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Swinburne University of Technology

Student Services and Amenities Fee (SSAF)

2024 Allocation Report

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We respectfully acknowledge the Wurundjeri Woi-wurrung People of the Kulin Nation as the Traditional Owners of the land on which Swinburne’s Melbourne campuses are located, in Melbourne’s east and outer-east. We pay our deepest respects to their Elders past and present.

[Read Swinburne’s full Acknowledgement of Country.](#)

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

Consultation undertaken with students regarding 2024 SSAF

A student consultation session was held on Wednesday 30 August 2023 to gain student feedback on what they consider to be most important for SSAF-funded priorities at Swinburne. Additionally in October 2023 a survey was provided to current higher education students as well as VET students on what student services/permitted SSAF expenditure allowable categories they would like to see prioritised by SSAF in 2024.

Outcome of the consultation

The top ten student identified priorities in order were:

- 1 Promoting the health and welfare of students
- 2 Helping students obtain employment or advice
- 3 Helping students with their financial affairs
- 4 Providing food or drink to students on campus
- 5 Providing libraries and student rooms (other than those provided for academic purposes)
- 6 Helping students develop skills for study by means other than undertaking courses in which they are enrolled
- 7 Providing legal services to students
- 8 Helping students secure accommodation
- 9 Helping meet the specific needs of overseas students relating to their welfare, accommodation and employment
- 10 Advocating student interests in matters under university rules.

Proposed allocation of SSAF funds

Each year, the SSAF Allocation and Reporting Committee monitors the expenditure of funds. This ensures SSAF revenue is expended in accordance with the allowable categories.

The SSAF Allocation and Reporting Committee (SSAF ARC) is to meet a minimum of twice per year to oversee the annual SSAF process.

The functions and responsibilities of the SSAF ARC are as follows:

- Develop and seek University endorsement of broad guiding principles for the use of SSAF funding;
- Review and set annual strategic priorities for the use of SSAF funding;
- Recommend to the Vice-Chancellor the approval of the allocation of annual SSAF funding;
- Receive applications and reports from SSAF recipients. This will include relevant milestone, target, project progression updates and the escalation of issues as required; and,
- Receive finance reports to monitor expenditure, ensuring that all funds are spent in accordance with the relevant Act and Guidelines;
- Prepare and recommend to the Vice-Chancellor for approval the Annual SSAF Report as prescribed in legislation

The SSAF ARC received 44 applications for program funding relevant to 2024.

A recommendation on funding priorities was made to the Vice-Chancellor which was approved as follows.

Recipient	Total allocation
Swinburne Student Union (SSU)	\$1,000,000
Swinburne Student Life (SSL)	\$2,131,000
SUT Employability (SUT E)	\$1,200,000
SUT Student Engagement (SUT SE)	\$1,327,000
SUT Student Administration (SUT SA)	\$90,000
SUT Health Service (SUT HS)	\$2,020,000
SUT Media and Comms (SUT M&C)	\$132,000
Online Education Services (OES) trading as Swinburne Online (SOL)	\$40,000
Total	\$7,940,000

Table 1. 2024 Draft allocation after consultation conducted late 2023 – totals per recipient

SSAF service providers undertook their annual reporting in alignment with the allowable categories. Table 5. SSAF Allocation Summary has been presented by key area to demonstrate this compliance.

Achievements and Highlights

In 2024, SSAF funding enabled Swinburne to deliver a wide range of services and programs that supported student wellbeing, engagement, employability, and success. These initiatives were aligned with student-identified priorities and contributed to a more inclusive, connected, and supportive university experience. The following highlights outline key achievements across funded areas.

SWINBURNE STUDENT UNION

- 2,772 students accessed welfare services at least once, with 11,067 total scans recorded across programs such as Foodbank, Breakfasts and BBQs.
- 53 student-led events were delivered with the support of 50 volunteers, fostering student leadership and community engagement.

