a borrowing centre, career closet, Second Life Hub, and Food Security.
 - Second Life Hub recorded 2,700 engagements, supporting affordability and sustainability through access to free and low-cost essential items.
 - Co-funded 24/7 refrigerated lockers for students to pre-order and pick up meal prep items from the Food Hub (UNSW funded)
 - As part of the UNSW Food Security strategy launched in T1 2025, Arc and UNSW co-delivered:
 - 12,500 free breakfasts
 - 11,000 free lunches
 - 11,000 free afternoon and evening snacks
 - 10,000 additional free meals with Arc Clubs and Societies
 - 180 free places in the UNSW group cooking classes
- Student accommodation support
 - The UNSW Off-Campus Accommodation Service (OCAS) supports students, including international and domestic students from regional, remote and interstate locations, to access affordable and safe accommodation aligned to their needs and helping them avoid scams and questionable

accommodation providers. This contributes to alleviating cost-of-living pressures and improving housing security for students. In 2025 nearly 1,000 students contacted OCAS to enquire about accommodation, on average 3 months before arriving at UNSW with ~80% of enquiries from international students. The OCAS team have an 80% placement rate (i.e. 8 out of 10 students secure accommodation through OCAS). OCAS also encourages students to utilise the UNSW Study Stays platform where local accommodation providers list available properties or rooms. In 2025 there were 1,574 listings and 2,334 new students registered on the platform (40% of whom were international students).

Employability and Career Development

SSAF funding supported students to build skills, access career development opportunities and enhance employability outcomes across their studies and transition to work. Support included the following:

- Employability - UNSW Employability services a range of services via a coordinated mix of digital, in-person and embedded opportunities to maximise student access and engagement.
 - Offerings were communicated to students across different channels. The UNSW Employability website with 234,872 views (a 21.8% increase from 2024), with unique visitor's increase of 19.5%; 139 Employability features in the weekly UNSW Student Newsletter; and across social media (LinkedIn, Instagram and Facebook).
 - 14,838 students attended UNSW Employability Career Development programs and workshops and employability events, representing a 34% increase on 2024 attendance.
 - 4,946 individual coaching sessions were delivered in 2025, representing a 63% increase since 2023.
 - UNSW's Jobs on Campus program was launched in November 2025, with the aim of providing students with priority access to paid employment opportunities across the university. 271 students applied in 2025 with job posting which commenced in February 2026.
- Academic skills and learning support
 - The Student Learning team—comprising Equitable Learning Services (ELS), the Learning Hub, and Academic Success and Faculty Engagement teams—delivered a comprehensive suite of SSAF-funded supports to enhance student success, inclusion, and academic capability. The services combined high-touch individual support with scalable embedded and digital offerings, ensuring students could access assistance across multiple formats, campuses, and stages of their studies. This integrated approach enabled strong engagement, supported diverse cohorts, and aligned academic skill development closely with curriculum and assessment.
 - The ELS team, partly SSAF funded, provided targeted support for students with disability, health conditions, and carer responsibilities through Equitable Learning Plans (ELPs). In 2025, 3,439 students were supported under an ELP, including 1,678 new registrations.

- 2,769 academic skills and learning support appointments were delivered to 1,858 individual students, including 1,549 initial consultations, 1,088 follow-ups, and 132 exchange appointments. These figures highlight both the breadth of access and the sustained, ongoing engagement supporting students' participation and progression.
- The Learning Hub delivered core academic skills development through both workshops and individual consultations. Study Hacks workshops attracted 913 engagements, providing practical, accessible strategies to support study effectiveness. This was complemented by 904 one-to-one academic consultations for coursework and HDR students, offered in-person and online across the Kensington and Paddington campuses, ensuring flexible, personalised support alongside scalable skills development opportunities, catering to diverse learning needs and modes of study.
- Academic Success and Faculty Engagement delivered embedded, co-curricular, and peer-led initiatives to strengthen academic capability at scale. This includes ALL-E (Academic Language and Literacies Embedding) which registered 17,672 engagements through discipline-specific sessions directly aligned to course learning outcomes and assessments, covering areas such as writing in discipline genres, critical reading, unpacking assessment tasks, and appropriate use of AI. Digital resources further extended reach, with 3,340 engagements in The Academic Integrity Quest (TAIQ), a 60-minute interactive module focused on maintaining academic integrity. There were 2,218 engagements in Academic Confidence Essentials (ACE), which supports foundational skills such as paragraph structure, integrating evidence, and report writing. Peer Assisted Study Sessions (PASS) contributed an additional 1,968 engagements through weekly, student-led study sessions embedded within specific courses, reinforcing collaborative learning and peer support.

