

Swinburne University of Technology

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

Consultation undertaken with students regarding 2023 SSAF:

The following steps were taken to allow opportunities for student groups to comment on the proposed SSAF priorities for expenditure in 2023.

1. Identified priorities as well as proposed fee expenditure were published on the Swinburne website and shared with student representative groups
2. Feedback was sought through consultative meetings (Student Experience Workshops and Citizens Assemblies) between Swinburne Student Life, the Swinburne Student Union, the Swinburne Representative Council and the Swinburne Executive on the proposed priorities.

Students were invited to contact the Office of the Deputy Vice-Chancellor (Education, Experience & Employability); the Student Representative Council; or the Swinburne Student Union via email with their feedback.

All feedback was considered by the Vice-Chancellor and Deputy Vice-Chancellor (Education, Experience and Employability) and a decision made on the SSAF allocation for 2023 in November 2022.

Outcome of the consultation:

The issues and ideas raised by students in the Student Experience workshops and Student Citizen's Assembly, and from student representative bodies are summarised below with further detail provided in Table 1 in relation to the proposed 2023 SSAF allocation based on the consultation:

- Student health and wellbeing remains a key area of need for Swinburne
- Campus activation and events throughout the year to create a sense of belonging
- Move to a single Student Voice model with one student representative body
- Continue expanding the delivery of all student services to be available to our online student community, and offer all students hybrid service options
- Careers and Employment services remains a key priority
- A student platform / better webpages to let students know what activities and opportunities are available to them
- Additional informal hang-out spaces
- A university-wide approach to facilitate student and staff partnerships to inform, develop and deliver student programs and services
- Students also outlined the need for additional recreation spaces and for space to be improved to provide increased disability support
- The positive and constructive work of Swinburne Student Life is recognised, and it is proposed that the funding levels for this group to remain similar to 2022
- The positive and constructive work of the Swinburne Student Union is recognised, and it is proposed that the funding levels for this group to remain similar in 2023
- The positive and constructive work of the Swinburne Representative Council is also acknowledged.

2023 SSAF Proposed Allocation (A\$)	
Swinburne University of Technology (on campus and online)¹	\$3,321,620
Services include (but not limited to):	
<ul style="list-style-type: none"> • Counselling and Health • Student Housing • Student Finance • Disability Support • Careers • Orientation and Transition 	
Swinburne Student Life	\$1,833,000
Services include (but not limited to):	
<ul style="list-style-type: none"> • Advocacy Service • Legal Service • Sport and Recreation • Clubs and Societies • Volunteer Program • Orientation and Transition • Social and Cultural Activities • Student Leadership Program (including SRC) • Multi Faith Facility and Chaplaincy Service 	
Swinburne Student Union	\$720,500
Services include (but not limited to):	
<ul style="list-style-type: none"> • Welfare and Equity Services <ul style="list-style-type: none"> ○ Foodbank ○ Welfare on Wheels • Student Events • Student Media <ul style="list-style-type: none"> ○ SWINE Magazine ○ Annual Diary/Notebook • Student Representation, Leadership and Development 	
Total \$5,875,120	

Table 1: 2023 Draft Allocation after consultation at end of 2022

Steps undertaken to ensure SSAF revenue was expended in accordance with the allowable categories specified in Higher Education Support Act 2003, Section 19-38(4):

SSAF service providers undertook their annual reporting in alignment with the allowable categories. *Table 5: SSAF Allocation Summary* has been presented by allowable category to demonstrate this compliance.

In addition to annual reporting requirements for recipients of SSAF funding, the SSAF Allocation and Reporting Committee was developed to monitor the expenditure of funds the expenditure of funds. This ensures SSAF revenue is expended in accordance with the allowable categories. The SSAF Allocation and Reporting Committee:

The Committee is to meet a minimum of twice per year to oversee the annual SSAF process.

The functions and responsibilities of the Committee are as follows:

- Develop and seek University endorsement of broad guiding principles for the use of SSAF funding;
- Review and set annual strategic priorities for the use of SSAF funding;
- Recommend to the Vice-Chancellor the approval of the allocation of annual SSAF funding;
- Receive applications and reports from SSAF recipients. This will include relevant milestone, target, project progression updates and the escalation of issues as required; and,
- Receive finance reports to monitor expenditure, ensuring that all funds are spent in accordance with the relevant Act and Guidelines;
- Prepare and recommend to the Vice-Chancellor for approval the Annual SSAF Report as prescribed in legislation

Achievements/Highlights:

