

# James Cook University

## Student Services and Amenities Fee (SSAF)

### 2022 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

In 2022, most JCU students paid a Student Services and Amenities Fee (SSAF) amount of \$47.25 per 3 credit points, up to a maximum amount of \$315 per calendar year. Some students are exempt from paying the SSAF – further details are available [here](#).

Universities are required to consult with students about what the SSA fee revenue will be spent on.

This consultation must include:

- Publishing identified priorities for proposed fee expenditure and allowing opportunities for comment on those priorities by students and student associations and organisations;
- Meeting with democratically elected student representatives and representatives from major student organisations to consider priorities for use of fee revenue.

## SSAF Income Allocation Working Group and Consultation

At JCU responsibility for the use of SSAF revenue is managed by the SSAF Income Allocation Working Group. The Working Group consults broadly with students to advise the Vice Chancellor directly on an agreed, proposed annual allocation. Membership consists of JCU staff with expertise in specific areas of the SSAF legislative remit and JCU Student Association (JCUSA) representatives:

- Deputy Vice Chancellor Education (Chair)
- Director, Student Services
- Dean, Graduate Research School
- Dean, Centre for Education and Enhancement
- Executive Officer, Division of Services and Resources
- International Student Support representative
- Director, Library and Information Services
- Deputy Vice Chancellor, Indigenous Education and Strategy
- Director Estate
- JCUSA General Manager
- JCUSA President
- JCUSA Campus Officer (\*will depend upon campus location of JCUSA President)

In 2022, the [SSAF Expenditure Plan](#) was approved by the Vice Chancellor after undertaking the consultative processes below:

- Meetings of the SSAF Income Allocation Working Group on 22 September, 26 and 28 October 2021:
  - Consideration of the allowable expenditure categories under the legislation
  - Consideration of Principles developed for allocation of the SSA Fee at JCU
  - Consideration of diversity of JCU's student cohort
- Student feedback from the [2021 Student Services and Amenities Fee Survey](#)
- Student feedback from the Student Advisory Forums held in 2021
- Consultation with elected student representatives – JCUSA student representatives and elected student members on University Council
- Market Day Stalls on Townsville Campus
- Publication of the proposed 2022 SSAF Expenditure Plan via SSAF website, Student Bulletin, social media platforms e.g. Facebook and Instagram

- Attendance of the Deputy Vice Chancellor Students (Vice Chancellor appointed nominee) at JCU Student Association Council Meetings
- Regular scheduled meetings between the Deputy Vice Chancellor Students (or nominee) and JCU Student Association President

In 2022, total SSAF revenue of \$2,864,660 was forecast at 1 January with the 2022 SSAF Expenditure Plan estimated to be funded at a higher amount of \$3,226,818. The SSAF Income Allocation Working Group agreed to fund the difference utilising SSAF funding carried forward from 2021. Actual revenue as at 31 December 2022 was \$3,041,725, and actual SSAF spend totalled \$2,677,417.

It is recognised that there is a significant and growing unspent SSAF revenue carrying forward into 2023. The SSAF Income Allocation Working Group has always taken the view that a substantial portion of SSAF should be held in reserves with a view to enabling major priority projects to proceed. However, it is noted that the unspent revenue is growing due to large year on year underspends, and caution in approving budgets using forecast estimates due to unpredictability of future student loads. These issues are being addressed by the SSAF Income Allocation Working Group.

### SSAF Achievements

There were a number of significant projects, programs and activities funded by SSAF in 2022, with many spanning multiple categories. Specific details of how the Student Services and Amenities Fee has been used is set out in the table below, however key achievements include:

#### *Improvements to Student Spaces*

In 2021, JCU initiated *Shape My Campus*, a student engagement project to help us understand what types of study spaces students wanted as this was identified as a popular request from students in the biennial SSAF survey. A number of identified improvements to student spaces projects were scheduled for commencement in 2022, however many were delayed unexpectedly or only partially completed. The planned SSAF allocation for these projects will be carried into 2023 to enable completion.

