

The University of Southern Queensland (UniSQ)

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

UniSQ places a high value on the student voice and is committed to fostering meaningful partnerships with our students. The University remains dedicated to strengthening student engagement by continuing to collaborate with the Student Senate, student led organisations, and the broader student population. Together, we aim to enhance the effectiveness of feedback mechanisms, such as surveys and other consultation tools, to better understand and respond to the needs and priorities of our student body in the allocation of SSAF funding.

In 2024, UniSQ continued its commitment to student-centred decision-making through structured and ongoing consultation. Engagement between members of the Student Senate, University Executive, and the broader student community was facilitated via committee meetings, Q&A sessions, and established feedback channels including university-wide surveys. These consultations ensured that student voices remain central to discussions on funding priorities and service delivery.

SSAF revenue was allocated in accordance with subsection 19-38(4) of the *Higher Education Support Act 2003 (HESA)*, supporting a range of long-standing initiatives aligned with SSAF categories and guidelines. These allocations were regularly reviewed to ensure compliance and effectiveness, with outcomes documented in this report.

The University has identified its key priorities for student services based on insights gathered through student consultations. These discussions highlighted the importance of helping students build key academic skills, improving their career readiness and employment prospects, and accessing comprehensive support for health, wellbeing, and sports.

Key areas of investment included:

- **Academic and Career Support:** Services such as study skills coaching, career advice, resume writing, and Peer Assisted Study Sessions (PASS) helped students build essential academic competencies and enhance employability.
- **Leadership and Advocacy:** Programs promoting student leadership and professional development were delivered in collaboration with the UniSQ Student Guild, alongside advocacy and representation services.
- **Health, Wellbeing, and Engagement:** Orientation events, campus activities, and access to health and wellbeing services contributed to a vibrant and supportive student environment.

A significant contributor to student support was iconnect, UniSQ’s centralised student services hub. In 2024, iconnect employed 82 current UniSQ students as staff members who responded to 143,223 enquiries with over 27,603 students assisted through the provision of peer-led assistance and referrals across a wide range of services. This initiative played a critical role in ensuring accessible, timely, and student-focused support.

In line with Section 19-39 of the *Higher Education Support Act*, UniSQ submitted and received approval for a Transition Plan to meet the requirement of allocating a minimum of 40% of SSAF revenue to student-led organisations. In 2024, 9.15% of SSAF revenue was provided to the Student Guild. The approved 2025 Transition Plan outlines a collaborative approach with the UniSQ Student Guild to achieve this target by 2027. In 2025, approximately 21% of SSAF revenue was directed to the Guild, supporting services such as student advocacy and bursaries; club and event administration; social and sporting activities; and food pantries and gym operations.

Ongoing planning and budget meetings between the University and the Student Guild ensure alignment with student needs and legislative obligations. The 2026 Transition Plan has been submitted and continues to detail progress toward the 40% allocation goal by 2027, and the services delivered under this framework.

SSAF Revenue Summary

	2024 Allocation \$ ¹	2024 Actual \$
SSAF Revenue	\$3,610,000	\$3,606,636
SSAF revenue carried forward from [2023]	-	-
Total SSAF funds available for [insert reported year]	\$3,610,000	\$3,606,636
SSAF revenue carried over into [insert next reporting year]	\$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* (the Act). In **2024** the maximum SSAF was \$351.

Student Status	2024 SSAF charged \$ ²	Number of students charged in 2024 ³
Full-time ¹ (> 0.75 EFTSL)	\$2,158,471	5,788
Part-time ¹ (< 0.75 EFTSL)	\$1,448,165	9,830
		Total: 15,618

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 ⁴
Remote learning/Online only	\$1,008,134	6,867

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	\$50,000	\$38,206	Yes	493
2. Clubs or other associations	\$0	\$		
a. Sporting	\$0	\$		
b. Internal student politics	\$0	\$		
c. Gender, sexuality, ethnicity, race, or nationality-based	\$0	\$		
d. Areas-of-study related e.g. law	\$0	\$		
e. Other activities e.g. music, debate, chess	\$0	\$		
f. Other	\$300,000	\$330,000	Yes	1035
3. Accommodation	\$0	\$		
4. Employment/career services	\$1,500,000	\$1,551,309	Yes	27,603
5. Legal aid	\$0	\$		

6. Support for financial affairs	\$0	\$		
7. Other student amenities	\$160,000	\$157,559	Yes	5,329
8. Orientation	\$550,000	\$546,934	Yes	4021
9. Advocacy for student interests in matters arising under the higher education providers rules	\$150,000	\$130,225	Yes	91
10. Advising on matters arising under the higher education providers rules	\$100,000	\$94,326	Yes	30
11. Helping students develop skills for study	\$800,000	\$758,077	Yes	21812
Total	\$3,610,000	\$3,606,636		

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

1. 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
University of Southern Queensland	11 199 275 853	Key Areas 1, 4, 7, 8, 9, 10, 11	\$3,276,636	90.85%
		Total SSAF provided to non student-led organisations	\$3,276,636	90.85%

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

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

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
UniSQ Student Guild	11 199 275 853	Key Area 2f	\$330,000	9.15%	Y	Approval of the UniSQ 2025 transition plan application received on 29 April noting that both funding and governance milestones were approved. 2026 transition plan pending approval.
		Total SSAF provided to student-led organisations	\$330,000	9.15%		

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

3. 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
<i>UniSQ Student Guild</i>	Yes	Yes	Yes	Yes	Yes	Yes	<p>Approval of the UniSQ 2025 transition plan application received on 29 April noting that both funding and governance milestones were approved.</p> <p>2026 transition plan pending approval.</p>

Declaration by Person of Authority

I, Professor Karen Nelson, Vice-Chancellor of the University of Southern Queensland, 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

Professor Lorelle Burton

Full name of Person making Declaration

Associate Provost

Position of Person making Declaration

30 June 2025

Date