

James Cook University

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 and Achievements

SSAF Consultation

JCU consulted students to inform the [2025 SSAF Expenditure Plan](#) through its biennial student survey, as well as broader engagement with students and the JCU Student Association (JCUSA). The 2025 survey identified key priority areas, including health and welfare, employment and career advice, libraries and study spaces, secure accommodation, and financial support. Qualitative feedback further emphasised the importance of mental health services, study spaces, accommodation, international student support, access to affordable food and drink, financial and legal assistance, and opportunities to enhance student life.

These priorities were reinforced through student forums held in 2024, alongside ongoing engagement with JCUSA, including its representation on the SSAF Income Allocation Working Group. The final 2025 SSAF Expenditure Plan reflects this consultation, directing funding towards orientation and student engagement, international student support, counselling and crisis services, career development, Indigenous student support, HDR support, access and inclusion initiatives, learning support, student spaces, and JCUSA-led activities.

The Plan supports a range of initiatives, including wellbeing services, campus events, upgrades to student spaces, study skills programs, neurodiversity initiatives, peer support programs, and healthy food and drink options. It also provides targeted support for HDR candidates, Indigenous students, regional and remote students, and online learners. All allocations were aligned with permitted SSAF categories, with provisions made for carry-forward and unspent funds to be applied to approved purposes.

SSAF Income Allocation Working Group and Consultation

At JCU, responsibility for the use of SSAF revenue is supported by the SSAF Income Allocation Working Group, which acts as an advisory group. The Working Group consults broadly with students and advises the Vice-Chancellor directly on the proposed annual allocation. Membership comprises JCUSA representatives and JCU staff with expertise in areas within the SSAF legislative remit.

Achievements and Highlights in 2025

Student Health and Wellbeing

- The Student Wellbeing Counsellor provided a free, confidential counselling service to almost 300 students, conducting 954 sessions.
- JCU Health continued to offer bulk billing to ensure no “out-of-pocket” expenses for students on the Townsville campus. A total of 24,231 student appointments were attended, and bulk billed during the year.
- A Period Positivity program that was launched in 2024 expanded rapidly in 2025. In 2025, 32,900 items were supplied to students at various sites around Cairns and Townsville campuses, an increase of 102% on the previous year.
- A co-designed online Neurodiverse Hub was developed as a centralised resource for neurodivergent students (and staff) to access resources related to study. The site, while targeted towards students, has a number of resources that are useful for staff and families who support students.

Study Skills for Students

- SSAF funding was used to deliver the 2025 Study Centre Academic Skills Boot Camps at the Centre for Rural and Remote Health, Murtupuni campus in Mount Isa and JCU Mater Clinical Training Centre campus in Mackay. Delivered by JCU Library staff, the Boot Camps are a great way for students to meet each other and professional and academic staff, and provide friendly, interactive settings where students can learn and share practical study skills and tips such as assignment planning, understanding assessment criteria, time management, critical reading and note-taking, and searching and referencing.
- The “Student Village” is an informal peer drop in space that operates on a fortnightly basis across the academic calendar, staffed by peer leaders and providing low key activities, refreshments, and practical academic resources and links students to JCU student support services. 750 students participated during the 2025 year.
- The Academic integrity Program incorporated an online game, a successful element of the program, which resulted in over 8,000 plays and successfully raised awareness of understanding and applying academic integrity skills in the rapidly evolving AI landscape.

Career Readiness

- SSAF-funded Careers team staff provided more than 400 career development appointments to students in 2025. This was supplemented with the delivery of more than 50 embedded workshops which over 2,000 students attended.
- The Careers team facilitated the development of an evidence-based employability program that incorporates socially-just career development principles to provide individualised career development outcomes to all JCU students. This was supported by the establishment of a platform called LearnJCU Master that was built to provide all students with online access to employability resources and can be replicated across subject sites for cohort-specific tailoring. The program was piloted with MBA students and mentors, with positive feedback indicating improved self-awareness, planning, resilience, and confidence in career development.

Student Representation and Advocacy

- More than 800 students accessed Advocacy services throughout the 2025 year.