The Projects completed in 2022 were:

- Rainbow Lounge, Cairns
- Designs for Study Hubs, Cairns and Townsville Library

#### *Student Representation and Advocacy*

SSAF contributed specifically to the provision of [advocacy services](#) for students on a broad range of academic and welfare matters and representation funding for members of the [JCU Student Association](#) to sit on various panels and committees, to ensure the student voice is heard in institutional decision making.

#### *Student Health and Wellbeing*

In 2022, the SSAF-funded Student Wellbeing Counsellor position increased the University's capacity to provide timely and professional mental health and wellbeing care for students. In 2022, the SSAF-funded Wellbeing Officer, within the [Student Equity and Wellbeing Service](#), provided 634 appointments (face-to-face, via phone and Zoom) to students (including some studying externally as well as students based in Mackay and Mount Isa). More than 100 individual students were provided with support. The Wellbeing Officer also undertook extensive training and earned accreditation as a Licensed Mental Health First Aid Instructor, developed and delivered 11 workshops/presentations and participated in Orientation Week and other campus events, Residential Assistant training in mental health, substance use, bullying and harassment and respectful behaviours, and HDR training.

The SSAF allocation also included funding for a Career Development Learning Officer to support JCU students who are studying on campus, in remote study centres and externally.

The 2022 SSAF allocation also enabled JCU Health to continue to offer bulk billing to ensure no out of pocket expenses for students on the Townsville campus.

### *Student Events*

SSAF funding is always made available to both the [JCU Student Association](#) and to other JCU student groups and bodies for a range of orientation, induction and student belonging events across the academic year. These events are aimed at providing a vibrant campus-life experience for students, as well as increasing student success and retention. For example:

- The Student Engagement team run a suite of high quality student-focused events, including Orientation, Live@Lunch, Student Success Week, Harmony Day, Exam Plan, RU OK? Day and Power Up Week. 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 online activities are run for external students.
- The Student Engagement team designed and distributed a number of publications including Orientation Programs, Parents and Partners of New Students Guide and Student Support Services Directory. They also provided online resources such as [GetReady4Uni](#) and their Online Orientation Program. From 1 June 2022 to 19 August 2022, 4,196 visits were recorded on GetReady4Uni with 867 interactive quizzes completed (an increase of 59% compared to the same period in 2021), which served to reinforce the learning of student users.

### *HDR 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.

### *Australian 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 2022, including Welcome and Orientation events, Health and Wellbeing Program and workshops. SSAF funds were also used to purchase healthy snacks, kitchen supplies, study resources and small items of furniture.

### *International Students*

The International Student Support Team continued to hold Free Lunch Fridays three times every semester on both Cairns and Townsville campuses in 2022. At each event the Team provided activities (traditional music and dancing, traditional arts and crafts).

### *Study Skills for students located at Mackay and Mount Isa*

SSAF funding was used to deliver the 2022 Student Centre Academic Skills Boot Camps at the Centre for Rural and Remote Health, Murtupuni campus in Mount Isa (O Week SP1 & SP2) and JCU Mater Clinical Training Centre campus in Mackay (Week 1, SP1 & SP2). 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.

# SSAF Revenue Summary

	2022 Allocation \$ <sup>1</sup>	2022 Actual \$
SSAF Revenue	\$2,864,660	\$3,041,725
SSAF revenue carried forward from 2021	\$1,253,775	\$1,253,775
<b>Total SSAF funds available for 2022</b>	<b>\$4,118,435</b>	<b>\$4,295,500</b>
SSAF revenue carried over into 2023	\$1,579,742	\$1,527,089

<sup>1</sup> 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 2022 the maximum SSAF was \$315.00.

Student Status	2022 SSAF charged \$ <sup>2</sup>	Number of students charged in 2022 <sup>3</sup>
Full-time <sup>1</sup> (> 0.75 EFTSL)	\$2,167,938	7,190
Part-time <sup>1</sup> (< 0.75 EFTSL)	\$87,3787	8,130
	<b>Total:</b>	<b>15,320</b>

<sup>1</sup> 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.

