Southern Cross University

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.

SSAF Consultation and Achievements

During 2024, the University reviewed its guidelines for requesting SSAF funds and has continued to implement more robust request, monitoring, and reporting process for the allocation of these funds (see Appendix 1). The aim is to ensure alignment with the University Strategy and the priorities identified by our students in each annual SSAF Survey, with a focus on improving student engagement to support student success and retention.

Students were consulted on SSAF funding priorities and their feedback on services and activities supported through SSAF via the annual mid-year SSAF survey. Insights gathered from this survey directly inform the allocation of SSAF funds for the following year. Survey outcomes are made available to all students through the institutional SSAF webpage and are also shared with key internal stakeholders. In addition to the SSAF survey, the university employs a range of supplementary student consultation methods, as outlined below, to ensure ongoing student input into SSAF-related planning and decision-making.

Council and Academic Board

Students are elected to positions on Council and the principal academic decision-making body of the University, Academic Board. These bodies both meet at regular intervals throughout the year.

Students are also elected or appointed to the following Academic Board committees:

- Faculty Boards – provides advice on to Academic Board on academic initiatives and innovations and oversees the quality of academic matters within each Faculty or College.

- Academic Standards and Quality Committee – principal advisory committee to Academic Board on issues relating to academic standards and quality for curriculum delivery.

- Academic Board Appeals Committee – determines student academic appeals.

- Research Committee – principal advisory committee to Academic Board on issues of research across the University.

- Student Academic Experience Committee – principal advisory committee to Academic Board on issues relating to the student academic experience.

Student Experience Committee

The purpose of the Student Experience Steering Committee is to provide consultation and engagement on University initiatives, services and activities to improve student experience, safety and wellbeing.

Student Voice Committee

Established to determine methods to increase student feedback on academic/unit and teaching experience.

Student Associations (managed by elected student representatives)

Regular consultation meetings are conducted with the independent Student Associations through scheduled Association Forums. Student Association executive are appointed through annual student elections.

Surveys, feedback and advocacy mechanisms

All enrolled students:

- have access to the Student Advocacy Service

- have the opportunity to provide feedback to the university about their student experience at any time through an online mechanism.

- have the opportunity to provide feedback in regard to unit offerings and teaching through end of Unit surveys.

- can email SCU Assist for support and advice or to provide feedback.

In 2024 additional survey and consultation included:

- Pre and post feedback for Orientation and training program participants
- Check-in survey for students at Census date
- Support Service satisfaction survey and client feedback
- Establishment of Student Experience Committee (combining the Student Safety and Student Representative Committees) Student Association Forum (3 per year, all Student Associations shared plan updates, innovation and student engagement successes)
- Point of transaction satisfaction surveys (administrative and support processes)

Response from the SSAF survey show that four of the top five priority areas (health & welfare, employment & careers, food & drink) have remained the same for 2020, 2021, 2022,2023 and 2024. This year helping students develop skills for study moved up to 5th place displacing helping students secure accommodation which dropped three places as indicated in table below.

Rank	SSAF category	% Allocation
1	**helping students obtain employment or career advice upon graduation**	**13.9**
2	**promoting the health or welfare of students**	**12.1**
3	**helping students obtain employment while studying at SCU**	**10.9**
4	**providing food or drink to students on a campus**	**9.9**
5	**helping students develop skills for study**	**8.3**
6	helping students with their financial affairs	7.8
7	caring for children of students	5.6
8	helping students secure accommodation	4.7
9	supporting the administration of a student club	4.3
10	supporting overseas students with welfare, accomodation and employment	4.0
11	providing libraries and reading rooms for students	3.3
12	providing legal services to students	3.0
13	supporting a sporting or other recreational activity by students	2.9
14	advocating students' interests in matters arising under the HEP's rules	2.1
15	giving students information to help them in their orientation	1.9
16	supporting an artistic activity by students	1.4
17	advising students about university rules, policies and procedures	1.2
18	helping students obtain insurance against personal accidents	1.0
19	supporting the production and dissemination of student media	0.9
20	supporting debating by students	0.8

SSAF Revenue Summary

	2024 Allocation	2024 Actual
SSAF Revenue	$2,700,000	$3,467,364
SSAF revenue carried forward from 2023	$1,670,187	$1,670,187
Total SSAF funds available for 2024	**$4,370,187**	**$5,137,551**
SSAF revenue carried over into 2025	$N/A	$1,670,403

[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 **2024** the maximum SSAF was **$351.**

Student Status	2024 SSAF charged	Number of students charged in 2024
Full-time[1] (> 0.75 EFTSL)	*$2 316 398*	7162
Part-time[1] (< 0.75 EFTSL)	*$1 150 966*	8668
		Total: 15 830

