

# Student Services and Amenities Fee (SSAF) Report 2024

Tuesday, 8 July 2025. Version 1



## What is SSAF?

The Student Services and Amenities Fee (SSAF) is a compulsory semesterly fee charged by most Australian universities. SSAF pays for non-academic services and amenities that don't relate directly to your program – everything from clubs, student events and career advisors.

The Student Services and Amenities Fee (SSAF) helps to maintain and enhance important non-academic services and amenities that improve the university experience and support a wide range of student needs. It provides funding for things such as sporting and recreational activities, health and well-being services, employment and career advice as well as independent student representation structures. You can find more detailed information on the [Department of Education](#) website.

## SSAF Consultation

Federation University Australia values student voice and actively engages in consultation through our Student Senate, the University's peak representative student body which meets 6-8 times per year.

The Student Senate gathers feedback and recommendations on various aspects of student experience, including but not limited to student amenities and services. This involves consulting with, and providing an avenue for, students to provide feedback and recommendations regarding:

- Student amenities and services.
- Federation University Australia's policies and procedures regarding student life.
- Student life for students' based on campus, studying online or via distance education.
- Federation University Australia's physical, cultural and technological learning environments.

Through our consultation process, the Student Senate makes recommendations regarding the use and proposed use of proceeds from the student services and amenities fee (SSAF). Federation University Australia also actively seeks student input through surveys like the Student Life Survey held in March 2024. This survey allowed students to share their preferences for SSAF-funded services, amenities, events and activities, and guiding the creation of the Student Events Calendar. By engaging students in this way, we ensure their voices are heard and their needs are met, enhancing the overall university experience.

## In 2024, SSAF funds were spent on the following student-facing services, projects and activities:

- Student Orientation, Transitions and Retention Activities (across all campuses and virtually)
- Student Events and Activities to support retention, success and connection (on campus and virtually)
- Sport and Fitness Program – providing students with opportunities to participate in events and fitness activities, equipment, uniforms, support for elite athletes and prizes for participation in challenges and competitions.
- Support for student groups and clubs across campuses and virtually
- Social media and communications of SSAF related services and activities to students
- Improvement and maintenance of student amenities – Student Lounges
- Student Senate – Induction, training, promotion, merchandise and representative stipend
- Student Advocacy Services
- Careers and Employment Programs and Services

## SSAF Allocation 2024

Key Area	2024 Total Allocation \$	2024 Total Actual Spend \$	Are services available online?	No. of students accessing services
<b>1. Health Services</b>	N/A	N/A	N/A	N/A
<b>2. Clubs or other associations</b>	\$177,985	\$186,607	Yes	1,200
a. Sporting	\$6,040	\$6,332		
b. Internal student politics	\$0	\$0		
c. Gender, sexuality, ethnicity, race, or nationality-based	\$730	\$764		
d. Areas-of-study related e.g. law	\$6,020	\$6,315		

e. Other activities e.g. music, debate, chess	\$5,487	\$5,753		
f. Other	\$586	\$614		
<b>3. Employment/career services</b>	\$369,595	\$387,496	Yes	2,100
<b>4. Legal aid</b>	\$0	\$0	N/A	N/A
<b>5. Other student amenities</b> – Student Partnerships and Engagement Programs, including Student Events, Orientation and Activities.	\$645,660	\$676,940	Yes	12,000
<b>6. Student Senate Operations</b>	\$112,830	\$118,295	Yes	26
<b>7. Student Advocacy Service</b>	\$479,240	\$502,454	Yes	840 clients – 2,255 appointments
<b>8. Supporting a sporting or other recreational activity by students</b>	\$279,930	\$293,492	Partially online	1,081
<b>Total</b>	<b>\$2,084,103</b>	<b>\$2,185,062</b>		

## SSAF Funded Services

### Student Partnerships and Engagement

- Student Orientation, Transition and Retention Activities were delivered across Federation's higher education campuses and virtually which included 57 sessions and 6,500 participants.
- Student events and activities to support retention, success and connection were delivered across Federation's higher education campuses and virtually.
- Our Sport program provided our students with opportunities to participate in events and fitness activities. We purchased new sporting equipment, uniforms, supported elite athletes and community-based teams and created challenges and prizes for

competitions and participation. 750 students participated in our extra-curricular sports programs and activities.