<sup>2</sup> 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.

<sup>3</sup> 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 2022. 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 2022 as the total EFTSL they undertook in 2022 was equal to 0.875.

Student Status	2022 SSAF charged \$ <sup>2</sup>	Approx. number of SSAF students remote learning 2022 <sup>4</sup>
Remote learning/Online only	\$357,191	4,731

<sup>4</sup> 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	2022 Total Allocation \$	2022 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
<i>1. Promoting the health and welfare of students</i>				
JCU Health	\$76,000	\$76,000	Y	<sup>1</sup> 25,000
Wellbeing Counsellor	\$92,570	\$117,016	Y	100
GRS HDR Cohort Building – SSAF Officers	\$11,000	\$10,142	N	70
<i>2. Supporting the administration of a club most of whose members are students</i>	\$30,000			
a. Sporting <ul style="list-style-type: none"> <li>• Townsville Ultimate Disc</li> <li>• Townsville Beach Volleyball</li> <li>• Riverway Football Club</li> </ul>		\$3,978	Y	258
b. Internal student politics - N/A	\$0	\$0		
c. Gender, sexuality, ethnicity, race, or nationality-based <ul style="list-style-type: none"> <li>• JCU PNG Student Association Cairns</li> <li>• JCU PNG Student Association Townsville</li> <li>• JCU South Asia Cultural Association</li> <li>• Supporting All Nations Towards Equality</li> </ul>		\$3,590	Y	247
d. Areas-of-study related <ul style="list-style-type: none"> <li>• Engineers Anonymous (Cairns)</li> <li>• JCU Surgical Interest Group</li> <li>• Inter Alia Law Society (Cairns)</li> <li>• JCU Club RHINO</li> <li>• JCU Law Students Society (Townsville)</li> <li>• JCU Marine Society</li> <li>• JCU Business Society</li> <li>• Australian South Asian Healthcare Association (ASHA)</li> </ul>		\$9,937	Y	754

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<sup>1</sup> Total number of student patient appointments.

<ul style="list-style-type: none"> <li>JCU Arts and Education Students Society</li> </ul>				
<i>e. Other activities</i> <ul style="list-style-type: none"> <li>JCU Nature and Adventure Collective</li> </ul>		\$1,706	Y	32
<i>f. Other</i> <ul style="list-style-type: none"> <li>JCU Christian Students</li> <li>JCU Christian Union Cairns</li> <li>JCU Muslim Student Association</li> <li>FOCUS JCU Townsville</li> </ul>		\$5,911	Y	101
Clubs and Societies expenses	\$1,500	\$1,102	N	N/A
Insurance for Clubs & Societies	\$25,000	\$22,479	N	N/A
JCUSA Elections	\$4,000	\$3,010	Y	930
JCUSA – General Manager	\$123,558	\$126,070	N/A	N/A
3. <i>Helping students obtain employment or advice on careers</i>				
Career Development Learning Officer	\$107,758	\$40,294	Y	1,430
4. <i>Providing libraries and reading rooms (other than those provided for academic purposes) for students</i>				
Estate - improvements to student spaces	\$551,000	\$551,000	N	7,283 <sup>2</sup>
IERC Libraries and Reading Room	\$6,600	\$5,670	N	450
5. <i>Providing food or drink to students on a campus of the higher education provider</i>				
International Student Support Mid-Week Mingle	\$4,560	\$4,129	N	450
Study Centre Academic Skills Bootcamp	\$1,620	\$1,573	N	66
CBLG HDR Cohort Building	\$3,623	\$1,247	N	60
IERC HDR Cohort Building	\$726	\$524	N	30
ARC CoE CRS HDR Cohort Building	\$2,841	\$1,990	N	38
CHS HDR Cohort Building	\$2,250	\$875	N	44
CMD HDR Cohort Building	\$2,194	\$2,100	N	15
GRS HDR Cohort Building	\$5,000	\$2,714	N	90
JCUSA - Free Breakfasts	\$5,000	\$4,886	N	2,380
CPHMVS HDR Cohort Building	\$6,050	\$3,531	N	35
JCUSA – Orientation Free Brunch	\$20,000	\$19,870	N	6,004
CASE HDR Cohort Building	\$5,000	\$1,292	N	41
CSE HDR Cohort Building	\$5,000	\$3,366	N	200
IERC student lunches and healthy snacks	\$37,000	\$30,232	N	500