- 25.1% of the total 2023 SSAF allocation was expended on medical, counselling and health services, supporting the health and wellbeing of all students.
 - 25,745 individual health consultations provide to students.
 - 20,073 Medical Consultations provided.
 - 5,383 Mental Health consultations provided.
 - 289 Consultations provided to SOL and VET students.
 - 994 Flu vaccinations given to students.
 - 154 Comprehensive Health assessments completed for students.
 - 1294 placement immunisation provided to Health Science students.
 - 134 placement immunisations provided to VET students.
 - In a survey conducted Nov 2023 - 79% students stated they would have dropped out if it was not for the health services
- 12.9% of the total 2023 SSAF allocation was utilised to provide enhanced career and employment support, available to the entire student cohort.
 - Over 35,000 interactions with students.
 - Digital Careers System upgraded and specialised.
- 11.7% of the total 2023 SSAF allocation was used for *Accessibility*
 - Over 1,350 student consultations - a record high compared to previous years.
- 89 Social and sporting clubs were supported, comprising 14,675 student memberships. The clubs delivered 549 approved club events and contributed to a vibrant campus and student sense of belonging.
 - 105 students were supported to compete at UniSport Nationals events, including 11 teams across 9 sports who participated in Nationals Div 1/2 on the Gold Coast in September.
 - 9,106 student interactions with fully subsidised swimming and partially subsidised gym memberships at the Hawthorn Aquatic & Leisure Centre
- 449 student volunteers dedicated their time and effort to making a positive impact, collectively contributing 8,237 volunteering hours.
- 5,840 tickets issued across 37 student events delivered by the SSU with 2,886 individual students visiting at least one event.
- 105 hours of volunteer support across 297 student volunteers and Student Council elected leaders throughout 2023.
- 23,177 enquiries regarding student finances were handled to ensure students received financial support and guidance.

- 16,538 serves of free food were enjoyed by students as part of Orientation and Welcome Back Week events held across February/March and July/August.
- 2,300 students used a welfare service provided by the SSU with over 10,325 scans across our Breakfast, Foodbank and BBQ programs
- Food bank provided for 175 students, followed up by a counsellor.
- Redeveloped Pre-Orientation Modules
- Expansion of Student Essentials Orientation program to include student activations.
- Online Peer Mentoring Program developed as complimentary to the in-person version.

SSAF Revenue Summary

	2023 Allocation \$ ¹	2023 Actual \$
SSAF Revenue	\$5,875,120	\$6,119,000
SSAF revenue carried forward from 2022	\$125,672	\$125,672
Total SSAF funds available for 2023	\$6,000,792	\$6,244,672
SSAF revenue carried over into 2024	\$0.00	\$ 142,988

Table 2: 2023 SSAF Revenue Summary

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 2023 the maximum SSAF was \$326.

Student Status	2023 SSAF charged \$ ²	Number of students charged in 2023 ³
Full-time ¹ (> 0.75 EFTSL)	\$3,588,175.41	11,328
Part-time ¹ (< 0.75 EFTSL)	\$2,530,824.59	17,764
Total	\$6,119,000	29,092

Table 3: 2023 SSAF Charge Summary

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 2023. 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 2023 as the total EFTSL they undertook in 2023 was equal to 0.875.

Student Status	2023 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2023 ⁴
Remote learning/Online only	\$2,868,116	4,062

Table 4: 2023 SSAF Charge Summary Remote/Online Students

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.

Legend: SSL – Swinburne Student Life, SSU – Swinburne Student Union, HS – Health Services, SE – Student Engagement, SA – Student Administration

1. Providing food or drink to students on a campus of the higher education provider				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Social and Cultural Events	\$75,000.00	\$ 29,193.50	No	2,600
SSL: Eastern Campus Activities	\$20,000.00	\$ 16,279.30	No	1,000
SSL: Orientation/Welcome Back	\$85,000.00	\$ 112,906.48	No	15,700
SSL: Club Training, Volunteer and Leadership Development Events	\$7,000.00	\$ 7,860.59	No	250
SSU: Foodbank, Welfare on Wheels, Exam Help Stall, Breakfast and BBQ services	\$80,000.00	\$80,000.00	N/A	10,325 interactions for 2,300 students

2. Supporting a sporting or other recreational activity by students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Non-sport Club Expenditure	\$43,267.00	\$ 40,559.59	Yes	2,905
SSL: Club Training	\$7,645.00	\$ -	-	-
SSL: Club Equipment, Promotions, Rewards and Recognition	\$13,500.00	\$ 918.99	No	Not applicable
SSL: Sport Club Expenditure	\$35,543.00	\$ 22,800.92	Yes	2,564
SSL: Social Sport Programs and Facilities	\$7,250.00	\$ 1,112.12	No	1,200
SSL: Varsity Sport Events	\$29,159.00	\$ 82,844.32	No	102
SSL: Elite Athletes Support	\$7,000.00	\$ 10,650.00	Yes	90
SSL: Eastern Campus Activities	\$18,585.00	\$ 4,864.66	No	1,200
SSU: Events and Festivals Program	\$56,500.00	\$56,500.00	Yes	5,840 tickets issued to 2,886 Swinburne students
Residence: The Residential Life Coordinator and Resident Advisors plan and implement a wide range of activities for all residents to participate during the year. These include Orientation Program, barbecues, pizza nights, movie nights, trivia, etc.	\$5,000.00	\$5,000.00	No	
3. Supporting the administration of a club (most of whose members are students)				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Combined total (sporting, internal student politics, gender, sexuality, ethnicity, race or nationality-based, areas-of-study related e.g. law, other activities e.g. music, debate, chess)	\$240,000.00	\$ 320,682.38	Yes	5,675
Residence: The Residences has a student club which is administered by the Residential Life Coordinator. This involves monitoring expenses, making payments for activities and catering, booking events etc.	\$5,000.00	\$5,000.00	No	
4. Caring for children of students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-

