

Australian Catholic University 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

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ACU consults students each year to determine how SSAF should be allocated based on student feedback via:

- Formal consultation with elected student leaders (ACU National Student Association); and
- An annual all student survey asking students to identify/rank services, activities and amenities that are most important to them and should be supported by SSAF.

The established priorities for SSAF funding in 2023 were:

Rank	Category
1	Sexual harm
2	Disability service
3	Health and safety
4	Counselling
5	Careers

Below is a high-level summary of key activities funded by SSAF in 2023.

1. Student Safeguarding and Safety

To ensure appropriate safeguarding and safety of our students, all Student Life staff (whose positions were SSAF funded in 2023) were fully trained in sexual harm prevention and response for the benefit of students. Further improvements will be made in 2024 by increasing the number of SSAF funded Safeguarding and Student Safety team members.

2. Access and Disability Service

2023 SSAF funding allocation for Access and Disability Service was allocated entirely to salary and on-costs for the position of one 0.6 FTE, HEW 5 Resource Assistant¹. The purpose of this role is to coordinate a range of administrative support for the Access and Disability Service unit across all campuses.

In 2023, there were 745 students with sensory and neurological, cognitive and/or learning disabilities. The Resource Assistant was able to support these students' learning needs and ensured they received a quality and equitable learning experience at ACU. This role also helped with the organisation, evaluation, and distribution of lecture notes for 121 units each week throughout the study periods.

This role was also responsible for the coordination of the Otter.ai adaptive technology and student training resources. The software helped 45 students to independently take and organise lecture

¹ Only 0.6 FTE was funded via SSAF. The Access and Disability Service has a total of 7.4 FTE funded via base operating funds.

notes in 2023. Over 9,000 minutes of recording and transcription was undertaken by them using the software.

3. Medical Centres

In 2023, 5,116 students visited one of ACU's medical centres at least once:

- Brisbane: 3,190 students
- Melbourne: 1,340 students
- North Sydney: 586 students

Access to Medical Services in the wider community are currently restricted due to cost and availability, therefore our medical services enabled and encouraged students to access health support including preventative support and chronic disease management at no cost – removing the barrier of access.

4. Counselling

In 2023, 4,794 appointments were booked with the counselling service and the 24-Hour Mental Health Support Line received 356 calls.

5. Careers and Employability

In 2023, Careers and Employability undertook a significant project to review and realign its offerings to match global best practice and enhance the career development experience of ACU students. This project produced 3 key outcomes, including:

- the creation of a **Career Development Learning Framework (CDLF)**, which is based on the new ACU graduate attributes and capabilities to better guide the delivery and evaluation of embedded career development inputs.
- the initiation of the **Careers Registration data collection strategy** as a university-wide effort to source and utilise subjective career readiness data from students.
- the **reorganisation of Careers Advisors into specialised faculty teams** with a focused remit to provide discipline-specific learning, services, and support.

The efforts of 2023 will be ongoing in 2024 and will be monitored through a revised reporting process that will provide the insights and tools to calibrate our approach to enhance student outcomes.

Other highlights:

- Supported embedding of career development learning into 23 Diploma, Undergraduate, and Postgraduate courses.
- Provided 21 specialist career development workshops for prospective students, veteran students and alumni.
- Provided 597 students with one-on-one career consultations.
- Provided over 1,600 students with self-service career support and practice materials, e.g., the 'Big Interview' video interview practice platform.
- Hosted over 4,800 jobs and volunteering opportunities, which was accessed by an average of 3,220 distinct ACU students per month.

Favourable job market conditions continue to benefit ACU students, but uncertain and disrupted early career pathways continue to pose significant challenges for graduates and alumni. Our renewed focus seeks to equip and support students in developing the skills that will sustain them

across the first 5 years post-graduation, requiring a career development approach that scaffolds the entire study journey.

6. Legal Advice Service

This SSAF funded student service offers up to two 45-minute virtual sessions with a specialist lawyer who can provide written advice to students. This service was used by 30 students. This service can assist students with difficult matters which keep them in their course and gives them a real sense of the support being offered by the University through SSAF.

7. Rental Advisory Service

Over the course of 2023, the service assisted over 60 students with accommodation related enquiries and case management including:

- Financial constraints in affording accommodation
- Fraudulent actions from housemates/landlords
- Unlawful evictions
- Homelessness
- Break lease enquiries

8. Orientation



In 2023, approximately 7,800 students accessed digital orientation resources and approximately 5,900 students attended on-campus orientation events. The team continues to develop the ACU commencing student resources and Orientation website to ensure information is relevant, helpful, and easily accessible to students and stakeholders.

9. Elite Athlete and Performer Program

In 2023 the Elite and Athlete and Performer Program (EAPP) supported 424 student athletes and performers to balance their dual careers as they strive for academic excellence.

