

University of Canberra

Student Services and Amenities Fee (SSAF)

2024 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

The University of Canberra (the University) complies with Commonwealth legislative requirements regarding the administration of the SSAF. The University allocates and spends SSAF fee revenue on student services and amenities of a non-academic nature, in accordance with the nineteen defined service types. The University does not use SSAF to support political parties, or the election of a person to a Commonwealth or State or Territory Parliament or local Government body. Further, the University does not use SSAF to support political student clubs.

The University assesses SSAF applications against the following principles:

- Complies with allowable SSAF services as defined by Commonwealth legislation.
- Visible impact and lasting benefits to the student experience, services, or amenities.
- Aligns with UC Strategic Plan and student experience priorities.
- Informed by student engagement and feedback.
- Measurable outcomes and evidence of return on investment.

To maximise the strategic impact and lasting benefit of SSAF towards the student experience, SSAF is allocated to several major categories. These include:

- Student medical, counselling and welfare services.
- Student life, clubs and societies, sports, and culture.
- Student representation and advocacy services.
- Student study and career support services.
- Improvements to student facilities.

The University publishes its categories and invites student comment on these and the defined service types via an online student survey. The 2024 priorities from the student feedback (figure 1) were improvements to student facilities; study and careers support; medical, counselling and welfare services; student life, clubs and societies; and student representation and advocacy services.

Figure 1.

2024 Student SSAF priorities

1. Please rank the University's SSAF priorities in order of importance with your top, #1 priority first, down to your lower priorities:

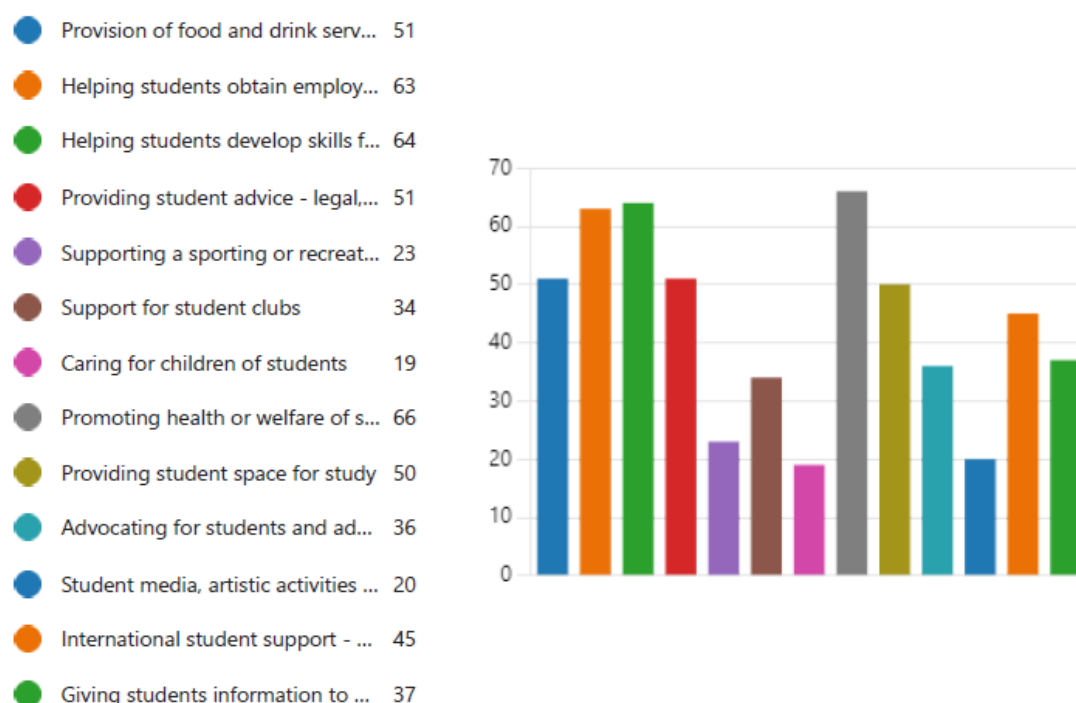


The highest rated student services (figure 2) were promoting health and welfare of students; helping students develop skills for study; helping students obtain employment or advice on careers; provision of food and drink services; and providing advice, such as legal, financial and accommodation; and providing student space for study.

Figure 2.

2024 Highest rated student services

2. Which student services do you most think should be supported through SSAF?



The University seeks SSAF applications for the provision of allowable services. Applications must align with student experience priorities, be informed by student feedback, and discuss how objectives will be measured.

The University consults formally with the democratically elected student representatives regarding the specific uses of SSAF and student feedback is considered as part of the allocation review and decision-making process. In 2024, four student representatives, including the President of the Student Representative Council, formed part of the SSAF Review Panel and worked with the University management, led by the Chief Operating Officer, to determine the SSAF allocations.

Each SSAF project must submit an acquittal by December, which is reviewed for compliance against the application received for that project. The acquittal also informs suitability for future SSAF funds for that project should future applications be received. Finalised SSAF reporting for the year is published on the UC website.

2024 SSAF funding enabled the following services to be delivered in 2024:

Health and Wellbeing Services

- Medical and Counselling services – projects and services focused on early identification and implementation of supports to enhance student health and wellbeing.
- Student Wellbeing and International Support Program – supported students to succeed at every stage of study including Student Mentor Program; transition and orientation support; respect, safety and wellbeing initiatives; connection to place initiatives and building cultural capacity.
- Support of the afterhours and public holiday UC Crisis Line available to all UC students. It has provided support to students in crisis e.g. considering self-harm, feeling study pressure, financial distress and students seeking advice, guidance and wellbeing support after-hours.
- Respect. Now. Always - projects and activities that achieved priorities in relation to the prevention of sexual assault and harassment.
- Subsidised student gym membership.

