

La Trobe 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.

SSAF Consultation and Achievements

SSAF legislation requires Universities to have a formal process of student consultation regarding the allocation of funds and expenditure of SSAF fees. La Trobe University (LTU) provides a range of consultation opportunities for our students to provide input and feedback on how SSAF is spent. La Trobe University Council approves our formal consultation framework, underpinning the engagement with students around how SSAF is spent each year.

Consultation

The University collects, administers and allocates the Student Services and Amenities Fee (SSAF) charged to students on all La Trobe campuses. The expenditure and subsequent reporting of this funding are governed by the *Higher Education Legislation Amendment (Student Services and Amenities) Act 2011*.

The *Student Services, Amenities, Representation and Advocacy Guidelines*, made under the 2011 Act, require the University's governing body to review and approve our consultation framework. This must happen on an annual basis.

In 2022, the University undertook extensive and ongoing consultation with students and student groups, both on the use of proceeds from SSAF and service satisfaction. At a minimum, this included:

- Monthly meetings between the Deputy Vice-Chancellor (Students) and representatives from our student organisations recognised under the Recognition of Student Organisations policy.
- An annual Student Services and Amenities Fee (SSAF) survey¹, embedded into the broader La Trobe Experience Survey, open to all students.
- An annual Student Services and Amenities Group (SSAG), to specifically discuss priorities for SSAF and review service usage and satisfaction.
- Focus groups involving students.

¹ Analysis and results of this survey are published alongside the annual SSAF report.

- The ability for students to provide feedback through our [website](#). This feedback is reviewed as part of the annual allocation process.

After completion of consultation, the university published the following information on our website:

- Established priorities and provision of SSAF spending in the following year
- Identification of head of expenditure
- Any specifically funded projects

The SSAF survey in 2022 was used to inform priorities for SSAF allocation in addition to feedback from student focus groups and consultation with student associations. The SSAF survey was embedded in the 2022 Student Experience Survey, with 1488 student responding. These responses were used to inform and improve SSAF spending.

SSAF support areas	Extremely/Very Important
Learning and study support	81%
Wellbeing and counselling support	76%
Career advice	70%
Food-share or emergency food programs	60%
Industry mentoring	64%
Financial counselling	58%
Legal advice	51%
Advocacy	51%
Childcare	48%
Peer to peer mentoring	43%
Leadership programs	38%
Gym discounts	36%
Events	33%
Student publication	33%
Student representation (honoraria payments to student associations)	32%
Clubs and societies	32%
Sporting activities	27%
Theatre and performance	25%
Subsidized national sporting competition (Uni-games)	23%

Summary of services by ranked importance from the 2022 La Trobe Experience Survey relating to SSAF (% indicates combined value for responses in the extremely important and very important categories)

Outcomes and priorities

According to the SSAF survey, the top five services that students felt were important for the university to support were learning and study support, wellbeing and counselling support, technology to support learning, career advice and industry mentoring. The survey noted the top services ranked by student satisfaction were the learning hubs, health and wellbeing activities, student representation, food aid and career and employment support.

LTU focussed the SSAF allocation on a series of key priorities and activities in 2022:

- Student associations (including student representation, student clubs, student engagement, legal and financial services and student advocacy)
- Student advising
- Support for international students
- Student financial assistance
- Student legal advice
- Food aid
- Student health & wellbeing services
- Student Clubs & Societies
- Employability
- Student engagement and activities

Achievements

Supporting student retention and success was a key strategic priority in 2022 and La Trobe's response to the Job Ready Graduates legislation saw an increase in interventions to support non-participating students and prevent students from reaching the low completion threshold.

Parity of retention was achieved in 2022, for remote students, students with a disability, Indigenous students and first-in-family students reporting higher satisfaction with their overall experience compared to non-equity cohorts in the Student Experience Survey.