SWINBURNE STUDENT LIFE

- 82 clubs supported with 12,977 memberships, delivering 957 events that enhanced student connection, culture and campus vibrancy.
- 509 student volunteers contributed 11,010 hours, while 18,250 free meals were served during Orientation and Welcome Weeks.

SWINBURNE UNIVERSITY OF TECHNOLOGY

Employability

- Career Services achieved a 21% increase in engagement and an NPS of 55, exceeding the 2024 target.
- 150 students living with disability accessed tailored employability support through GradWISE, doubling the previous year's reach.

Student Engagement

- Peer mentoring, Pre-Orientation and Student Essentials programs improved student confidence, belonging, and academic readiness.
- \$17,500 in emergency grants was distributed through the new Finance & Housing Support service, launched in May 2024.

Student Administration

- The Student Finance Support Service provided tailored advice to 2,164 students on fees, scholarships, and payment plans. The service contributed to improving financial literacy and access and where appropriate facilitated referrals to additional support services.
- Implementation of the enhanced International Scholarship contributed to improved student experience and academic success.

Health Service

- 35,238 total consultations were delivered, a 37% increase from 2023, including 28,601 medical consults and 4,617 counselling sessions.
- 2,046 flu vaccinations and 827 placement immunisations were administered, alongside the launch of the H.Squad peer health ambassador program.

Media & Communications

- The Expanded Orientation Communications Project supported 11 additional student intakes, improving transition and engagement.
- A 9% increase in retention was recorded for early-year intakes, contributing an estimated \$395,000 in retained revenue.

OES TRADING AS SWINBURNE ONLINE

- A pilot welcome call program reached 120 students, with 90% rating the calls as useful and 4.9 stars overall.
- While retention outcomes were lower than expected, students valued the academic connection and personalised support.

SSAF Revenue Summary

	2024 Allocation \$ ¹	2024 Actual \$
SSAF Revenue	\$7,940,000.00	\$7,804,232.17
SSAF revenue carried forward from 2023	\$142,988.00	\$142,988.00
Total SSAF funds available for 2024	\$8,082,988.00	\$7,947,220.17
SSAF revenue carried over into 2025	\$0.00	\$80,610.38

Table 2. 2024 SSAF Revenue Summary

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 **\$7,947,220.17**.

Student Status	2024 SSAF charged \$ ²	Number of students charged in 2024 ³
Full-time ¹ (> 0.75 EFTSL)	\$5,086,719.00	14,892
Part-time ¹ (< 0.75 EFTSL)	\$2,717,513.00	17,648
Total:	\$7,804,232.00	32,540

Table 3. 2024 SSAF Charge Summary

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 2024. 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 2024 as the total EFTSL they undertook in 2024 was equal to 0.875.

Student Status	2024 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2024 ⁴
Remote learning/ Online only	\$3,189,772	16,081

Table 4. 2024 SSAF Charge Summary Remote/Online Students

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				
SSL: Multifaith Centre & Chaplaincy	\$ 130,000.00	\$ 140,274.59	Yes	500
SSL: Social and Cultural events	\$ 5,000.00	\$ 63,826.54	Yes	5733
SSU: Student Transport Assistance Program & Student Representative Program)	\$ 143,000.00	\$ 143,000.00	Yes	Refer to SSU attachment
SUT SE: AccessAbility services	\$ 730,000.00	\$ 725,834.00	Yes	1840
SUT HS: Swinburne Health Service	\$ 2,020,000	\$ 2,020,000	Yes	Total consultations = 32,238, not including Health promotion activities and workshops
2. Clubs or other associations				
SSL: Clubs	\$ 315,309.00	\$ 304,606.46	Yes	12977
a. Sporting				
SSL: Sport (Elite Athlete, HALC, non-club sport)	\$ 236,000.00	\$ 249,904.22	No	9861
b. Internal student politics				
nil	0	0	x	x
c. Gender, sexuality, ethnicity, race, or nationality-based				
SSL: Social and Cultural - Eastern campuses	\$ 20,000.00	\$ 7,851.54	No	4939
d. Areas-of-study related e.g. law				
nil	0	0	x	x