Higher Degree Research Student Support

- Workshops included writing, statistics, public speaking and presentation skills and the annual Three Minute Thesis competition.

Sporting and Recreational Activities

- Maintaining a healthy and active life is made easier and more affordable with support provided through SSAF. Recreational and cultural activities, together with a range of supporting services and amenities, are also provided across campus with this SSAF allocation.

Student Association

- Sports facilities on Townsville and Cairns campuses are supported by SSAF through an annual allocation towards field maintenance and improvements, contributions to water rates and for cleaning common area bathrooms in gym and football ovals.
- JCUSA supports a diverse range of student clubs and affiliates (see list in Appendix 1).

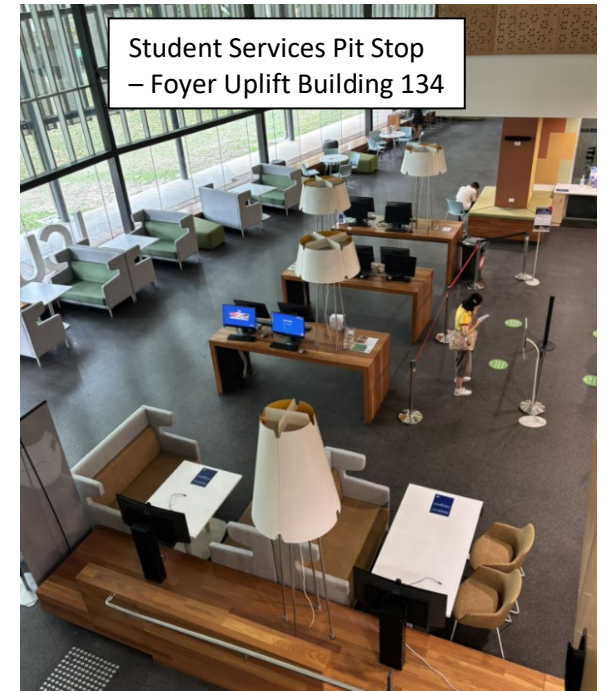
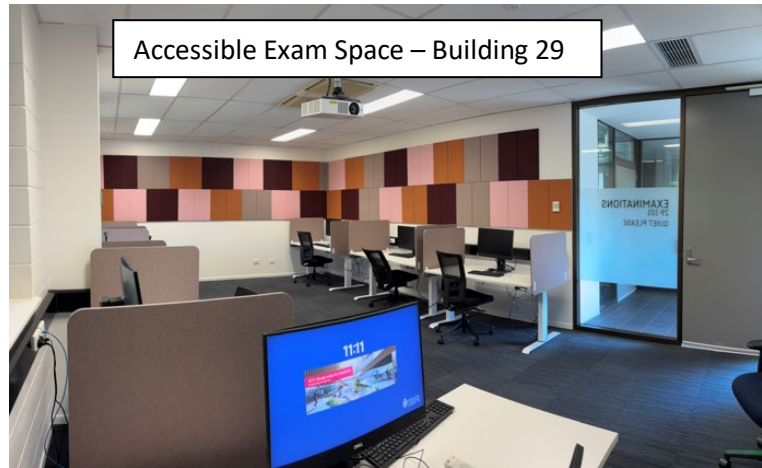
Music

- SSAF contributes to the annual Inter-College Music Competition (ICMC), which has been a successful event since 2003 and has become a cherished tradition amongst the students residing at the Bebegu Yumba Townsville campus residential colleges.

Improvements to Student Spaces

- In 2025 three SSAF financed projects were delivered. All projects had sound student representation via user groups, their feedback was noted and the final outcomes adjusted to suit their ideas.
- The “Reset Room” at EIP (506-112), under the Townsville Sensory Space initiative, provides a purpose-designed, calming environment with controlled access to support student wellbeing and enable usage monitoring.