Students were supported through a range of successful services and programs:

- Student Advising Program
- Student Health & Wellbeing Services
- Career services (including Industry Engagement and Career Ready Advantage Program)
- Student engagement and Emerging Leaders' Program
- Student Excellence Academy
- Work Integrated Learning (WIL)
- LTU Sport
- Learning Hub
- Studiosity (24hr on-demand, online service)
- Peer Learning Advisors
- iUSe - International student concession travel cards (in partnership with the Victorian Government)

La Trobe saw strong improvement in graduate employability with full-time undergraduate employment increasing 9.5 percentage points from 70.1% in 2021 to 79.6% in 2022.

In 2022 the Sexual Harm Prevention and Response Plan was developed by the Respect at La Trobe Taskforce. Comprised of staff and students from across the University, the Taskforce was established to provide strategic direction for the University in developing prevention and elimination of sexual harm initiatives and ensuring appropriate responses to disclosures and reports. In January 2023 an implementation plan was developed to identify the key priorities, deliverables and accountabilities for year one of the plan.

Services and programs

In 2022, the Learning Hub and our on-demand Studiosity service saw high-demand from students, enabling real time learner support to complement formal academic study. There were 723 CareerHub consults and over 17,800 online virtual support sessions (chat, phone and email). The Discipline Hubs provided specific support to students in the coding, science and maths disciplines supported 148 subjects, 5060 student visits and 1574 individual students.

During 2022, the university placed significant focus on increasing student participation in work-based learning and 8,745 students took part in a work-based learning subject. During the year, the Industry Placements minor was launched that combined with Industry Placements electives now enables all students at La Trobe to participate in industry-based learning during their studies.

The Career Ready Advantage program continued to be a La Trobe signature employability development program and in 2022 more than 16,000 students participated. Career Ready Advantage is the foundation of the University's strategy to embed employability into our curriculum and is developed in collaboration with industry to ensure students develop the skills that will enable them to thrive in the world of work.

Continued investment in our Student Health and Wellbeing services supported our specialist counselling and advising programs and wellbeing supports, these services were underpinned by an additional contribution of \$6,000,000 from the university.

The Financial Counselling service began operation as a part of the Health, Wellbeing, and Inclusion Division in March 2022. From this date, the service provided direct support to 213 students across all La Trobe University campuses and distributed 130 vouchers to students experiencing financial distress. In addition to regular service provision, Financial Counselling has a 'drop-in' service every Tuesday, offering flexible appointments for students who have complex schedules. The counselling team worked closely with Feeding La Trobe to establish food and material aid programs at La Trobe campuses and established external partnerships with Foodbank, Secondbite, Share the Dignity, Eastern Sexual Health Centre, and Bakers Delights for provision of essential products including pantry items, fresh food, and toiletries.

In 2022, the Student Legal Service was integrated into Health, Wellbeing and Inclusion, through a partnership with the West Heidelberg Community Legal Service. Providing online, and onsite options at Bundoora campus, a total of 102 enquires/referrals were received through 2022. This represents an enquiry increase of 42% in the second half of the year. Tenancy was identified as the most common legal problem that La Trobe students encountered.

2022 saw LTU Sport continue to provide support to all student cohorts and campuses through a combination of face-to-face and hybrid models. Representative Sports, Social Sporting competitions, and Health & Fitness on the Bundoora and Bendigo campuses provided 700 student membership subsidies. LTU Bendigo represented the university in the Health Cup Regional Event and the Southern Shield Netball competition with 80 student representatives. The University Nationals saw 125 students participate. LTU Sport underpinned offsite student-run clubs, Melbourne Rowing Club, Queenscliff Harbour, and Heidelberg Badminton Centre. A multi campus Team La Trobe Walk and Run event was held with 100 students taking part. The University Basketball League ran a full season with 25 students playing.

Other University Sport activities included UniSport Affiliation, Standalone events (3X3 basketball, swimming, athletics, Indigenous Nationals) totally 85 students participating.

In 2022, engagement events and activities moved to a hybrid model of delivery, as pandemic restrictions lifted. Orientation Program remained principally online only, with in person activities limited to social activities such as clubs and societies festival days.

Staged return to face-to-face events on campus with the team delivering Harmony Day, Market Days in Bundoora and Bendigo, Pride Week, Reconciliation Week, Sorry Day, RUOK Day, and a successful Feelgood Festival in Semester 2.

