

# CQUniversity Australia

## 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.

# 2024 SSAF Consultation and Achievements

At CQUniversity, the allocation and oversight of Student Services and Amenities Fee (SSAF) funding is managed by the Student Equity and Amenities Fee Committee (SEAF). All funding decisions are made in accordance with the [Higher Education Support \(Student Services, Amenities, Representation and Advocacy\) Guidelines 2022 \(Cwlth\)](#).

SSAF-funded programs and initiatives are developed based on student feedback collected through the Student Services and Amenities Survey and endorsed in consultation with the Student Representative Council (SRC).

All SSAF applicants (excluding campus-based SSAF programs) are required to submit detailed proposals, which are assessed against the following criteria:

- Complies with the legislative criteria as set out by the Department of Education
- Aligns with University strategy in addition to 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.

For SSAF-funded campus programs and initiatives, funding is allocated based on the equivalent full-time student load (EFTSL) at each course location. Campus applicants must also submit detailed plans, which are assessed by SEAF using the same criteria.

## **2024 SSAF-Funded Achievements and Highlights**

In 2024, CQUniversity continued to utilise SSAF funding to enhance the student experience, whether students were studying online or on campus. SSAF-supported initiatives spanned a broad spectrum of services, including wellbeing and mental health, academic support, career development, student engagement, and equity-focused programs. These investments ensured students had access to essential academic and non-academic resources that supported their success and wellbeing throughout the year.

### **i. Enhanced Student Support Services Highlights**

SSAF funding enabled CQUniversity to deliver a comprehensive suite of student support services that addressed academic, personal, and emotional needs, ensuring holistic support throughout the student journey.

#### Wellbeing and Mental Health:

- Counselling Services: In 2024, 6,633 students accessed counselling, with a total of 8,822 counselling sessions delivered - highlighting both the demand for and effectiveness of these services.
- Out of Hours Line (OOHL): Provided 346 instances of crisis support, with 170 students also engaging with ongoing counselling services.
- Clinical Intake (Triage): A dedicated SSAF-funded staff member facilitated 1,653 points of contact with 819 students. This streamlined triage process ensured timely and appropriate referrals to mental health resources. These included:
  - 25% care consultations
  - 50% intake assessments
  - 25% appointment scheduling support

#### Academic Support:

- Studiosity: Supported 4,853 students through 13,196 interactions across Connect Live sessions and Writing Feedback services.
- Peer Assisted Study Sessions (PASS): Delivered support across 136 units, with 1,616 students participating. Additionally, 33 new PASS Leaders completed accredited training, strengthening peer-led academic support.

#### Career Development:

- In-Curriculum Career Sessions: 51 sessions were delivered, reaching 3,194 students.
- Individual Career Consultations: 997 one-on-one consultations and 42 drop-in sessions were provided.
- Career staff also participate in key student events, including Open Days, Orientation, UniLife Week and more.
- CareerHub Engagement:
  - 579 new employers/organisations engaged
  - 2,213 jobs published

- 23,679 job views by students
- 669 job applications reviewed
- 54 mock interviews conducted

## **ii. Student Engagement Highlights**

SSAF funding continued to support a vibrant and inclusive student experience through clubs, societies, and events that fostered community, inclusion, and leadership development.

### Clubs and Societies:

SSAF enabled the creation and growth of student-led clubs, which hosted a variety of events, workshops, and social activities throughout the year.

- Three new clubs were created in 2024: the CQU Initiation and Innovation club, the MedTech Club, and the Nepalese Student Society, bringing the total to nine (9) CQU-affiliated clubs and societies.
- Clubs were actively promoted during Orientation, UniLife Week, and other campus life events.
- Events included trivia nights, pizza nights, bonfire nights, lunch picnics, and more.
- Two major student balls were successfully funded and delivered:
  - Oral Health Society Ball
  - Medical Society Ball
- The Oral Health Student Society and Engineering Student Society hosted community networking events in 2024.
- The Medical Society integrated members of the medical community into regular events and board activities, strengthening professional engagement.

We continue to support our clubs and societies with guidance on governance and operations. A need for increased support has been identified, as students are balancing additional responsibilities and commitments.

#### Campus Events:

A wide range of events were delivered across multiple campuses and online, including:

- Orientation programs
- Cultural celebrations and multicultural fairs
- Wellbeing Weeks
- Pop-up lunches and social gatherings

#### Sport and Recreation:

In 2024, 482 students participated in a variety of sporting activities.

- The UniSport Calendar was promoted extensively across all campuses and online platforms.
- Two successful 10,000 Steps Challenges were held, with high participation and strong engagement through online team formats.
- Campus Life Committees collaborated to plan and deliver sporting events across Rockhampton, Sydney, Brisbane, Mackay, and Bundaberg campuses, receiving positive feedback.

### **iii. Health and Wellbeing Highlights**

CQUniversity continued to prioritise student wellbeing through SSAF-funded health and wellness programs that promote physical, mental, and emotional health.

#### Fitness and Mindfulness

A range of activities supported student wellbeing across campuses and online:

- Yoga sessions, fitness challenges, and wellness workshops encouraged healthy lifestyles.
- Programs were designed to be inclusive and accessible, supporting both physical and mental health.