Student Spaces – Townsville Bebegu Yumba Campus



Achievements and Highlights in 2025 (*continued*)

Student Events

- SSAF funding is always made available to both the JCU Student Association and to other JCU student groups and entities for a range of orientation, induction and student belonging events across the academic year.
- The Student Communications and Engagement team run a suite of high-quality student-focused events, including GetReady4Uni (online Orientation program), on-campus Orientation, Live@Lunch, International Cafe, R U OK Day, Harmony Day and Power Up Day and a Colour Run. In Cairns these events are incorporated into the very successful Midweek Mingle.
- Smaller scale events are also run at the Mackay and Mount Isa Study Centres and a range of online activities are run for external students. These events are aimed at providing a vibrant campus-life experience for students, as well as increasing student success and retention.

Aboriginal and Torres Strait Islander Students

- SSAF funding contributed to a range of activities being delivered or supported by the Indigenous Education and Research Centre (IERC) in 2025, including Welcome and Orientation events, financial management support, maintaining libraries and reading spaces, providing Orientation resources and fostering skill development outside of formal coursework. Internal and external students were able to access support from IERC through the programs offered and SSAF funds were also used to purchase healthy snacks, kitchen supplies and study resources.

Higher Degree Research Students

- SSAF is one of the key funding sources for supporting professional development and social networking for higher degree research (HDR) candidates and delivers supportive group activities, such as seminar days, research student conferences, disciplinary-relevant professional development, social events and peer-to-peer support.
- The HDR Ambassador peer-to-peer program at JCU, coordinated by the Graduate Research School and delivered by casual HDR candidates, provides welcome support that aims to make commencing students' transition to a HDR degree at JCU as smooth as possible.

International Students

- JCU is committed to creating an inclusive and diverse campus environment. 2025 expenditure included International Orientation, welcome and afternoon teas, monthly "Lets Lunch", weekly International Café /Café Corner, and weekly Frugal Friday (Central Plaza).

SSAF Revenue Summary

	2025 Allocation \$ ¹	2025 Actual \$
SSAF Revenue	\$3,837,416	\$3,944,146
SSAF revenue carried forward from 2024	\$2,650,561	\$2,650,561
Total SSAF funds available for 2025	\$6,487,977	\$6,594,707
SSAF revenue carried over into 2026	\$2,652,411	\$2,759,130

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 **\$365**.

Student Status	2025 SSAF charged \$ ²	Number of students charged in 2025 ³
Full-time ¹ (> 0.75 EFTSL)	\$2,970,037	8,452
Part-time ¹ (< 0.75 EFTSL)	\$957,058	7,430
Total:		15,882

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 2025. 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 2025 as the total EFTSL they undertook in 2025 was equal to 0.875.

Student Status	2025 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2025 ⁴
Remote learning ⁵ /Online only	\$438,442	2,483

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.

⁵ Remote learning¹ in the SSAF Charge Summary refers to subject delivery mode (100% online/external), not a student's geographical location. TCSI distinguishes three modes: external (100% online), internal (100% face-to-face), and multi-modal (mixed). Note: Mount Isa Nursing students' study via a mix of online and mixed-mode units; where they enrol in external subjects, their recorded delivery location defaults to Townsville.

SSAF Allocation Summary

Key areas of expenditure 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.

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 ⁶
1. Health Services	\$ 775,166	\$ 716,000	Y	21,129
2. Clubs or other associations	\$ 82,000			
a. Sporting		\$ 11,072	Y	160
b. Internal student politics		\$ 76,645	Y	671
c. Gender, sexuality, ethnicity, race, or nationality-based		\$ 6,346	Y	1,041
d. Areas-of-study related e.g. law		\$ 31,950	Y	1,744
e. Other activities e.g. music, debate, chess		\$ 21,286	Y	137
f. Other ⁷		\$ 225,348	Y	2,928
3. Accommodation	\$ 0	\$ 0		-
4. Employment/career services	\$ 280,136	\$ 288,555	Y	3,564
5. Legal aid	\$ 0	\$ 0		-

⁶ This may include multiple attendances/utilisation by the same student.

⁷ Includes operational expenses of Student Plus Pty Ltd paid by JCU Student Association to administer and provide services.