2022 saw the commencement of the new Clubs & Societies program with 84 clubs registering to participate.

Semester 1, 2022	
Event type	Attendance/Views
123 On Demand recordings	3,921 views
232 Live Online/Simu-Live sessions	4,443
18 In-Person sessions/activities	3,947
Semester 2, 2022	
Event type	Attendance/Views
128 On Demand recordings	1,472 views
207 Live Online/Simu-Live sessions	1,500
29 In-Person sessions/activities	1,100

SSAF Revenue Summary

	2022 Allocation \$ ¹	2022 Actual \$
SSAF Revenue	\$7,732,041	\$7,331,000
SSAF revenue carried forward from 2021	\$1,028,391	\$1,014,000
Total SSAF funds available for 2022	\$8,760,432	\$8,345,000
SSAF revenue carried over into 2023	\$840,000 ²	\$1,167,000

¹ Allocation refers to the SSAF funds expected to be received in the reported year (i.e., budgeted SSAF revenue).

² There is a minor reconciliation/variance reported in the table. This will be addressed in 2023 as part of the reporting of SSAF for the year.

SSAF Charge Summary

The student services and amenities fee (SSAF) 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 \$314.00.

Student Status	2022 SSAF charged \$ ²	Number of students charged in 2022 ³
Internal Full Time Full Year	314	13,889
Internal PT Half Year / FT Half Year	274	2,357
Internal Part Time Full Year	234	1,745
Internal Full Time Half Year	157	3,747
Internal Part Time Half Year	117	2,225
		Total: 23,963

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	2022 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2022 ⁴
Online Full Time Full Year	156	582
Online PT Half Year / FT Half Year	136	408
Online Part Time Full Year	116	869
Online Full Time Half Year	78	451
Online Part Time Half Year	58	1,403
Internal Full Time Half Year and Online Full Time Half Year	235	351
Internal Full Time Half Year and Internal Part Time Half Year	215	237
Internal Part Time Half Year and Online Full Time Half Year	195	47
Online Part Time Half Year and Internal Part Time Half Year	175	324
		Total: 4,672

⁴ 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
1. Health Services (including Healthcare Clinic)	\$2,553,524	\$2,054,204	YES	3058
2. Clubs or other associations	\$1,887,500	\$1,873,153	YES	Open to all La Trobe students
a. Sporting	\$750,000	\$635,757	NO	Open to all La Trobe students
b. Internal student politics (specific to Honoraria included in 2. Student Organisations)	\$100,000	\$100,000	YES	Open to all La Trobe students
c. Gender, sexuality, ethnicity, race, or nationality-based	\$0	\$0	N/A	Captured in 2 (Clubs or Other)
d. Areas-of-study related e.g. law	\$0	\$0	N/A	Captured above, not distinguished
e. Other activities e.g. music, debate, chess	\$	\$	N/A	Captured above not distinguished
f. Other	\$	\$	N/A	N/A
3. Employment/career services	\$251,285	\$248,634	YES	Open to all La Trobe students
4. Legal aid/Financial Counselling/Food Relief (included in 1)	\$240,000	\$240,000	YES	Open to all La Trobe students
5. Student Concession (iUse)	\$25,000	\$22,314	YES	Open to all International students
6. Learning Hub (Science, Coding & Maths) Studiosity,	\$1,437,000	\$1,741,778	YES	17472

Academic Skills & Language Advisors				
7. Student Engagement	\$827,732	\$589,289	YES	Open to all La Trobe students
8. Online Study Support	\$0	\$24,480	YES	Supporting all La Trobe students
Total	\$7,732,041	\$7,189,609		

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

Organisation Name ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
La Trobe Student Association	55 644 397 160	Student Representation Student International Student Support	\$325,000	4.2%
La Trobe Student Union	15 079 588 570	Student Representation Student Advocacy Service International Student Support	\$849,500	10.9%

¹ 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, Jessica Vanderlelie, Deputy Vice Chancellor, Academic of La Trobe 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 Jessica Vanderlelie

Full name of Person making Declaration

Deputy Vice Chancellor, Academic

Position of Person making Declaration

03/07/2023

Date