<sup>2</sup> Estimate based on number of students enrolled in 2022 as internal and mixed mode located at Bebegu Yumba (Townsville) and Nguma-bada (Cairns) Campuses.

<i>6. Supporting a sporting or other recreational activity by students</i>				
Sporting Field Maintenance	\$161,500	\$161,500	N	800
ARC CoE CRS HDR Cohort Building – end of year social	\$360	\$360	N	13
CHS HDR Cohort Building – monthly research meetings and activities	\$800	\$882	Y	15
CMD HDR Cohort Building – welcome and end of year events	\$1,008	\$883	N	15
GRS HDR Cohort Building – SciArt & HDR events	\$17,000	\$2,305	N	70
JCUSA – Sport & Recreation	\$353,078	\$345,398	Y	3,191
JCUSA – Sporting team subsidies	\$107,450	\$114,523	Y	3,191
Student Transitions and Engagement Team Salaries	\$229,440	\$150,537	N/A	N/A
CPHMVS HDR Cohort Building – monthly meetings and social gatherings	\$1,600	\$1,285	Y	35
CSE HDR Cohort Building – social events and activities	\$2,000	\$226	N	100
Harmony Day	\$7,820	\$9,933	N	735
<i>7. Supporting an artistic activity by students</i>				
Inter College Music Competition	\$10,640	\$10,640	N	300
<i>8. Supporting the production and dissemination to students of media whose content is provided by students</i>				
JCUSA – Media	\$109,778	\$102,647	Y	126,219
<i>9. Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled</i>				
Study Skills Bootcamp	\$13,640	\$7,124	N	66
Building Students’ Digital Capabilities	\$27,300	\$7,371	N/A	N/A
Academic Language and Learning Advisors <sup>3</sup>	\$216,000	0	N/A	N/A
Studiosity <sup>3</sup>	\$53,194	0	N/A	N/A
IERC Support for External Students	\$5,000	\$4,407	Y	100
IERC Study Skills Workshops	\$3,000	\$3,033	Y	50
CASE HDR Cohort Building – HDR and professional development workshops	\$2,851	\$1,279	N	41
CSE HDR Cohort Building – seminar series and HDR conference	\$11,698	\$4,658	N	100
Student Mentors	\$4,250	\$4,549	N	N/A

<sup>3</sup> Initially approved in 2022 SSAF Allocation Plan but subsequently transferred to another fund source.



<i>10. Advising on matters arising under the higher education provider's rules (however described)</i>				
JCUSA – Representation	\$108,615	\$80,760	Y	933
<i>11. Advocating students' interests in matters arising under the higher education provider's rules (however described)</i>				
JCUSA Advocacy Service	<sup>4</sup> \$419,536	\$446,524	Y	1,307
<i>12. Giving students information to help them in their orientation</i>				
GRS HDR Cohort Support – Student Ambassadors	\$7,000	\$5,391	N	70
IERC – Student Ambassadors	\$35,000	\$24,249	N	20
Course Orientation – Student Transitions and Engagement	\$31,454	\$31,992	Y	2500
Get Ready for Uni – Student Transitions and Engagement	\$44,185	\$39,418	Y	18,900
General Assistants – Student Transitions and Engagement	\$11,771	\$3,626	N/A	N/A
<i>13. Supporting debating by students</i>	\$0	\$0		
<i>14. Helping students with their financial affairs</i>	\$0	\$0		
<i>15. Helping students obtain insurance against personal accidents</i>	\$0	\$0		
<i>16. Helping students secure accommodation</i>	\$0	\$0		
<i>17. Providing legal services to students</i>	\$0	\$0		
<i>18. Caring for children of students</i>	\$0	\$0		
<i>19. Helping students obtain insurance against personal accidents</i>	\$0	\$0		
<i>20. JCU Brisbane<sup>5</sup></i>	\$100,000	\$55,683		
<b>Total</b>	<b>\$3,226,818</b>	<b>\$2,677,417</b>		

<sup>4</sup> Additional allocation approved for JCUSA Advocacy after publication of 2022 SSAF Expenditure Plan.