- We provided support and funding to 38 student groups, clubs and societies across all campuses and virtually. A total of 86 events were held with 2,329 participants
- There were provisions for Student Lounge spaces and creating welcoming student friendly spaces.
- We provided SSAF focussed student communications including social media and promotion of services and activities.
- The Fed Falcons participated in the University Basketball League, a National league hosted by UniSport Australia and endorsed by Basketball Australia with 39 students gaining the opportunity to play along with another 6 volunteering in off-court roles and hundreds of spectators watching in person or via the livestream. The engagement from the students involved in this program is at the highest level, it creates a strong connection to the University as students take great pride in wearing our colours and being a 'Falcon'. As a high-performance program, it inspires students and staff to a culture of excellence all while developing relationships that will last well beyond the duration of the degrees that are being studied.
- UniSport Nationals saw a team of 34 students represent the University in Canberra in women's and mixed netball, men's basketball, golf, cycling and beach volleyball in the annual weeklong multi-sport event. Always remembered as a highlight of student's university life, this event was no exception providing memorable experiences, and strong connections to each other and the University. Men's basketball claimed the Div 2 Silver medal in front of the tremendous support from all other teams in their final vs Deakin.
- Informal sport participation was facilitated through provision of equipment, and access to facilities, a highlight being the free golf for students at the Monash Churchill Golf Club right on our Gippsland campus which saw fantastic uptake.
- We celebrated the extra-curricular achievements of our students at FedAwards.
- We planned and facilitated 111 staff and student group-run events with a total attendance of 6,200 students for the year.

In 2024, the Student Partnerships and Engagement team consisted of the following ongoing staff members across each of the Ballarat, Berwick and Churchill campuses (see below). Where possible work was campus neutral via TEAMS, phone or email.

- 1 x Manager, Student Partnerships and Engagement in Ballarat (1.0 FTE)
- 1 x Sports and Recreation Coordinator (1.0 FTE)
- 1 x Coordinator, Orientation and Events (1.0 FTE)
- 1 x Coordinator, Student Leadership (1.0 FTE)
- 1 x Student Engagement Officer in Ballarat (1.0 FTE)
- 1 x Student Engagement Officer in Berwick (1.0 FTE)
- 1 x Student Engagement Officer in Gippsland (1.0 FTE)
- 1 x Student Senate Executive Officer (1.0 FTE)



## Student Senate

- The Student Senate held 8 Senate Meetings, and representatives developed 22 proposals and 2 motions, of which all 22 proposals and 1 motion was submitted to Federation University for suggested systemic improvements to improve the student experience across all campuses.
- The Student Senate Chair and Vice-Chair represented the Student Senate at many high-profile university-supported events such as the Ballarat Business Excellence Awards and the 2024 TEQSA Annual Conference.
- The Student Senate supported a student to attend as a university representative to the 2024 Student Voice Australasia Symposium and Conference in Sydney.
- In partnership with the Student Leadership Retreat held in July, the Student Senate held a networking evening with high-level university staff, including members of the VCST. This provides a unique opportunity for Senate members to discuss issues directly with those who have the power to implement change for the student body. The Senate members then joined in with the retreat held the next day along with representatives from Student Groups, Clubs and Societies, Peer Mentors and Student Academic Leaders. The one retreat involved a group lunch and extensive presentations and workshops from facilitator Josh Farr of Campus Consultancy.
- Two Student Senate members, Jubin Raju, Gippsland Student Representative, and Janvi Abrol, Equity, Diversity and Social Inclusion Advocate, were featured in two separate ABC National news articles on the Federal Government's Proposed International Student Caps.
- Some key proposals passed are:
  - Reinstating LinkedIn Learning for all Students,
  - Replace all garbage bags with the eco-friendly compostable bag,
  - Requesting the addition of free sanitary products machines to every campus,
  - Requesting the university to investigate the feasibility of international students gaining access to the International Student Travel Pass.