5. Providing legal services to students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Subsidised Legal Advice	\$30,000.00	\$ 43,728.96	Yes	74
6. Promoting the health or welfare of students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Multifaith Centre & Chaplaincy	\$121,000.00	\$ 108,748.40	Yes	300
SSL: Hawthorn Aquatic and Leisure Centre Subsidised Swimming & Gym	\$49,300.00	\$ 21,911.75	No	1,663
SSL: Other (Microwaves/First Aid Kits)	\$ -	\$ 975.94	-	-
SSU: Activities and events from welfare departments: Queer, Women's, Postgraduate, Education, Indigenous Student Honoraria Transport Assistance Program	\$140,000.00	\$140,000.00	N/A	400+ students
HS: Supporting all students in their medical and mental health during their studies, assisting with retention	1,500,000	\$1,533,575.00	No	25,745 individual consultations
SE: <i>AccessAbility</i> Services	\$700,000	\$700,000	Yes	1,350
Residence: The Residential Life Coordinator's main role is to promote and support residents with health and welfare needs on an ongoing basis. Also encourage residents to use the University Health Services for counselling and medical treatment. The Residences also organised a range of training sessions for the Resident Advisors on Mental Health First Aid, ASIST (understanding suicide), drugs and alcohol etc so that the Resident Advisors are able to support residents in their role.	\$25,000.00	\$25,000.00	No	
Residence: Resident Advisors (15) are student leaders in the residential community who respond to their peers (residents) who need welfare support and those who experience mental health.	\$15,000.00	\$15,000.00	No	

7. Helping students secure accommodation				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-
8. Helping students obtain employment or advice on careers				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Leadership & Volunteering Program	\$308,164.00	\$ 232,156.67	No	449
Emp: Career Services - Digital Career Resources, Career support and WIL preparation.	\$771,620	\$902,320.00	Face to face and online	35,007 student interactions
9. Helping students with their financial affairs				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Tax Help Clinic	\$15,000.00	\$ 23,330.11	No	161
SA: Customer Service Support via StudentHQ Inbound Enquiries (Email/Live Chat/F2f/Phone)	\$100,000	\$127,638.00	Yes	23,177
10. Helping students obtain insurance against personal accidents				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-
11. Supporting debating by students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-
12. Providing libraries and reading rooms (other than those provided for academic purposes) for students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-
13. Supporting an artistic activity by students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-

14. Supporting the production and dissemination to students of media whose content is provided by students				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Marketing & Communications	\$60,000.00	\$ 142,616	Yes	1,050
SSU: SWINE magazine including administrative expenses & honoraria Annual Diary/Notebook/Wall Planner	\$42,000.00	\$42,000.00	Yes	2,000 + students
15. Helping students develop skills for study, by means other than undertaking * courses of study in which they are enrolled;				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSU: Governance Training & Volunteer Program	\$36,000.00	\$36,000.00	N/A	200+ students
16. Advising on matters arising under the higher education provider's rules (however described)				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Independent Advocacy Service (50%)	\$145,500.00	\$ 138,257.26	Yes	503
SSU: Administration (insurance and ancillary operational expenses) and staffing	\$361,000.00	\$361,000.00	N/A	N/A
17. Advocating students' interests in matters arising under the higher education provider's rules (however described);				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Independent Advocacy Service (50%)	\$145,500.00	\$ 138,257.26	Yes	503
SSL: Student Representative Council	\$96,000.00	\$ 66,829.70	Yes	25
SSU: Student advocacy materials and training supports	\$5,000.00	\$5,000.00	N/A	200 students
18. Giving students information to help them in their orientation				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSL: Orientation and Welcome Back Week	\$273,587.00	\$ 333,046.44	No	3,500
SE: Orientation	\$100,000	\$96,643.00	Yes	3,000
SE: Peer Mentoring	\$100,000	\$70,477.00	Yes	600

19. Helping meet the specific needs of *overseas students relating to their welfare, accommodation and employment.				
	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
-	-	-	-	-
Overall Total	\$5,875,120	\$6,101,684		

Table 5: 2023 SSAF Allocation Summary

Organisations, bodies or third-party providers that received SSAF funding in 2023

Organisation Name ¹	Australian Business Number (ABN)	Supported allowable category	Total SSAF Funding Received \$	% of total SSAF Funding Received
Swinburne Student Life	35 117 060 232	1, 2, 3, 5, 6, 8, 9, 14, 16, 17, 18	\$1,833,000	30.68 %
Swinburne Student Union	39 774 574 866	1, 2, 6, 14, 15, 16, 17	\$720,500	12.05 %

Table 6: Other SSAF Funding Recipients 2023

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, Laura-Anne Bull, Deputy Vice-Chancellor (Education, Experience and Employability) of Swinburne University of Technology, 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.



Professor Laura-Anne Bull
Deputy Vice-Chancellor (Education, Experience and Employability)

26 June 2024