[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	2024 SSAF charged $[2]	Approx. number of SSAF students remote learning 2024
Remote learning/Online only	$1 433 748	7142

[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. 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	$468 922	$438 559	yes	13 190
2. Clubs or other associations	$753 436	$766 165	yes	12 849
a. Sporting	$24 211	$16 755.61	yes	620
b. Internal student politics	$0	$0	n/a	n/a
c. Gender, sexuality, ethnicity, race, or nationality-based	$2000	$973.24	Yes	420
d. Areas-of-study related e.g. law	$8 300	$7 660.08	yes	1000
e. Other activities e.g. music, debate, chess	$2000	$2360.81	Yes	130
f. Other- caring for children	$57 732.63	57 932.63	Yes	200
3. Accommodation	$0	$0	n/a	n/a
4. Employment/career services	$645 092	$593 215.89	yes	8541
5. Legal aid	$0	$0	n/a	n/a
6. Support for financial affairs	$5000	$5680	Yes	775
7. Other student amenities	$232 204	$251, 571		

8. **Other** - please provide description				
a. Orientatation	$369 264	$289 264	yes	5 664
b. Developing Skills for study	$229 770	$209 021	yes	3823
c. Specific needs of over seas students (relating to welfare, accommodation and employment	$29 584	$28 747	No	471
d. Sporting & Recreation Activities	$377 238	$289 208	yes	1640
e. Food & Drink	$256 934	$242 600.85	yes	14 375
f. Advocating students interests in matters arising under the higher education provider's rules	$267 480	$267 432.89	Yes	1136
Total	**$3 729 166**	**$3 467 147**		

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

Allocation of SSAF revenue – non-student-led organisations

Organisation Name[1]	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider $	% of total SSAF revenue collected by the Provider
Batyr	51 152 952 737	1	$73 500	1.97%
Lifeline	84 081 031 263	1	$52 000	1.40%

---

[1] Note: Only organisations, bodies or third-party providers who receive over $1,000 in SSAF funding are expected to be disclosed.

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

Student-led organisations will benefit from a consistent and predictable stream of SSAF revenue as they can plan and commit for long-term student support services, which will support students to succeed in their studies.

The student-led organisations receiving a proportion of the 40 percent SSAF funding for 2024-2025 are below:

- Lismore & External Student Association
- Coastrs
- Southern Cross Postgraduate Association
- Coffs Harbour Student Association

Organisation Name[2]Agreed on XX OR Submitted on XX and pending approval [3]	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
Lismore & External Student Association (LEXSA)	79 216 280 715	1,2, 2a,c.d.e.f.8e	$390 875	10.48%	Y/N	Agreed on XX OR Submitted on XX and pending approval
Lismore & External Student Association (LEXSA) Advocacy Service	79 216 280 715	8f	$267 480	7.18%	Y/N	
Coffs Harbour Student Association	44 732 282 288	1,2, 2a,c.d.e.f.8e	$230 097	6.18%	Y/N	Agreed on XX OR

2

						Submitted on XX and pending approval
Coastrs – Gold Coast Student Association	47 919 544 221	1,2, 2a,c.d.e.f.8e	$397 254	10.66%	Y/N	Agreed on XX OR Submitted on XX and pending approval
Southern Cross Postgraduate Association	91 233 499 176	1,2, 4,6,8b	$238 023	6.39%	Y/N	Agreed on XX OR Submitted on XX and pending approval
		Total SSAF provided to student-led organisations	$1 524 476	40.89%	Y/N	

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

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
Lismore & External Student Association (LEXSA)	Yes	Yes	Yes	yes	yes	Yes / No	Agreed on XX OR Submitted on XX and pending approval
Lismore & External Student Association (LEXSA) Advocacy Service	yes	yes	Yes	yes	yes	Yes / No	Agreed on XX OR Submitted on XX and pending approval
Coffs Harbour Student Association	Yes	yes	Yes	yes	yes	Yes/No	Agreed on XX OR Submitted on XX and pending approval
Coastrs	yes	yes	Yes	yes	yes	Yes/No	Agreed on XX OR Submitted on XX and pending approval
Southern Cross Postgraduate Association	Yes	Yes	Yes	yes	Yes	Yes/No	Agreed on XX OR Submitted on XX and pending approval

Declaration by Person of Authority

I, [insert full name], [insert position title] of [insert full name of higher education provider], 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.

………………………………………………………………………………………….

Signature of Person making Declaration

………………………………………………………………………………………….

Full name of Person making Declaration

Brendon Nelson

………………………………………………………………………………………

Position of Person making Declaration

Vice President (Students) and Registrar

…………………………………………………………………………………………..

Date 13 June 2025