## Student Advocacy

Student Advocacy provides advice and support to students when something goes wrong between them and the University. Our role is to act in the student's best interests, not the University's – and to help them understand their rights and navigate University processes. This support is available to all students, including those at TAFE and Partner Providers.

Student Advocacy are a small team spread across the main Federation University campuses. The current acting manager also oversees two other work areas, so they spend roughly a third of their duties are spent focused on advocacy. Staffing in 2024 has seen significant changes, with the ongoing structure including the following roles:

- Mount Helen: 1.0 FTE Advocate and 0.6 FTE Advocate
- Berwick: 0.8 FTE Advocate

- Gippsland: 0.5 FTE Advocate
- The future manager role will be shared, with 0.5 FTE allocated to Student Advocacy and 0.5 FTE to International Student Advisory.

However, due to staff turnover and recruitment delays, the team has operated below full capacity for parts 2024.

Although our caseload is slightly lower than in 2023, the currently reduced capacity team has managed a growing volume of early stage matters through the shared inbox. These do not always result in formal appointments but still contribute to overall workload and case complexity.

Measure	2024	vs 2023
<b>Appointments</b>	2255 (-8.8%)	2473
<b>Students Supported</b>	840 (-1.4%)	852

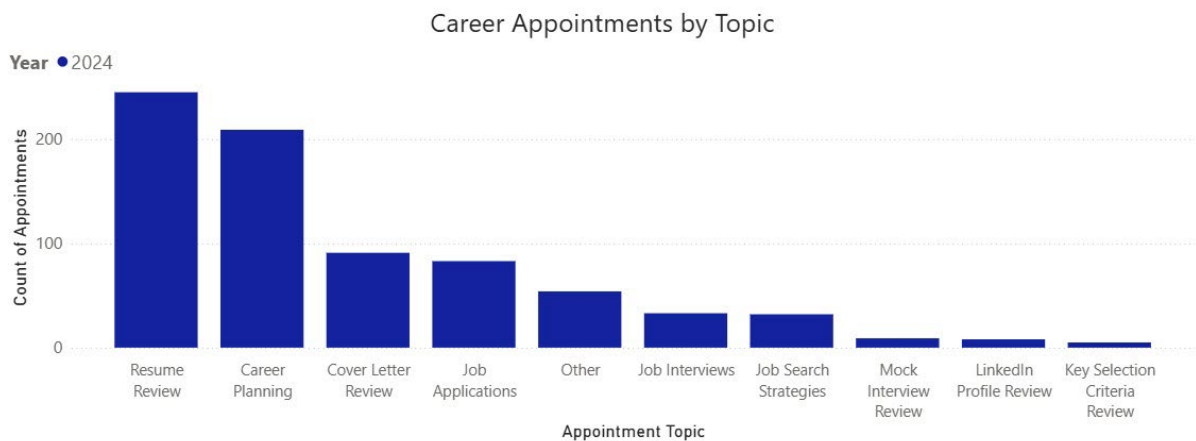
- In 2024, we focused on reducing the number of formal final grade review cases by improving early communication and collaboration with academic staff. This has helped resolve concerns before they escalate and meant fewer formal reviews needed to be lodged. We've also worked to clarify the review of grade process for students, making the steps and expectations more transparent.
- More broadly, we continued advising the University and Student Senate on policy impacts and student experience trends. This included input on academic progress issues, exclusion processes, and special consideration.
- We also overhauled our website content to support students who prefer to advocate for themselves. The updated pages are easier to navigate and more focused on giving students the tools they need to manage their own cases. This has made our team more efficient and helped students get quicker access to essential information.