Key Area (reporting against these are mandatory)	2024 Total Allocation \$	2024 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
e. Other activities e.g. music, debate, chess				
SSL: Clubs	\$ 144,691.00	\$ 158,597.65	Yes	12977
SSL: School Consultative Committee Activities	\$ 24,000.00	\$ 17,308.56	No	1330
f. Other				
nil	0	0	x	x
3. Accommodation				
SUT SE: Student Finance, Housing Support and Advice	\$ 132,000.00	\$ 91,288.00	Yes	122
4. Employment/career services				
SSL: Volunteering	\$ 125,000.00	\$ 188,652.29	Yes	509
SUT Emp: Career Services and Digital Career Resources	\$ 1,200,000.00	\$ 1,200,000.00	Yes	37, 293 Student Interactions
5. Legal aid				
SSL: Legal service	\$ 30,000.00	\$ 22,985.25	Yes	73
6. Support for financial affairs				
SSL: Tax Help Program	\$ 5,000.00	\$ 18,806.04	No	159
SUT SA: Student Finance Support Service	\$ 90,000.00	\$ 87,712.56	Yes	2164
7. Other student amenities				
SSL: Orientation and Transition	\$ 149,000.00	\$ 166,067.85	No	18250
SSL: Volunteering	\$ 5,000.00	\$ 7,019.83	No	250
SSL: Student Leadership	\$ 7,000.00	\$ 4,513.14	No	100
SSL: Social and Cultural events	\$ 75,000.00	\$ 62,359.48	No	21964
SSL: Social and Cultural : Eastern campus	\$ 24,000.00	\$ 26,554.93	No	4939
SSU: Student Engagement (Events and Activation)	\$ 80,000.00	\$ 110,000.00	Yes	Refer to SSU appendix
SSU: Welfare and Wellbeing Program	\$ 125,000.00	\$ 125,000.00	Yes	Refer to SSU appendix
SSU: Foodbank Van	\$ 30,000.00	x	No	<i>Funds redistributed to SSU Student Transport</i>
SSL: Student Content Creation	\$ 42,000.00	\$ 34,049.18	Yes	1000

Key Area (reporting against these are mandatory)	2024 Total Allocation \$	2024 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
SSU: Communications Program	\$ 42,000.00	\$ 42,000.00	Yes	Refer to SSU appendix
SSU: Student Governance & Volunteering Program	\$ 41,000.00	\$ 41,000.00	Yes	Refer to SSU appendix
SUT SE: Student success (project): SUT Student Engagement and SUT VET success coach pilot	\$ 150,000.00	\$ 105,233.00	Yes	130
SOL: Academic Welcome Calls	\$ 40,000.00	\$ 40,000.00	Yes	120 unique students answered a call; 150 successful original and follow-up calls were made
SSL: Independent Advocacy Service	\$ 175,000.00	\$ 158,211.51	Yes	1098
SSU: Staffing and Administrative Costs	\$ 539,000.00	\$ 539,000.00	Yes	Refer to SSU appendix
SSL: Independent Advocacy Service	\$ 175,000.00	\$ 158,211.51	Yes	1098
SSL: Student Leadership	\$ 223,000.00	\$ 220,070.78	Yes	391
SSL: Orientation and Transition	\$ 221,000.00	\$ 264,479.46	No	5655
SUT SE: Student Essentials program pre-orientation modules (POP)	\$ 125,000.00	\$ 96,334.00	Yes	POP: 3859 SE: 735
SUT SE: Peer mentoring (expanded program)	\$ 190,000.00	\$ 140,057.00	Yes	905
SUT M&C: Expanded Orientation Communications Project	\$ 132,000.00	\$ 85,800.43	n/a	5 email/SMS interactions to 646 students across 11 additional intakes (that previously did not receive orientation / transition communications)
Total	2024 Total Allocation \$	2024 Total Actual Spend \$		
	\$ 7,940,000.00	\$ 7,866,609.79		

Table 5. 2024 SSAF Allocation Summary – per key area

Note:

Total Allocation is the amount of SSAF funding allocated by the SSAF ARC late 2023.