Clubs, Sport and Student Life

SSAF funding supported a vibrant campus experience through student-led activities, sport, recreation, and opportunities for connection, inclusion and belonging across the UNSW community. This including the following:

- Clubs
 - Arc supported 422 active student Clubs, maintaining Australia's largest university-based Clubs program and providing students with diverse opportunities for connection, leadership, and co-curricular and extra-curricular engagement.
 - Over 900 grants were issued to support a wide range of Club-led events and activities on campus, enabling accessible, student-driven programming throughout the year.
 - 2025 saw the introduction of regional Club grant funding across UNSW's Canberra and rural medical campuses, supporting student life activities and enhancing social and recreational engagement.

- Sport
 - Arc supported 40 Sport Clubs, providing structured and social participation opportunities across a wide range of sporting interests.
 - More than 1,500 participants took part in 27 Social Sport competitions, reinforcing low-barrier, social, and welcoming entry points into sport and recreation.
 - In partnership with Medibank, the She Can program recorded over 8,000 engagements across 200+ events and activities, supporting women and gender-diverse students to participate confidently in sport and physical activity.
 - Also partly supported by Medibank, 542 students completed the 2025 Water Safety for International Students, which ran 16 Learn to Swim programs partnering with UNSW Fitness & Aquatic Centre, and 2 Beach Ocean Safe programs partnering with Coogee Surf Life Saving Club.
 - The UNSW Elite Athlete Program supported 402 students in 2025, providing flexible entry and study options to support simultaneous performance across academia and sporting careers.
 - 78 Elite Athletes represented UNSW at UniSport Nationals in September.
 - UNSW Sports Scholarships were provided to 75 students (40% women) across 10 sports, including 4 Indigenous student-athletes and 3 student-athletes with a disability.
 - There were a wide range of sports awards in 2025. Active Women in Sport Awards received 40 nominations (21 individual and 11 Clubs) that support female participation in sport across 5 Award categories. The 2025 UNSW Sport Awards saw 156 student nominations across 17 award categories. And there were 17 Vice-Chancellor's Blues Award winners for 2025 (47% women).
- Student recreation at the Village Green
 - Sport and Village Green programming in 2025 prioritised broad participation, with activities designed to be accessible to students across ability, gender, culture, and experience. Over 10,000 students engaged with inclusive programming delivered across the Village Green, promoting connection, wellbeing, and accessible campus life.

Counselling and Mental Health Services

SSAF funding supported access to counselling and psychological and mental health services to respond to growing student demand and promote student wellbeing across the UNSW community.

- Mental Health and Wellbeing support
 - Our psychiatrists conducted 356 student appointments (up 13% from 2024) and our Mental Health Nurse conducted 1,377 appointments with students with mental health concerns (up 70% from 2024).
 - Six 'Managing Students in Distress' workshops were delivered to staff across UNSW.

- The Psychology & Wellness team provided 5,139 psychological and counselling services to 1,856 students.
- The Residential Wellbeing Officer delivered 397 individual psychological and counselling services to 113 students living in UNSW and affiliate accommodation.
- The team also provide individualised support for students experiencing complex academic, mental health, and/or psychosocial concerns through individual case management support.
- *'How to Help a friend'* train-the-trainer workshops were delivered 18 times in 2025 to 405 students living on campus, and in clubs and societies.
- Over 30 Place 2 Be volunteers were accredited in Accidental Counselling, supporting students at risk of isolation or poor mental health through facilitated peer connection.