<sup>5</sup> JCU Brisbane SSAF expenditure is managed independently of JCUA and is separately reported below. SSAF Funds were carried over from previous year to account for over allocation of projected 2022 budget.

## JAMES COOK UNIVERSITY BRISBANE 2022 SSAF REPORT

Key Area	2022 Total Allocation \$	2022 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
<i>1. Health Services</i>				
Student Counsellor	\$50,000	\$17,167	Y	30
<i>2. Clubs or other associations</i>				
<i>a. Sporting</i>				
• Health and Fitness	\$7,000	-	No	0
<i>b. Internal student politics</i>				
• Training for JCUBSA	\$1,000	0	No	0
• Team Building	\$3,000	\$1,341	No	24
<i>c. Gender, sexuality, ethnicity, race, or nationality-based</i>				
• Single Cultural Lunch/Multicultural Lunch	\$12,000	\$8,435	No	250
• Special Celebrations Events	\$12,000	\$3,137	No	100
<i>d. Areas-of-study related e.g. law</i>				
• Peak body collaboration	\$3,800	0	N	0
• Lunch series (external)	\$3,300	\$2,050	N	80
• Accounting Club	\$2,500	0	N	0
• Business Club	\$4,750	\$7,449	N	125
• IT Club	\$7,250	\$1,634	N	80
• Hospitality & Tourism Club	\$8,500	\$3,078	N	150
<i>e. Other activities e.g. music, debate, chess</i>				
• Book Club	\$540	\$391	N	20
• Recreational	\$10,000	\$4,790	N	60
<i>f. Other</i>	\$	\$		
• Mentors + Buddies	\$2,000	0	N	0
<i>3. Employment/career services</i>	\$	\$		
RSA Course	\$2,415	\$2,415	N	22
<i>4. Legal aid – N/A</i>				
<i>5. Other student amenities</i>				
Orientation Day	\$9,000	\$19,873	N	400
Food and drink on campus	\$8,500	\$1,036	N	100
Off Shore eBooks and Text Books	\$8,00	0	Y	0

Consumables and amenities	\$5,500	\$5,546	N	1200
Coffee Machine in Student Lounge	\$7,800	\$8,860	N	1200
Fruit	\$3,000	\$2,685	N	1200
Technology & Equipment	\$1,500	\$963	N	50
<i>6. Other</i>				
Repairs and Maintenance	\$2,700	\$84	N	1200
Bank Charges	\$75	\$60	N	0
<b>Total</b>	<b>\$168,930</b>	<b>\$90,994</b>		

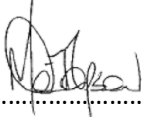
Organisations, bodies or third-party providers that received SSAF funding in 2022

Organisation Name <sup>1</sup>	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
James Cook University Student Association	96 799 820 080	2,5,6,7,9,11,12,13	\$1,307,515	40.5%
JCU Health	15 099 496 232	1	\$76,000	2.3%
James Cook University Brisbane (Russo Higher Education Pty Ltd)	78 114 135 563	1,2,3,4,5,6	\$55,683	1.7%

<sup>1</sup> 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, PROFESSOR MAREE DINAN-THOMPSON, DEPUTY VICE CHANCELLOR 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.



.....  
Signature of Person making Declaration

PROFESSOR MAREE DINAN-THOMPSON

.....  
Full name of Person making Declaration

DEPUTY VICE CHANCELLOR EDUCATION

.....  
Position of Person making Declaration

7 JULY 2023

.....  
Date