Total Actual Spend equals actual expenditure as incurred on the initiatives throughout 2024.

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

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

Organisation Name	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider	% of total SSAF revenue collected by the Provider
Swinburne Student Life	35 117 060 232	1, 2, 2a, 2c, 2e, 4, 5, 6, 7	\$2,131,000	27 %
Swinburne Student Union	39 774 574 866	1, 7	\$1,000,000	12.5 %
Online Education Services (OES) trading as Swinburne Online (SOL)	75 148 177 959	7	\$40,000	0.5 %
Total SSAF provided to non-student-led organisations			\$3,171,000	41 %

Table 6. Other SSAF Funding Recipients 2024 – third-party, non-student-led

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

Please note, Swinburne underwent a transition in 2024 to dissolve both 'Swinburne Student Life' and the 'Swinburne Student Union' to form a Single Student Body in the form of a student-led organisation. Effective **January 2025** this organisation will receive **over 40% of total SSAF funds** for 2025 and beyond.

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	SSAF Funding Received from Provider \$	% of total SSAF revenue collected by the provider	If below 40 per cent, is there an agreed transition plan in place	Details of transition plan
			\$	%	Not applicable	Not needed due to new student-led organisation formed in January 2025
Total SSAF provided to student-led organisations			\$	%		

Table 7. Other SSAF Funding Recipients 2024 – third-party, student led

¹ 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

Please note, Swinburne underwent a transition in 2024 to dissolve both ‘Swinburne Student Life’ and the ‘Swinburne Student Union’ to form a Single Student Body in the form of a student-led organisation. Effective **January 2025** this organisation will receive **over 40% of total SSAF funds**.

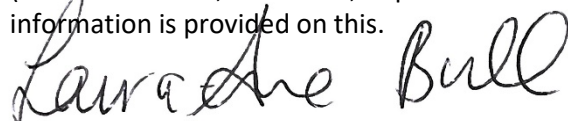
Organisation Name ¹	Majority student-led	Democratically elected leaders	Independence	Audited accounts	Corporate Governance policies and procedures established and adhered to	If replying no on any measure, is there an agreed transition plan in place?	Details of transition plan
	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Yes / No	Not needed due to new student-led organisation formed in January 2025

Table 8. Attestation – 40 per cent of total SSAF Revenue to Student Led Organisations

Declaration by Person of Authority

I, Laura-Anne Bull, Deputy Vice-Chancellor (Education, Experience and Employability) of Swinburne University of Technology, 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.



Professor Laura-Anne Bull

Deputy Vice-Chancellor (Education, Experience and Employability)