Student Health, Wellbeing and Welfare

SSAF funding supported a broader range of initiatives to promote student wellbeing, connection, inclusion, and access to services across the student lifecycle, with a strong focus on fostering belonging and supporting students to thrive at UNSW.

- Support services and initiatives
 - UNSW Health Service conducted 56,842 appointments (all inclusive) up from 55,139 in 2024 and administered 6512 flu vaccinations; 726 COVID vaccinations; and 1,359 HPV vaccinations.
 - The Student Support Services team delivered 3,332 individual appointments to 2,185 students, assisting with personal wellbeing, study skills and habits, navigating UNSW systems, support with academic appeals and standing matters, complaints and misconduct processes, and financial hardship.
 - Through Wellness Check Point, 25,000+ food serves were distributed by student volunteers, combining immediate relief with peer-led wellbeing support.
 - Arc's growing suite of Wellness initiatives were supported by 449 Wellness volunteers.
 - 2025 marked the first full year of delivering a structured Wellbeing Curriculum, embedding preventative wellbeing and skill-building across Arc programs.
 - Arc delivered accessible (online and in-person) legal and advocacy support, recording over 2,000 student engagements across advice, information, and early-intervention assistance.
 - Three targeted legal and advocacy workshops, delivered in collaboration with UNSW's International and Graduate Research teams, were attended by 750 students.

- Involvement in student life and support services is accessible in many ways for online students, including but not limited to Legal & Advocacy and Financial Counselling Services, wellness and educational resources, student representation, student publications (access and contributing) and membership of Clubs with an online presence.
- Over 2,600 engagements across UNSW's Paddington campus included events, workshops, socials and exhibitions, showcasing 160 student artists. The Music and Culture program continued to support creative activities for students throughout 2025. This includes supporting 270 hours of music rehearsals and performances, including:
 - UNSW Diversity Festival, which ran 'Echoes of Culture', with 7 performances from 7 different cultural clubs/societies including cultural dance and music (approximately 5 minutes each) with short introductions from performers about the meaning or tradition behind their performances; and 'Sounds of Home' performances on Persian tar, Chinese flute, and erhu, to promote meaningful conversations over cups of tea and with a zine of student art and poetry.
 - A Cappella Academy, culminating in a three-day program leading into Term 3 with Corde, Vocollective, and continuation of the Corde Consort program, the final day and concert held at the Rebel Theatre at Walsh Bay. This year the quartet of the Consort comprised students of Maths, Economics, Medicine, and Engineering.
 - Recognition of student contribution and cultural participation was reflected in the 2025 UNSW Culture Awards, hosted by students and featuring ~65 performers and 66 nominations across award categories.
- The inaugural recipient of the Patricia Brown Choral Scholarship, named for the founder of the UNSW choral program, was awarded to a student member of the Collegium Musicum Choir.
- Student onboarding and transition
 - 16,000 students attended 2025 O-Week welcome and faculty information sessions.
 - In its second year of operation, the First-Year Festival engaged over 1,000 students to celebrate their first year of students and help them transition into second year.
 - 534 students completed the Beach Safety Coogee to Bondi Walk, part of the Water Safety Program.
 - Peer Mentoring participation reached over 3,900 students across 7 programs spanning transition, cultural inclusion, and employability.
 - 2025 saw the launch of a new 'Buddy Up' pre-arrival support peer program, with a 92% international student participation from 37 countries. The program demonstrated excellent results, achieving a 4.75/5 experience score with 95% of mentees reportedly feeling more confident about starting at UNSW.
 - Start@UNSW, a collaboration between UNSW, Sydney University and University of Newcastle, supports equity cohorts in their transition to university. Participation in 2025 saw 1,567 students matched with a peer mentor. 6,121 targeted check-in calls were made to students across the

program, resulting in warm referrals to support services, employability and other university connections. Students rated their experience in the program a positive 4.5/5.