Employment/Career Services

- Technology to improve student resumes. Very positive feedback was received from students on how the software (CV360) helped improve their resumes. Feedback was also received from academics highlighting the positive impact CV360 has had with assisting students in learning how they can develop and write strong applications for paid positions and internships during their time at university, as well as after graduation - contributing to positive graduate outcomes.
- A program that identified and promoted on campus and local part time job opportunities for international students.

Food and Nutrition Initiatives

- Food Pantry – provided students with access to free supplies multiple days a week, including fresh produce and personal consumables, including reusable period products.

Financial Support

- A project that delivered the best possible placement experience for students at both out of area and local placements. Financial support was provided for travel and accommodation costs associated with out-of-area placements.

Legal and Advocacy Services

- Provision of free Legal Advice Services to UC Students. The service provided students with advice on issues such as tenancy/housing, debt, employment, immigration and protection orders. Approximately 19% of clients were born overseas. The service is available on campus and via phone for online students.
- Student Representative Council. The student-led publication *Curieux* maintained its pivotal role in sharing stories and perspectives, releasing three editions in 2024. The launch of the Queer Space was a defining achievement, offering a welcoming and inclusive environment for LGBTQIA+ students. The Women's Room continued to serve as a vital safe space for female students. Together, these spaces were accessed over 3,724 times by more than 450 students throughout the year.

Study Skills Services

- Studiosity (online writing feedback and tutoring support 24/7).
- Maths and Stats Help (MASH) Centre – supported students across the university with mathematical and statistical concepts.
- Library learning equipment – whiteboards and hybrid TVs to support students' study skills and encourage student collaboration both on and off campus.

Social and Cultural Engagement

- Clubs and Societies – supported student academic, cultural, sport and social clubs and societies. Supplied opportunities for community involvement, social engagement, and support.
- Student events – provided a vibrant events schedule on campus to encourage student participation and enhance the student experience.
- Orientation Week Social Activities – social activities, events, and live music to engage students, welcome them to UC and help entry into university life in semesters one and two.
- Stonefest Music Festival – discounted tickets for UC students.
- Esports Lounge – student discount and access to play social e-sports or in competitive tournaments.
- Sport Delivery – inclusive and accessible opportunities for UC students to take part in social sport as well as representative levels of competition.

These initiatives enhanced the overall student experience by providing comprehensive support across various aspects of student life.

SSAF Revenue Summary

	2024 Allocation \$ ¹	2024 Actual \$
SSAF Revenue	\$4,104,555.36	\$4,537,086.76
SSAF revenue carried forward from 2023	\$233,299.09	\$233,299.09
Total SSAF funds available for 2024	\$4,337,854.45	\$4,770,385.85
SSAF revenue carried over into 2025	\$0	\$483,479 (2024 revenue) \$233,299 (2023 revenue)

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 2024 the maximum SSAF was \$351.00.

Student Status	2024 SSAF charged \$ ²	Number of students charged in 2024 ³
Full-time ¹ (> 0.75 EFTSL)	\$2,850,822.00	8166
Part-time ¹ (< 0.75 EFTSL)	\$1,686,264.75	6390
		14,556

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 2024. 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 2024 as the total EFTSL they undertook in 2024 was equal to 0.875.

Student Status	2024 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2024 ⁴
Remote learning/Online only	\$108,546.75	405

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	2024 Total Allocation \$	2024 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services	\$308,000	\$308,000	Yes	8200
2. Clubs or other associations	\$350,000	\$350,000	Yes	2447
a. Sporting	\$	\$		829
b. Internal student politics	\$0	\$0		
c. Gender, sexuality, ethnicity, race, or nationality-based	\$	\$		266
d. Areas-of-study related e.g. law	\$	\$		1120
e. Other activities e.g. music, debate, chess	\$	\$		649
f. Other	\$0	\$0		
3. Accommodation	\$0	\$0		
4. Employment/career services	\$129,566.36	\$46,463.02	Blended online/in person	2017
5. Legal aid	\$85,700	\$85,700	Yes	329
6. Support for financial affairs	\$317,448.29	\$215,450.87	Yes	208
7. Other student amenities	\$191,899	\$116,327	Blended online/in person	3628
8. Other – Social and cultural recreation activities/events	\$1,181,365.18	\$1,174,471.41	No	26,321
9. Other – Providing student representation through the Student Representative Council	\$319,970.84	\$291,019.73	Yes	1805
10. Other – Study skills and support	\$355,727.87	\$345,194.02	Yes	2280
11. Other – Student welfare, wellbeing, and support	\$1,096,176.91	\$1,119,387.30	Blended online/in person	15,733
12. Other – Student advocacy and leadership development	\$2,000	\$1,594	No	27
Total	\$4,337,854	\$4,053,607		

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

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
TAFE Queensland	72 898 805 093	Key Areas 8, 10, 11	\$71,077.50	1.8%
TAFE NSW	89 755 348 137	Key Areas 4, 8, 10, 11, 12	\$8,160.75	0.2%

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, Jonathan Pheasant, Chief Operating Officer of The University of Canberra, 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

Jonathan Pheasant

.....
Full name of Person making Declaration

Chief Operating Officer

.....
Position of Person making Declaration

18 February 2025

.....
Date