Swinburne University of Technology

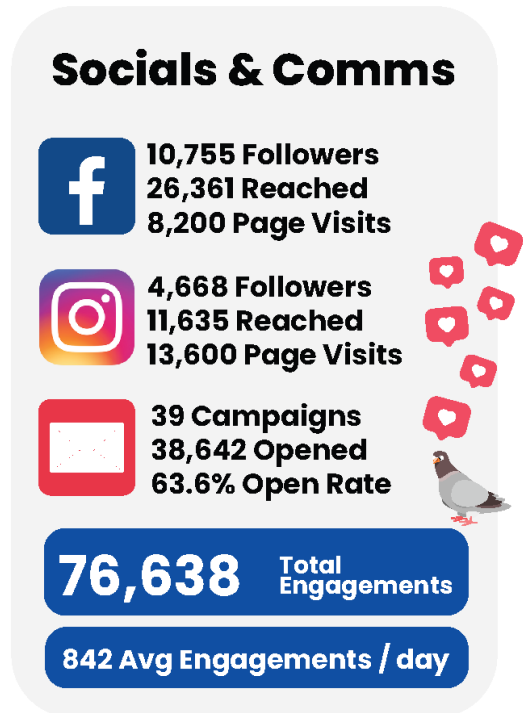
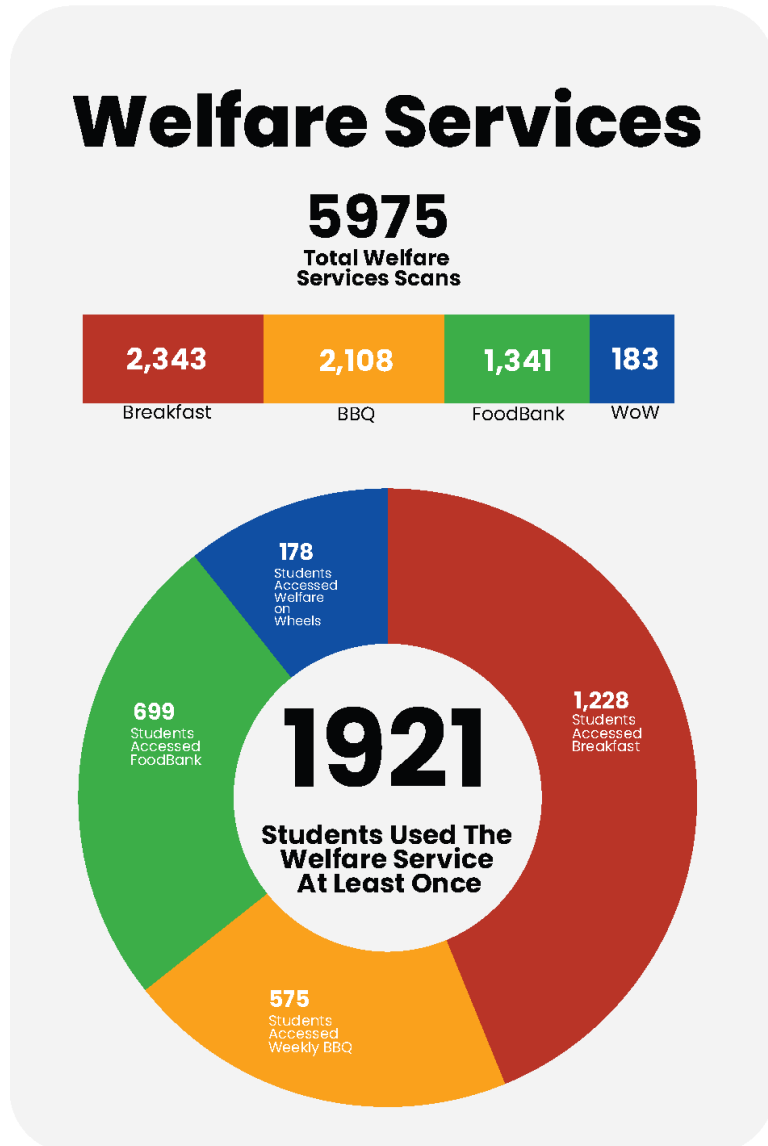
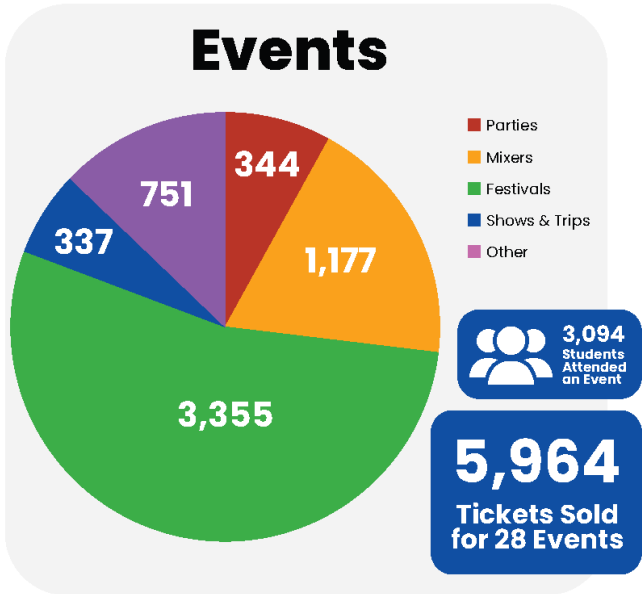
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18 June 2025

