

CQUniversity 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

At CQUniversity, the allocation and oversight of Student Services and Amenities Fee (SSAF) funding is undertaken 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)*.

SEAF operates as a representative and consultative governance body, comprising staff and democratically elected student representatives. This structure ensures that a broad range of perspectives informs decision-making and that SSAF expenditure reflects the needs and priorities of the student cohort.

The Student Representative Council (SRC), as democratically elected representatives of the student body, play a key consultative role in the SSAF allocation process. At the commencement of each budget development cycle for the following year—typically around September of the current year—the SRC is engaged to provide student led input on priorities for SSAF funding. This includes identifying areas of need, emerging student issues, and opportunities to improve the student experience through SSAF funded services and activities.

The SRC's input is informed by both their ongoing engagement with students throughout the year and broader consultation mechanisms. To supplement this representative feedback, input is also sought directly from the wider student cohort through the annual SSAF Survey, which provides all students with the opportunity to share their views on current SSAF expenditure and future funding priorities.

2025 saw the rebranding of the Survey to make the survey more inclusive and relevant to all student cohorts, regardless of their fee-paying status. For the first time, our VET students had a voice in shaping student services.

As a result, our student demographic recognised the following top five priorities in 2025:

1. On-campus and online library services
2. Study skills support
3. Health, wellbeing, safety, and inclusion services
4. 24/7 information on services and support
5. Employment and career advice

All SSAF funding proposals—excluding campus-based SSAF allocations—are submitted through a formal application process and assessed by SEAF against established criteria. These include:

- ✓ compliance with relevant legislative requirements,
- ✓ alignment with University strategic priorities and student experience objectives,
- ✓ the extent to which the proposal addresses identified service or support gaps, and
- ✓ the level of collaboration demonstrated across the University.

For campus-based SSAF programs and initiatives, funding allocations are determined with reference to the equivalent full-time student load (EFTSL) at each location. Campus applicants are required to submit detailed plans, which are assessed by SEAF using the same criteria to ensure a consistent and equitable approach.

In 2025, CQUniversity continued to progress towards compliance with Section 19-39 of the Higher Education Support Act 2003 (HESA) and the Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022 (SSARA Guidelines), in line with the approved transition plan. This plan outlines a future-focused approach to progressively increase the proportion of Student Services and Amenities Fee (SSAF) funding managed by a student-led organisation to 40%.

As part of this transition, the Terms of Reference for the Student Equity and Amenities Funding Committee have been revised to strengthen governance arrangements. This includes the appointment of four elected student representatives who contribute to decision-making on SSAF allocation.

CQUniversity remains on track in delivering against its transition plan, with further milestones scheduled for the remainder of 2026 and into 2027 to support the establishment of a fully operational student-led organisation.

KEY 2025 SSAF ACHIEVEMENTS

Health and Wellbeing

Strong student engagement and co-design outcomes, with focus group insights directly informing initiatives such as the Food Pantry and Cultural Celebration Events.

Counselling and crisis services contributed to strong student retention outcomes, with 85% of users continuing their studies.

The Out-of-Hours Support Line further strengthened support accessibility, providing critical after-hours assistance and enabling timely referrals and continuity of care.

Successfully delivered the Term 1 10,000 Steps program, engaging 279 participants across 84 teams and achieving an 86% year-on-year increase in registrations, demonstrating strong growth in participation and program impact.

612 new Student cases came under the carriage of the Accessibility and Equity team.

Academic Support

118 unique units were supported by our Peer Assisted Study Sessions. Additionally, 63 new PASS Leaders completed accredited training, strengthening peer-led academic support.

Supported 7,817 students through Studiosity with over 300 Connect Live sessions and thousands of interactions (including Writing Feedback).

275 Distance students accessed our Library Postage service removing access barriers and supporting academic success for distance students.

Career Services achieved 42 co-curricular sessions delivered, reaching 4,571 students. In addition, over 800 individual appointments were taken across 2025 and 74 employer sessions were delivered.

Student Engagement

Sustained engagement across eight active affiliated clubs, strengthening student-led community networks.

Our Orientation program resulted in the successful delivery of comprehensive campus events across three terms with over 3000 registrations.

