CQUniversity

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

At CQUniversity, Student Services and Amenities Funding (SSAF) is overseen and monitored by the Student Equity and Amenities Fee Committee (SEAFC) and is allocated in accordance with the [Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022](#) (Cwlth).

SSAF programs, initiatives, and priorities are established from student feedback via the Student Services and Amenities Survey and in consultation with and endorsement from the Student Representative Council (SRC).

SSAF applicants (excluding SSAF-funded campus programs) must submit preliminary and then detailed plans of their program/initiative which are assessed and ranked by SEAFC on the following criteria:

- Complies with the legislative criteria as set out by the Department of Education
- Aligns with University strategy and student experience and support priorities
- The extent to which the project addresses a service or support gap for students, and
- The extent to which the project involves collaboration across the University.

The allocation of monies for SSAF-funded campus programs/initiatives is based on equivalent full-time student load (EFTSL) at each campus by course location. Applicants must submit detailed plans of their campus programs/initiatives to SEAFC, which assesses the application on the above criteria.

2023 SSAF-Funded Achievements and Highlights:

Whether studying online or on campus, CQUniversity's 2023 SSAF-funded programs played a crucial role in enhancing the overall university experience for students. The initiatives covered a wide range of services and amenities, supports, clubs/other associations, health, and employment/career services; ensuring that students had access to essential resources beyond their academic studies.

Enhanced Student Support Services - Through strategic allocation of SSAF funds, CQUniversity bolstered student support services. These services extended beyond academic studies, providing comprehensive assistance to students throughout their university journey.

- Counselling, Wellbeing, and Safer Communities Services: Students had access to professional counselling services, which addressed mental health, crisis intervention, wellbeing education, personal challenges, and academic concerns.
- Academic Assistance and Enrichment Programs: SSAF-supported programs such as Studiosity and Peer-Assisted Study Sessions (PASS) and the Student Mentoring Programs facilitated tutoring, study workshops, and peer mentoring bolstering students' academic success.
- Career Guidance: Career advisors provided personalised guidance, helping students explore career paths, develop employability skills, and prepare for the job market.

Highlights:

- o In 2023, the Out of Hours Online Service supported 351 students, providing immediate relief from emotional distress and guidance during crises and opening pathways to long-term solutions.
- o 2184 students participated in Studiosity, the after-hours academic support service, and collectively engaged with the service 9156 times throughout the year.
- o 1374 students attended online Peer Assisted Study Sessions. 60% of students who attended 7+ sessions received a grade of either High Distinction or Distinction.
- o In the second half of 2023, 510 students made 173 connections in four specific programs in the inaugural launch of 'Chronus', a peer-to-peer engagement platform.
- o 805 individual student Career consults were delivered online and in person (more than a 10% increase from last year).
- o Career education was incorporated into the curriculum for 2489 students (a 13% increase from 2022).
- o Approximately 600 online students utilised the library postage service for prescribed textbooks. Postal charges were paid, and a prepaid label for return postage was supplied in this initiative.

Engagement with Clubs and Societies - In 2023, SSAF supported vibrant student life through clubs, societies, and associations. These student-led groups provided opportunities for networking, skill development and social interaction, enriching the overall university experience.

- Events and activities: Student-led clubs organised events, workshops, and cultural activities, enriching the on-campus experience.
- Networking Opportunities: Clubs provided platforms for networking, skill development, and community engagement.

Highlights

- o The 2023 UniSport Calendar received more than 880 expressions of interest for UniSport Nationals.
- o 6 new clubs were created and affiliated with CQU 2023, bringing the total to 12.
- o Some of the events held by Clubs and Societies in 2023 included:

  - CQU Medical Society - Scavenger Hunt
  - CQU Medical Society - Ball
  - CQU Oral Health Society - Speech Pathology Week and Dental Week Collaboration
  - CQU Oral Health Society - Oral Health Graduation Ball
  - CQU Volleyball Club - Pizza Night
  - CQU Volleyball Club - Social Volleyball Games
  - CQU Basketball Club - Community Basketball Competition

Health and Well-Being Initiatives - SSAF-funded health and well-being programs positively impacted students by promoting physical and mental wellness. By promoting holistic well-being, the university contributed to a healthier student community.

- Fitness Programs: Yoga classes, fitness challenges, and wellness workshops promoted physical health.
- Mental Health Awareness: Campaigns and workshops raised awareness about mental health, reducing stigma and providing coping strategies.

Highlights

- CQUniversity trained 55 students in Mental Health First Aid (MHFA) and Aboriginal and Torres Strait Islander Mental Health First Aid, equipping and empowering students with essential skills to recognise and respond to mental health issues.
- CQU's Wellbeing Services Gentle Yoga program, attended by 42 students, emphasised mindfulness, relaxation, and stretching for overall well-being.
- The University Mental Health Day "Pass the Joy!" initiative engaged over 375 students across 9 campuses through activities like Campus Lunches, Morning Teas, Wellness Jenga, Paint by Numbers Creative Workshops, and an online "Cultivate an Attitude of Gratitude" Workshop.

Advocacy and Representation - SSAF empowered student advocacy and representation at CQU by amplifying the student voice, collaborating with student leaders, and advocating for equity and accessibility.