Appendices

Appendix 1.1

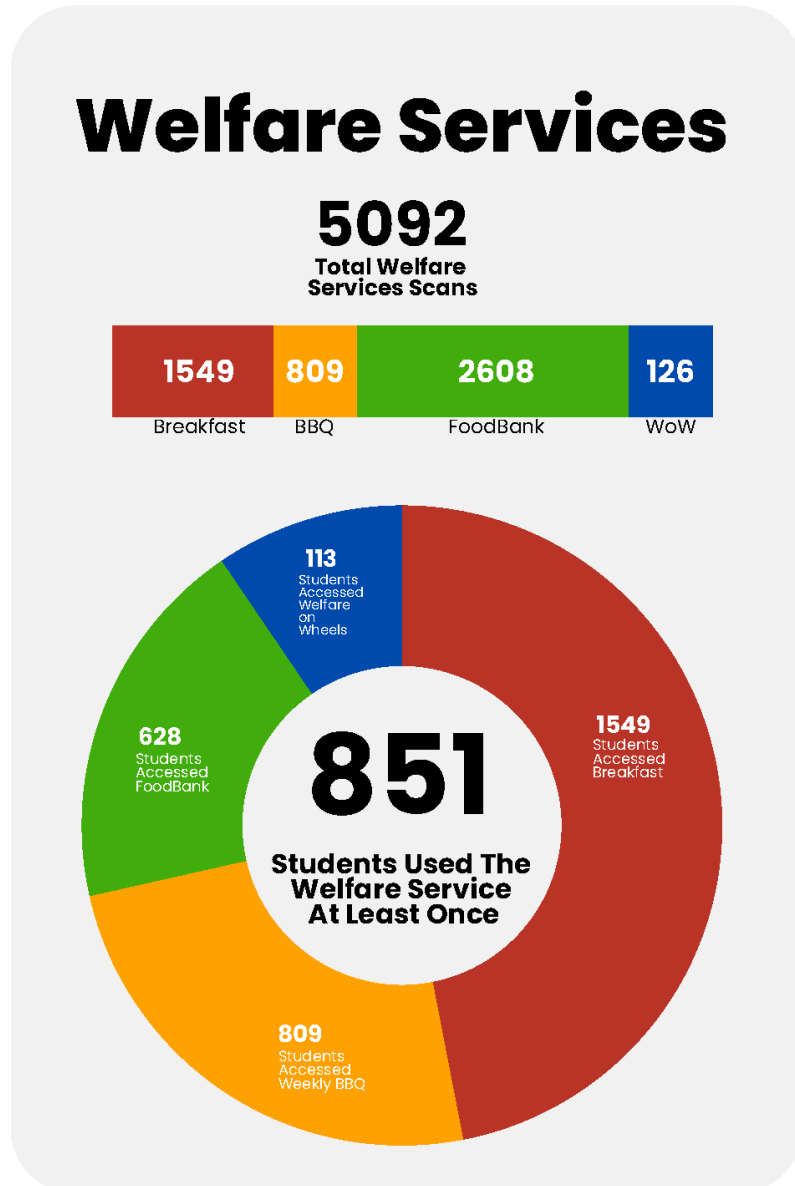
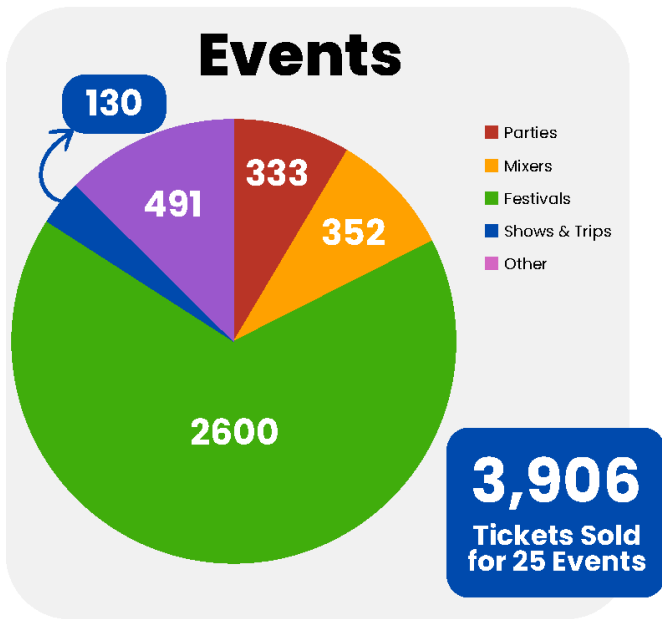
Swinburne Student Union 2024 Semester 1 Highlights & Achievements