UniSport

ACU won 3 x division 1 championships (Womens Water Polo, Football and Netball), Division 2 Women’s Basketball and placed second at Indigenous Nationals, placing us 7th overall in the UniSport Australia rankings for 2023, and 2nd in the Northern Region. This was the highest ranking ACU has ever received to date.



2023 ACU Sport and Performer Award

On 1 November 2023, ACU honoured and celebrated sporting, performing and academic achievements of our students. The evening began with a procession of the award winners led by EAPP student and World Champion Bagpiper Dylan Forge. Among the many highlights was a panel discussion led by four-time Olympian Melissa Wu, St Kilda midfielder Mason Wood, stunt performer Xanthia Marinelli and ACU Chief Operating Officer and Deputy Vice-Chancellor.

The following students have been awarded the University Blues Award in recognition of their achievements as an athlete or performer.

2023 Blues Award Recipients

Marcus Berehulak	<i>Water Polo</i>	Dylan Forge	<i>Performer</i>
Courtney Schonell	<i>Hockey</i>	Xanthia Marinelli	<i>Performer</i>
Bronwyn Cox	<i>Rowing</i>	Jacob Anderson	<i>Hocky</i>
Reba Stewart	<i>Taekwondo</i>	Sean Murphy	<i>Rowing</i>
Grace Young	<i>Hockey</i>	Alexandra Hulley	<i>Athletics</i>
Naa Anang	<i>Athletics</i>	Alexia Hamilton	<i>AFLW</i>
Ian Prior	<i>Rugby Union</i>	Deborah Watson	<i>Water Polo</i>
Katie Brennan	<i>AFLW</i>	Grant Atkins	<i>Rugby League Referee</i>

Australia Day Award

Swimming champion and Bachelor of Exercise and Health Science alumnus Ellie Cole was awarded a Member of the Order of Australia (AM) on Australia Day 2024. Ellie became Australia’s most decorated female Paralympic athlete in 2021, winning 17 Paralympic medals. After 16 years in the pool, she was recognised for her services to sport, including her advocacy for greater accessibility and diversity.

Fellow ACU alumnus, dual Olympian and Commonwealth Games gold medallist Rachael Lynch was also named a Member of the Order of Australia (AM) for service to hockey. Rachael is a Bachelor of Nursing alumnus, starting her studies at ACU the same year she debuted for Australia.

10. Student Life

Every semester ACU delivers a range of activities, events and programs designed to encourage students to embrace university life, expand on their talents and feel a sense of belonging.

These activations encourage students to make life- long friends, build confidence, and make the most of their time at university by getting involved in life outside the classroom.

Student Life activities are for all students – everyone is invited to participate no matter their campus, study discipline, mode, loading or level. Before semester and during there are a variety of weekly on and off campus and online activities to keep students connected, supported, and inspired.

Students are also invited to join their local campus student association, the National Student Association (ACUNSA) or one of the many clubs and societies or start their own club. They offer students professional development, first-hand experience in leadership, governance, elections, managing teams, running events and supporting their peers.



The Student Life engagement strategy is designed to accommodate all commencing and continuing students per year. Over the course of a year there are hundreds of engagement opportunities offered across all campuses each year.

Across the university, the student voice has been amplified, with widening participation from Indigenous, postgraduate, and international students on local and national student representative councils. On-campus activity has increased with the number of student club memberships up by 106 members. Meanwhile, Campus Student Association memberships grew by 2,764 members and Student Life members grew by 306 to 7,943 members.

As at the end of 2023, the following participation levels were recorded:

No. of ACU Life members	7,943
No. of Clubs and Societies	63
No. of Club members	2,504
No. of Student Association members	8,406

11. ACU National Student Association (ACUNSA)

ACUNSA met with senior executives including the Chancellor, Vice Chancellor, Chief Operating Officer and Deputy Vice Chancellor, Ethics throughout 2023.

The election cycle for 2024 Student Leaders took place in Semester 2, 2023. This cycle saw the realisation of student leadership changes implemented in the previous year and further changes implement in 2023 which were:

- Disestablishment of ACUPGA (ACU Postgraduate Student Association) as a separate student group.
- The establishment of a [Postgraduate Student Officer \(ACUNSA\)](#) within the ACUNSA executive.

- Commencement of stipends to student association vice presidents, treasurers and secretaries, and amendments to the presidents' stipends.
- The ACUNSA executive now includes the following executive roles:
 - President
 - First Peoples Student Officer
 - International Student Officer
 - Online Student Officer
 - Postgraduate Student Officer
- Our new Student Leader Induction Program was launched in November 2023 with student leaders from all 7 campuses in attendance.