## Careers and Employability Service

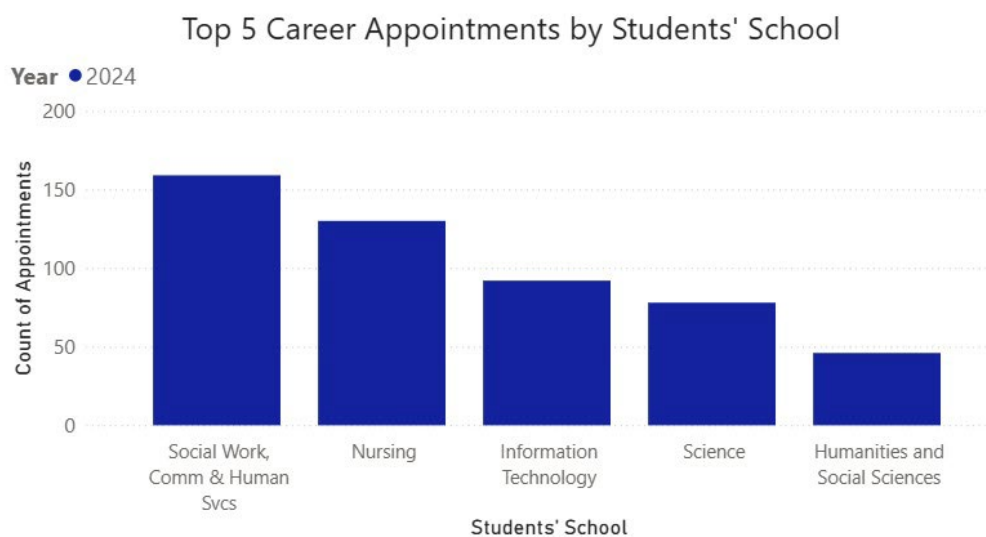
The Careers and Employability (C&E) team offers comprehensive support to help students and recent graduates to achieve their career goals. We support current Federation University Students, Alumni who have graduated in the past two years and provide limited support to prospective students. We assist students in navigating potential careers paths related to their degrees by providing the following services: individual careers counselling appointments with qualified Careers Advisors, online and in-person workshops, integrating career development learning content into the curriculum, resume and application reviews, professional development programs, and through liaising with employers to connect students with employment and volunteer opportunities.

We run a range of services and program which aim to develop student employability which include:

- **Federation Advantage Program:** This program recognizes students for their participation in co-curricular activities. This program underwent a review at the end of 2024 and has been rebranded to the “Emerging Leaders Program” for 2025.
- **Mentor Advantage Program:** This program offers students the opportunity to be mentored by Fed Alumni currently working in industry.



- C&E’s top reason for student appointments is ‘Resume Reviews’, suggesting the services are used primarily for assistance in polishing their job applications to gain employment more than any other topic. Close second is ‘Career Planning’ with staff assisting students in making informed decisions about their career progression.





- Appointments and workshops have averaged 4.34 out of 5 stars for quality and assistance from student participants that responded to our feedback survey.

Other data includes:

Measure	2024	2023
Student Appointments including document reviews.	799	609
Webinars and Workshops	36 webinars/ workshops * 874 (non-unique) students attended	90 webinars/ workshops 1,472 (non-unique) students attended
FedEdge Users	11,354 non-unique student logins	12,861 non-unique student logins
Resource Hub	637 (non-unique)	N/A started Feb 2024
Mentor Advantage Program (MAP)	10 pairs	17 pairs
Federation Advantage Program	147 awards given to 105 students	134 Awards given

\* The reduction in the number of workshops held from 2023 to 2024 can be attributed to a significantly reduced staff load in the team