Data acquired on the 30th of June. Data averages based on the semester academic calendar for Higher Ed (OWeek - Week 12)

Appendix 1.2

Swinburne Student Union 2024 Semester 2 Highlights & Achievements



Data acquired on the 30th of Dec. Data averages based on the semester academic calendar for Higher Ed (OWeek - Week 12)

Appendix 2

Program funding approved bids (SSAF allocations as decided by SSAF Allocation & Reporting Committee)

No.	Title and brief description of program	Recipient	Allocation	Allowable category
1	<p>Swinburne Careers Service:</p> <ul style="list-style-type: none"> evidence-based employability programs, services, events and resources to ensure that of all Swinburne students have the career skills they need to find, create, and obtain meaningful employment. 	SUT Employability	\$1,200,000	8
8	<p>Orientation and Transition:</p> <ul style="list-style-type: none"> co-ordination wayfinding and support communications campus activation food 	SSL	\$370,000	18, 1
9	<p>Swinburne Online Welcome Committee:</p> <ul style="list-style-type: none"> additional personalised support, resources and initiatives for new and returning students at higher risk of failing or discontinuing their studies 	SOL	\$40,000	18, 15
11	<p>Pre-orientation programs supporting transition to university:</p> <ul style="list-style-type: none"> Student Essentials program Pre-orientation modules (POP) 	SUT Student Engagement	\$125,000	18, 1, 15, 19
12	<p>Communications & Media Orientation (project)</p> <ul style="list-style-type: none"> project to review and improve onboarding communications 	SUT Media & Comms	\$132,000	18
13	<p>Health Service:</p> <ul style="list-style-type: none"> supporting all students in their medical and mental health during their studies, assisting with retention timely response to students experiencing a mental health episode or in an acute state supporting students with complex needs 	SUT Health Service	\$2,020,000	6
15	<p>AccessAbility services:</p> <ul style="list-style-type: none"> support for students living with a disability, medical or mental health condition, or students who have primary carer responsibilities 	SUT Student Engagement	\$730,000	6
16	<p>Student Finance Support Service:</p> <ul style="list-style-type: none"> Student Finance Support Officer to provide tailored fee information and advice, fee issue resolution, processing scholarships, payment plan support, supporting post census date remissions/refund processes, and referral to additional support services 	SUT Student Administration	\$90,000	9
17	<p>Student Finance, Housing Support and Advice:</p> <ul style="list-style-type: none"> student housing and financial advice 	SUT Student Engagement	\$132,000	7, 9
20	<p>Independent Advocacy Service:</p> <ul style="list-style-type: none"> case management services, maintenance and development of resource bank, and delivery of drop-in sessions and informational campaigns 	SSL	\$350,000	16, 17