12. Student Advocacy Service

In 2023, 1,767 one-on-one student consultations were conducted by Student Advocacy, assisting students with a diverse range of issues. In addition to individual consultations, Student Advocacy also ran 10 information sessions in 2023 on 'Receiving Results' and 'Academic Progress' to inform students about the relevant University policies, procedures, and available options for them. Approximately 300 students attended these sessions.

Student Advocacy is a part of ACU's Student Safety Support Network. 34% of the cases reported in Semester 1, 2023 were directed to Student Advocacy to support. 232 students who received show cause or termination of enrolment notifications in 2023 have been able to continue their enrolment with the support they received from Student Advocacy.

SSAF Revenue Summary

	2023 Allocation \$ ¹	2023 Actual \$
SSAF Revenue	\$8,180,001	\$8,105,889
SSAF revenue carried forward from 2022	\$0	\$0
Total SSAF funds available for 2023	\$8,180,001	\$8,105,889
SSAF revenue carried over into 2024	\$0	\$0

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)	\$326	18,366
Part-time ¹ (< 0.75 EFTSL)	\$244	8,888
	Total:	27,254

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	2023 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2023 ⁴
Remote learning/Online only	\$162	2,717

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.

Key Area	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
1. Health Services (Counselling, Disability, Student Safeguard and Safety, University Medical & Wellbeing Centres)	\$1,799,769	\$1,874,153	Yes	5,879 <ul style="list-style-type: none"> • 2,419 (Access and Disability) • 84 (Safeguarding and Student Safety) • 3,376 (Counselling)
2. Clubs or other associations (Student Associations, Distribution, Student stipends)	\$178,511	\$146,629	Yes	8,659
a. Sporting	\$56,715	\$112,996	Yes	11,817 (number of interactions)
b. Internal student politics	\$1,600	\$134	Yes	45
c. Gender, sexuality, ethnicity, race, or nationality-based	\$5,700	\$2,249	Yes	138
d. Areas-of-study related e.g. law	\$15,600	\$10,187	Yes	2,745
e. Other activities e.g. music, debate, chess	\$4,400	\$2,860	Yes	149
f. Other	\$0	\$0	Yes	249
3. Employment/career services	\$929,521	\$910,273	Yes	2,316
4. Legal aid	\$0	\$7,699	Yes	101 <ul style="list-style-type: none"> • 44 – Legal Service • 57 – Rental Advisory Service
5. Other student amenities	\$0	\$2,501	NA	NA

Key Area	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
6. Student Jobs on Campus	\$86,069	\$175,715	Yes	560
7. Student Life	\$1,002,766	\$1,313,315	Yes	13,388
8. Advocacy	\$0	\$11	Yes	1,767
9. Orientation	\$600,301	\$567,804	Yes	7,800
10. Creative & Performing Arts	\$1,600	\$0	NA	NA
11. Student Development	\$96,205	\$55,827	Yes	202
12. National Lessons and Programs	\$44,626	\$0	Yes	38,269 (no. of online views)
13. Semester Events	\$127,342	\$106,609	Yes	3,188
14. National Competitions	\$123,008	\$72,995	Yes	28
15. University Sport Australia Endorsed Programs	\$330,058	\$322,337	Yes	161
16. ACU Sports Clubs	\$571,603	\$292,283	Yes	673
17. Gyms, Fitness Classes & Facilities	\$347,966	\$360,021	Yes	5,301 (visits by students)
18. Sales, Marketing & Communications Support	\$50,000	\$33,619	NA	NA
19. Social Sports & Community Events	\$315,758	\$349,677	Yes	320
20. The Track	\$589,506	\$563,869	Yes	10,135
21. Elite Athlete & Performer Program	\$781,377	\$624,504	Yes	409
22. Club Partnership Capacity Building	\$120,000	\$121,109	No	12
23. Other	\$0	\$76,513	NA	NA
Total	\$8,180,001	\$8,105,889		

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
Brothers Rugby Club	73 340 362 676	2A Sporting Clubs	\$25,000	0.31%
Brisbane North Netball Inc	45 789 964 348	2A Sporting Clubs	\$30,000	0.38%

Fitzroy Football Club Limited	20 005 881 201	2A Sporting Clubs	\$25,220	0.32%
ACU Cronulla Sharks Water Polo Club	25 688 209 493	2A Sporting Clubs	\$20,000	0.25%
ACU Blacktown City Swimming Club Inc	31 477 504 247	2A Sporting Clubs	\$30,000	0.38%

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, Paul Campbell, Acting Chief Operating Officer and Deputy Vice-Chancellor of Australian Catholic University, 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

Paul Douglas Campbell

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Full name of Person making Declaration

Acting Chief Operating Officer and Deputy Vice-Chancellor

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Position of Person making Declaration

27 June 2024

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Date