6. Support for financial affairs	\$ 0	\$ 0		-
7. Other student amenities – Libraries & reading rooms	\$ 242,591	\$ 92,127	N	21,129
8. Other – e.g. Providing food and drink, caring for children, sporting/recreational activity, supporting debating/artistic activity, media, skills for study, advising on matters, advocating students' interests, orientation, overseas students	\$ 2,902,116	\$2,381,647	Y	21,129
Total	\$4,282,009⁸	\$3,850,976		

⁸ Allocation includes Rollover from 2024.

Organisations, bodies or third-party providers that received SSAF funding in 2025

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

Organisation Name ⁹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider \$	% of total SSAF revenue collected by the Provider
JCU Health	15 099 496 232	1	\$ 250,000	6.34%
Russo Higher Education Pty Ltd T/A James Cook University Brisbane Campus	78 114 135 563	1, 2, 4, 7, 8	\$ 277,996	7.05%
Lifeline Direct Limited	14 618 509 818	1	\$ 45,833	1.16%
Sonder Australia Pty Ltd	56 613 605 360	8	\$ 37,932	0.96%
John Flynn College	97 025 290 868	8	\$ 12,000	0.30%
Skillful Communications Inc	N/A – USA Company	4	\$ 5,812	0.15%
		Total SSAF provided to non student-led organisations	\$ 629,573	15.96%

⁹ 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 ¹⁰	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
James Cook University Student Association (JCUSA)	96 799 820 080	Key Area 2, 8	\$1,607,100	40.75%	N/A	N/A
Total SSAF provided to student-led organisations			\$1,607,100	40.75%		

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

Organisation Name	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
James Cook University Student Association (JCUSA)	Yes	Yes	Yes	Yes	Yes	NA	NA

¹⁰ Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed.

Declaration by Person of Authority

I, Mitch Parsell, Deputy Vice Chancellor Education of James Cook 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.

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 MITCH PARSELL
.....

Full name of Person making Declaration

DEPUTY VICE CHANCELLOR EDUCATION
.....

Position of Person making Declaration

19 JUNE 2026
.....

Date

Appendix 1 - JCU Student Association Affiliated Clubs

Townsville Campus			
#	Club / Group	#	Club / Group
1	ASHA	11	International Youth Fellowship
2	Bama Nguma Barra Indigenous Association	12	JCU African Caribbean Student Association
3	Bebegu Yumba Wadja Bimbi	13	JCU Aquaculture Student Association
4	BioMedicine & Medical Laboratory (BMML) Society	14	JCU Business Association
5	Christian Student	15	JCU Canadian Student Association
6	Club RHINO	16	JCU Filipino Student Association
7	Engineering Undergraduate Society	17	JCU General Practice Students Network
8	FINstitute	18	JCU Law Society
9	FOCUS	19	JCU Marine Society
10	INSAKA	20	JCU Medical Student Association
21	JCU Muslim Association	21	JCU Muslim Association
22	JCU Nursing and Midwifery Society	22	JCU Nursing and Midwifery Society
23	JCU Pharmacy Student Association	23	JCU Pharmacy Student Association
24	JCU Physical Science Society	24	JCU Physical Science Society
25	JCU Psychology Association	25	JCU Psychology Association
26	JCU Social Work Society	26	JCU Social Work Society
27	JCU Speech Pathology	27	JCU Speech Pathology
28	JCU Surgical Society	28	JCU Surgical Society
29	JCU Townsville Beach Volleyball	29	JCU Townsville Beach Volleyball
30	JCU Veterinary Students Association	30	JCU Veterinary Students Association

Cairns Campus			
#	Club / Group	#	Club / Group
1	Cairns Christian Students	4	FOCUS
2	Cairns Engineering Society	5	Inter Alia Cairns
3	Cairns Post Grad Society	6	JCU Cairns Volleyball
7	JCU Dental Student Association	7	JCU Dental Student Association
8	JCU Muslim Association Cairns	8	JCU Muslim Association Cairns
9	MBBS Run Club	9	MBBS Run Club