- Accessibility and Equity Services: Minimising barriers to education by implementing reasonable education adjustments and assisting students by providing resources, services, referrals, and advocacy.
- Student Advocacy: Offering guidance to students on academic grievances, appeals, disputes, and navigating university policies and processes.
- Ally Program: Fostering acceptance and understanding for lesbian, gay, bisexual, transgender, interest and queer (LGBTIQ+) students, regardless of their self-identified gender or sexual orientation.
- Student Representative Council (SRC): An elected group appointed to engage with and advocate for diverse geographical regions, study cohorts, and equity groups in the student community.

Highlights:

- 750 students benefited from an Active Accessibility Plan with various supports, such as transcriptions and captions, equipment, resources and assistive technology, and access to a peer assistance program.
- The Student Representative Council (SRC) addressed 58 agenda items during 6 meetings, actively promoting student engagement in university affairs and enhancing the student experience online and on campus.

- o The Ally Program ran 3 events:
    - May 17 IDAHOBIT - broadcast email to all HE and VET students, student computer lock screens for 7 days, 57 photos with messages of support uploaded and 2 prize packs of merchandise awarded.
    - 25 August Wear It Purple - broadcast email to all HE and VET students
    - 13-19 November Trans Awareness Week - broadcast email to all students, student computer lock screens for 14 days, morning tea with 30 attendees (mix of students, staff and community) at Rockhampton campus.
  - o "Ally Kits" were distributed across multiple campuses, including Rockhampton, Brisbane, Melbourne, Bundaberg, Mackay and Cairns. These kits aimed to promote the Ally Program during various student events such as orientations, OMG Week, Mental Health Week and other student campus events.

Overall, the impact of SSAF-funded programs and initiatives at CQUniversity has achieved remarkable outcomes, significantly enhancing the student experience in many ways.

SSAF Revenue Summary

	2023 Allocation $[1]	2023 Actual $
SSAF Revenue	$3,995,476	$4,218,031
SSAF revenue carried forward from 2022	$6,813,204	$7,245,486
Total SSAF funds available for 2023	**$10,808,680**	**$11,463,517**
SSAF revenue carried over into 2024	$6,813,204	$7,611,876

[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 [insert reported year] the maximum SSAF was $[insert maximum SSAF for the reported year].

Student Status	2023 SSAF charged $[2]	Number of students charged in 2023
Full-time[1] (> 0.75 EFTSL)	$2,313,240	8029
Part-time[1] (< 0.75 EFTSL)	$1,904,790	10861
		Total: 18,890

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	2023 SSAF charged $[2]	Approx. number of SSAF students remote learning 2023[4]
Remote learning/Online only	$1,228,892	5,807

[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.

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	$ 137,629.67	$ 140,493.26	Yes	23853
2. Clubs or other associations	$ 119,868.60	$ 97,882.47	Mixed	34678
a. Sporting	$ 79,809.20	$ 70,016.47	No	11954
b. Internal student politics	$ -	$ -	-	0
c. Gender, sexuality, ethnicity, race, or nationality-based	$ 10,509.20	$ 10,946.00	Yes	11006
d. Areas-of-study related e.g. law	$ 4,000.00	$ 2,462.00	No	315
e. Other activities e.g. music, debate, chess	$ 2,041.00	$ -	No	360
f. Other	$ 23,509.20	$ 14,458.00	Yes	11043

3. Employment/career services	$ 778,440.20	$ 767,588.41	Yes	21253
4. Legal aid	$ -	$ -	-	0
5. Other student amenities	$ 2,953,923.53	$ 2,824,993.38	Mixed	295415
a. Providing food or drink to students on a campus of the higher education provider	$ 111,738.66	$ 111,329.90	No	11976
b. Supporting a sporting or other recreational activity by students	$ 68,901.87	$ 68,206.14	Yes	20017
c. Caring for children of students	$ -	$ -	No	0
d. Helping students secure accommodation	$ 9,509.00	$ 10,084.00	No	10000
e. Helping students with their financial affairs	$ 55,637.54	$ 52,160.39	Yes	27103
f. Helping students obtain insurance against personal accidents	$ -	$ -	No	0
g. Supporting debating by students	$ -	$ -	No	0
h. Providing libraries and reading rooms (other than those provided for academic purposes for students	$ 10,000.00	$ 10,435.10	No	600
i. Supporting an artistic activity by students	$ 23,450.00	$ 6,448.77	No	710
j. Supporting the production and dissemination to students of media whose content is provided by students	$ 72,509.20	$ 50,994.51	Yes	12751
k. Helping students develop skills for study by means other than undertaking courses of study in which they are enrolled	$ 798,347.58	$ 790,312.21	Yes	46210
l. Advising on matters arising under the higher education provider's rules (however described)	$ 548,160.19	$ 508,816.00	Yes	78499
m. Advocating students' interests in matters arising under the higher education provider's rules (however described)	$ 438,375.19	$ 443,052.73	Yes	51063
n. Giving students information to help them in their orientation	$ 617,432.41	$ 588,197.16	Yes	29955
o. Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	$ 199,861.89	$ 184,956.47	Yes	6531
Total	$ 3,989,862.00	$ 3,830,957.52		375119

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

[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 Powles, Vice-President Student Success of CQUniversity, 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.

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Signature of Person making Declaration

Jonathan Powles
Vice President Student Success
26 June 2024