Two face-to-face Student Representative Council meetings were held in 2025, bringing together student leaders from across CQUniversity's diverse footprint, to ensure adequate training, development, team cohesion, and support with governance, wellbeing, and leadership. Members completed the Institute of Community Directors Australia (ICDA) Governance and Leadership Certificate. Members were nominated for external awards e.g. Study NSW International Student of the Year and Australasia Student Voice Changemaker 2025.

Delivered a diverse program of social, cultural, sporting and wellbeing initiatives across all campuses, strengthening student connection and engagement.

Collectively, these achievements reflect a continued commitment to amplifying the student voice, delivering student-centred initiatives, and ensuring programs achieve meaningful reach, impact, and contribute to student retention and success.

SSAF REVENUE SUMMARY

	2025 Allocation \$ ¹	2025 Actual \$
SSAF Revenue	\$4,685,749	\$4,957,433.12
SSAF revenue carried forward from 2024	\$7,774,645.81	\$7,774,645.81
Total SSAF funds available for 2025	\$12,460,394.81	\$12,732,078.93
SSAF revenue carried over into 2026	\$5,893,292.12	\$5,893,292.12

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 **\$364.00**.

Student Status	2025 SSAF charged \$ ²	Number of students charged in 2025 ³
Full-time ¹ (> 0.75 EFTSL)	\$2,725,007.00	8,546
Part-time ¹ (< 0.75 EFTSL)	\$2,131,889.00	11,561
		Total: 20,105

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	2025 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2025 ⁴
Remote learning/Online only	\$1,256,831.50	5,603

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.

SSAF ALLOCATION SUMMARY

Key area of expenditure in 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.

The 19 allowable expenditure items have been grouped into Key Areas for reporting purposes. It is **mandatory for your organisation to provide data for all Key Areas including a nil response if applicable**.

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	2025 Total Allocation \$	2025 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services	\$568,683	\$555,651.34	Yes	75,786
2. Clubs or other associations	\$13,275	\$6,785.45	Yes	100
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	\$	\$1,736,430.80	No	-
4. Employment/career services	\$673,186.40	\$475,191.85	Yes	80,004
5. Legal aid	\$0	\$0	-	-
6. Support for financial affairs	\$0	\$0	-	-
7. Other student amenities	\$3,547,918.44	\$5,104,968.68	Yes	267,953
8. Other - please provide description	\$0	\$0	-	-
Total	\$4,803,063	\$6,142,597.32		423,843

ORGANISATIONS, BODIES OR THIRD-PARTY PROVIDERS THAT RECEIVED SSAF FUNDING IN 2025

1. Allocation of SSAF revenue – non-student-led organisations

**Not applicable for CQUniversity's 2025 SSAF Allocation Report. CQU has an approved transition plan to meet this requirement in 2027.*

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider \$	% of total SSAF revenue collected by the Provider
	[XX XXX XXX XXX]	Key Area [insert key area reference number]	\$	%
	[XX XXX XXX XXX]	Key Area [insert key area reference number]	\$	%
	[XX XXX XXX XXX]	Key Area [insert key area reference number]	\$	%
Total SSAF provided to non student-led organisations			\$	%

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

**Not applicable for CQUniversity's 2025 SSAF Allocation Report. CQU has an approved transition plan to meet this requirement in 2027.*

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
<i>Use same organisation title as next table</i>	[XX XXX XXX XXX]	Key Area [insert key area reference number]	\$	%	Y/N	Agreed on XX OR Submitted on XX and

						pending approval
	[XX XXX XXX XXX]	Key Area [insert key area reference number]	\$	%	Y/N	Agreed on XX OR Submitted on XX and pending approval
		Total SSAF provided to student-led organisations	\$	%		

3. 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 2025 SSAF Allocation Report. CQU has an approved transition plan to meet this requirement in 2027.*

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
<i>Use same organisation title as previous table</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	Agreed on XX OR Submitted on XX and pending approval
	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	<i>Yes / No</i>	Agreed on XX OR Submitted on XX and pending approval
	Y	Y	Y	Y	Y		

Declaration by Person of Authority

I, Kylie Carige, Acting 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.

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

Kylie Carige

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Full name of Person making Declaration

Acting Vice-President Student Success

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Position of Person making Declaration

30 June 2026

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Date