- The Let's CommUNicate! peer program achieved a 60% increase in self-reported academic confidence among participants — a meaningful outcome for student success and retention.
- In 2025, UNSW launched the inaugural Hearts and Hands events to recognise more than 800 peer mentors for their invaluable contribution to student support, connection and belonging.
- The International Student Welcome Centre welcomed 1,173 students to the campus, connecting them with peer mentors and O Week events of interest. A dedicated Mandarin language Scam Awareness session was delivered in collaboration with local police in Term 3 2025.
- Three online International Student Compliance seminars were delivered to over 1,000 students. The International Student Compliance responded to 15,000 enquiries and requests from international students about their visas, Electronic Confirmation Of Enrolments (ECOE's) and other related issues.
- 95 Australian Award Scholarship students were supported throughout 2025, including 57 commencing students, from across the globe.



Image: Food Hub



Image: Checkpoint breakfast



Image: International markets



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Images: Students participating in skills development programs delivered by UNSW Employability team, and attending a Career Explorer session with UNSW Employability career coach.



Image: Netball club



Image: Volleyball club



Image: Clubs



Image: O-Week



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Image: HobbyCon



Image: Fun-a-thon



Image: Legal & Advocacy



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SSAF Revenue Summary

	2025 Allocation \$ ¹	2025 Actual \$
SSAF Revenue	\$ 19,800,000	\$ 22,795,753
SSAF revenue carried forward from 2024	\$ 0	\$ 0
Total SSAF funds available for 2025	\$ 19,800,000	\$ 22,795,753
SSAF revenue carried over into 2026	\$ 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 2025 the maximum SSAF was \$365.

Student Status	2025 SSAF charged \$ ²	Number of students charged in 2025 ³
Full-time ¹ (> 0.75 EFTSL)	<i>\$121.66 per term</i> <i>(\$365 per annum)</i>	71,035
Part-time ¹ (< 0.75 EFTSL)	<i>\$91.25 per term</i> <i>(\$273.75 per annum)</i>	14,488
		Total: 77,640³

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 2025. 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 2025 as the total EFTSL they undertook in 2025 was equal to 0.875. Since UNSW charges SSAF fees per term, the total number of students is lower than the sum of full-time and part-time because some students alternated between full-time and part-time or between program types during the year.

Student Status	2025 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2025 ⁴
Remote learning/Online only*	\$60.83 per hexamester (\$365 per annum)	240

*Graduate Diploma of Psychology (program code 5331); and Graduate Certificate in Child Development (program code 7419)

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.

SSAF Allocation Summary

Key areas of expenditure 2025

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)	2025 Total Allocation \$	2025 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services	\$ 3,366,000	\$ 4,429,374	Yes, partially	47,266
2. Clubs or other associations	\$ 7,524,000	\$ 8,779,799	Yes, partially	70,000
a. Sporting	\$ 1,516,000	\$ 1,768,482	No	17,000
b. Internal student politics	\$ 815,000	\$ 951,540	Yes	793
c. Gender, sexuality, ethnicity, race, or nationality-based	\$ 437,000	\$ 509,953	Yes	14,943
d. Areas-of-study related e.g. law	\$ 659,000	\$ 768,955	Yes	50,712
e. Other activities e.g. music, debate, chess	\$ 588,000	\$ 686,381	Yes, partially	24,426

f. Other	\$ 3,509,000	\$ 4,094,488	Yes, partially	50,000
3. Accommodation (Off-Campus Accommodation Service)	\$396,000	\$ 373,929	Yes, partially	3,300
4. Employment/career services	\$4,554,000	\$ 3,504,749	Yes, partially	19,800
5. Legal aid	\$ 396,000	\$ 264,470	Yes	2,000
6. Support for financial affairs	\$ 198,000	\$ 22,796	Yes, partially	110
7. Other student amenities	\$3,366,000	\$ 5,420,636	Yes, partially	65,000
Total	\$19,800,000	\$22,795,753		

Organisations, bodies or third-party providers that received SSAF funding in 2025

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

2. 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, 6, 7	\$9,118,302	40%	N/A	N/A
Total SSAF provided to student-led organisations			\$9,118,302	40%		

3. 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 2026.



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

30/06/2026

Date



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