No.	Title and brief description of program	Recipient	Allocation	Allowable category
22	Student success (project): <ul style="list-style-type: none"> success coach pilot to ensure students successfully achieve their educational, employment and wellbeing goals 	SUT Student Engagement and SUT VET	\$150,000	6, 15, 18
23	Peer mentoring (expanded program): <ul style="list-style-type: none"> a mentoring program targeted at commencing and first year students and providing a positive and supported student experience outside of the curriculum 	SUT Student Engagement	\$190,000	1, 15, 18
25	Tax Help Program: <ul style="list-style-type: none"> ATO-accredited volunteer run Tax Help program 	SSL	\$5,000	9
26	Legal service: <ul style="list-style-type: none"> fully subsidised legal advice provided by external firms 	SSL	\$30,000	5
27	Clubs: <ul style="list-style-type: none"> administration support (including financial governance, compliance, risk management, member recruitment, promotion, etc) for club activities and training for club leaders funding for sport and non-sport clubs to support delivery of sporting and recreational activities 	SSL	\$460,000	2, 3
28	Volunteering: <ul style="list-style-type: none"> coordination of volunteer training and opportunities volunteer opportunities, training, incentives food and drink for volunteers 	SSL	\$130,000	1, 8
29	Sport (Elite Athlete, HALC, Non-club sport): <ul style="list-style-type: none"> social sporting and intervarsity sporting activities including participation in UniSport events and sporting facilities financial and administrative support for students who are elite athletes subsidised swimming, gym memberships 	SSL	\$236,000	2
30	School Consultative Committee Activities <ul style="list-style-type: none"> funding for activities to be determined by the School Student Consultative Committees to support sense of belonging and connection to schools 	SSL	\$24,000	2
31	Student leadership: <ul style="list-style-type: none"> leadership development leadership events student stipends 	SSL	\$230,000	1, 8, 17
33	Multi-faith centre: <ul style="list-style-type: none"> activities promoting spiritual wellbeing, community, belonging, inclusivity, unity, understanding and harmony among the University's culturally diverse community activities fostering a culture of understanding, acceptance, appreciation and respect within and between the University's diverse communities 	SSL	\$130,000	1, 6
34	Social and cultural events: <ul style="list-style-type: none"> food trucks and food serves for events/activations/social and cultural gatherings wellbeing initiatives 	SSL	\$80,000	1, 2, 6

No.	Title and brief description of program	Recipient	Allocation	Allowable category
35	Social and cultural events: <ul style="list-style-type: none"> Eastern campus events at Croydon and Wantirna 	SSL	\$44,000	1, 2
36	Student engagement: <ul style="list-style-type: none"> events and festivals programs and tours 	SSU	\$80,000	2
37	Student engagement: <ul style="list-style-type: none"> Student Council Welfare Department event transport assistance program 	SSU	\$143,000	6
38	Student engagement: <ul style="list-style-type: none"> student governance volunteering program.	SSU	\$41,000	15
39	Student engagement: <ul style="list-style-type: none"> staff and administrative costs 	SSU	\$41,000	15
40	Student welfare: <ul style="list-style-type: none"> staff and administrative costs 	SSU	\$242,600	16
41	Student engagement: <ul style="list-style-type: none"> SWINE magazine 	SSU	\$42,000	14
42	Student content creation: <ul style="list-style-type: none"> incorporating student voice into communication channels in partnership with students 	SSL	\$42,000	14
43	Student Welfare <ul style="list-style-type: none"> welfare program 	SSU	\$125,000	1
44	Foodbank van (project)	SSU	\$30,000	1

Appendix 2. 2024 SSAF allocations – per approved program