#### Mental Health Awareness

Awareness campaigns and training programs helped build student capacity to support themselves and their peers:

- Key events delivered as part of various national awareness days included University Mental Health Day and R U OK? Day. In 2024, SSAF funding supported over 40 presentations and events, ranging from pop-up support sessions to ad hoc wellbeing presentations.
- University Mental Health Day saw over 150 students register, with actual attendance far exceeding this due to spontaneous participation across campuses.
- R U OK? Day 2024 was one of the most highly engaged events, with over 300 students and staff attending at the Rockhampton North campus alone.

#### **iv. Advocacy and Representation Highlights**

SSAF funding empowered student voice and advocacy through support for equity services, student representation, and inclusion initiatives that promote a fair and welcoming university environment.

##### Accessibility and Equity:

SSAF supported students from diverse backgrounds, including those with disabilities and those experiencing financial hardship, by:

- Minimising barriers to education through reasonable learning adjustments
- Providing access to resources, services, referrals, and advocacy
- Supporting inclusive practices across all campuses
- Over 3,500 requests for student advice, information, support and referral were received from students with a disability in 2024.

##### Student Representation:

The Student Representative Council (SRC) played an active role in university governance and advocacy:

- Represented students across geographical regions, study cohorts, and equity groups
- Provided feedback on university policies and initiatives
- Advocated for student needs and priorities at institutional level

### Ally Program and Inclusion Initiatives:

The Ally Program promoted visibility and inclusion for LGBTIQ+ students through awareness campaigns and events:

- Events supported in 2024 included IDAHOBIT, Wear It Purple Day, Pride Month, and Trans Awareness Week
- Activities were held across Rockhampton, Melbourne, Brisbane, Sydney, Mackay, and Townsville campuses
- Approximately 30 students per term engaged in these events, across three terms and three events per term
- 26 students and staff submitted messages of support for IDAHOBIT

In conclusion, CQUniversity remains committed to ensuring SSAF funding continues to enhance the student experience across the physical and digital University footprint. Through strategic investment in wellbeing, academic support, engagement, and advocacy, we are proud to support a thriving, inclusive, and student-centred community.

## SSAF Revenue Summary

	2024 Allocation \$ <sup>1</sup>	2024 Actual \$
SSAF Revenue	\$4,353,053.00	\$4,669,459.92
SSAF revenue carried forward from 2023	\$6,813,204.00	\$7,611,875.90
<b>Total SSAF funds available for 2024</b>	<b>\$11,166,257.00</b>	<b>\$12,281,335.82</b>
SSAF revenue carried over into 2025	\$4,507,886.00	\$7,985,366.93

<sup>1</sup> 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 [insert reported year] the maximum SSAF was \$[insert maximum SSAF for the reported year].

Student Status	2024 SSAF charged \$ <sup>2</sup>	Number of students charged in 2024 <sup>3</sup>
Full-time <sup>1</sup> (> 0.75 EFTSL)	\$2,564,170.25	8,495
Part-time <sup>1</sup> (< 0.75 EFTSL)	\$1,916,664.50	10,456
		<b>Total: 18,950</b>

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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 \$ <sup>2</sup>	Approx. number of SSAF students remote learning 2024 <sup>4</sup>
Remote learning/Online only	\$1,256,831.50	5,603

<sup>4</sup> 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 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	\$ 631,515.87	\$ 554,289.14	Yes	63,735
2. Clubs or other associations	\$ 0	\$ 0	-	-
a. Sporting	\$ 0	\$ 0	-	-
b. Internal student politics	\$ 0	\$ 0	-	-
c. Gender, sexuality, ethnicity, race, or nationality-based	\$ 0	\$ 0	-	-
d. Areas-of-study related e.g. law	\$ 0	\$ 0	-	-
e. Other activities e.g. music, debate, chess	\$ 0	\$ 0	-	-
f. Other	\$ 0	\$ 0	-	-
3. Accommodation	\$ 1,888,000.00	\$ 117,682.20	No	-
4. Employment/career services	\$ 617,124.10	\$ 516,152.51	Yes	30,770
5. Legal aid	\$ 0	\$ 0	-	-
6. Support for financial affairs	\$ 35,504.70	\$ 32,985.17	Yes	42,200

7. Other student amenities	\$ 3,486,224.24	\$ 3,186,642.14	Mixed	199,088
8. Other - please provide description	-	-	-	-
<b>Total</b>	<b>\$ 6,658,368.91</b>	<b>\$4,374,765.99</b>		

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

***Allocation of SSAF revenue – non-student-led organisations***

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

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

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

\*Not applicable for CQUniversity’s 2024 SSAF Allocation Report

Organisation Name <sup>2</sup>	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
			-	-	-	-
		Total SSAF provided to student-led organisations	-	-	-	-

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

\*Not applicable for CQUniversity’s 2024 SSAF Allocation Report

Organisation Name <sup>1</sup>	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
-	-	-	-	-	-	-	-

<sup>2</sup> Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed.

**Declaration by Person of Authority**

I, Jonathan Powles, Vice-President Student Success of CQUniversity Australia, 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 Jonathan Powles

Full name of Person making Declaration

Vice-President Student Success

Position of Person making Declaration

18th June 2025

Date