

# James Cook University

## Student Services and Amenities Fee (SSAF)

### 2023 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 2023, most JCU students paid a Student Services and Amenities Fee (SSAF) amount of \$48.90 per 3 credit points, up to a maximum amount of \$326 per calendar year. Some students are exempt from paying the SSAF – further details are available [here](#).

## 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
- Head, Divisional Operations, Services and Resources Division
- Director, Library Services
- Deputy Vice Chancellor, Indigenous Education and Strategy
- Director, Estate
- Manager, Client Services, Communication and Engagement
- Manager, Academic Administration and Enrolment
- JCUSA General Manager
- JCUSA President
- JCUSA Campus Officer (\*will depend upon campus location of JCUSA President)

JCU actively seeks to consult with, and obtain feedback from, its students in determining priorities for SSAF funding and uses a bi-annual SSAF survey to inform and determine priorities for SSAF funding.

**TABLE 1: TOP 5 CATEGORIES OF IMPORTANCE AS RATED BY RESPONDENTS**

SSAF CATEGORY	RANKING				
	2023	2021	DELTA	2019	DELTA
Health and Welfare	1	1	0	1	0
Employment and Career Advice	2	2	0	2	0
Libraries and Reading Rooms (peer to peer spaces)	3	3	0	4	1
Secure Accommodation	4	6	2	7	3
Financial Affairs	5	4	-1	3	-2

Table 1 above shows that the top 3 have remained unchanged since the 2021 SSAF Survey, Secure Accommodation has moved up to 4<sup>th</sup> place and Financial Affairs has moved down to 5<sup>th</sup>.

In 2023, 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 24 August and 28 September
- 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 [2023 Student Services and Amenities Fee Survey](#)
- Student feedback from the Student Advisory Forums
- Consultation with elected student representatives – JCUSA student representatives and elected student members on University Council
- Publication of the proposed [2023 SSAF Expenditure Plan](#) via SSAF website, Student Bulletin, social media platforms
- Attendance of the Deputy Vice Chancellor Education (Vice Chancellor appointed nominee) at JCU Student Association Council Meetings
- Regular scheduled meetings between the Deputy Vice Chancellor Education (or nominee) and JCU Student Association President

## SSAF Achievements

SSAF funded a number of significant projects, programs and activities in 2023, with many spanning multiple categories. Specific details on how the Student Services and Amenities Fee has been used is set out in the [2023 SSAF Expenditure Plan](#), however key achievements include:

### *Student Health and Wellbeing*

The Student Wellbeing Counsellor provided a free, confidential [counselling](#) service. [JCU Health](#) continued to offer bulk billing to ensure no out of pocket expenses for students on the Townsville campus. Over 26,500 student patient appointments were attended, and bulk billed during the year.

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

SSAF funding was used to deliver the 2023 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.

### *Student Representation and Advocacy*

In 2023, SSAF fees 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.

### *Employment and/or Career Advice*

The Career Consultant provides career development support to students and assists in embedding career development learning within curriculum across all year levels at JCU.

### *Improvements to Student Spaces*

In 2023 undercroft peer spaces at buildings 39 and 46 in Townsville were completed, providing students with safe undercover study areas to rest and engage with friends in between classes in a pleasant setting. SSAF also funded a 24/7 new computer hub at building 39 in Townsville including sit stand desks, new monitors, acoustics, and ergonomic chairs to support long term study periods.

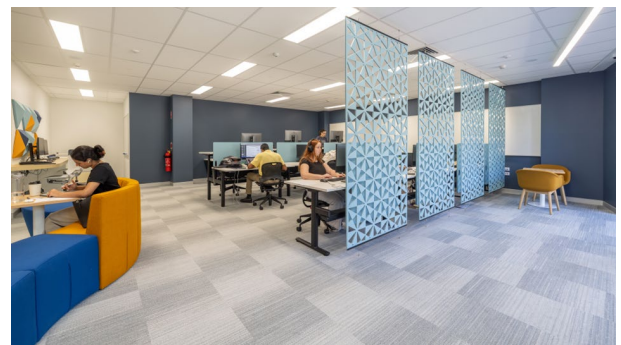
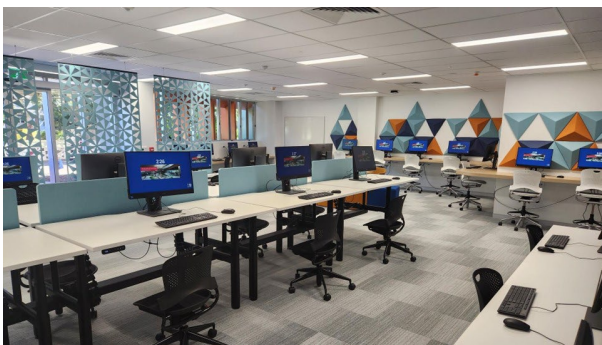
#### **BUILDING 39 - UNDER CROFT**



#### **BUILDING 45/46 - UNDER CROFT**



#### **BUILDING 39 - 24/7 COMPUTER HUB**



### *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.

- The Student Engagement team run a suite of high-quality student-focused events, including Get Ready for Uni, Orientation, Live@Lunch, International Cafe, R U OK Day, Harmony Day and Power Up Day.
- 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.
- These events are aimed at providing a vibrant campus-life experience for students, as well as increasing student success and retention.
- 75% of students who completed the SP2 2023 Post Event Orientation Student Survey said O Week provided a positive first experience as a JCU student and 70% felt Orientation assisted them in feeling better prepared to commence studies.

### *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. Find out more at the [JCU 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.
- SSAF contributes to the annual [Inter-College Music Competition](#) (ICMC), which has been a successful event since 2003 and has become a cherished tradition.

### *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 2023, including Welcome and Orientation events, aiding in financial management, 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.

### *International Students*

JCU is committed to creating an inclusive and diverse campus environment. In 2023, SSAF-funded multicultural lunches and end of year morning teas in Cairns and Townsville provided opportunities for international and domestic students to explore and experience diverse cultures, traditions, languages and perspectives via food tastings, games, and cultural presentations.

# SSAF Revenue Summary

	2023 Allocation \$ <sup>1</sup>	2023 Actual \$
SSAF Revenue	\$3,100,510	\$3,466,603
SSAF revenue carried forward from 2022	\$1,757,681	\$1,757,681
<b>Total SSAF funds available for 2023</b>	<b>\$4,858,191</b>	<b>\$5,224,284</b>
SSAF revenue carried over into 2024	\$2,319,440	\$2,685,533

<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 2023 the maximum SSAF was \$326.

Student Status	2023 SSAF charged \$ <sup>2</sup>	Number of students charged in 2023 <sup>3</sup>
Full-time <sup>1</sup> (> 0.75 EFTSL)	\$2,508,281	7,980
Part-time <sup>1</sup> (< 0.75 EFTSL)	\$960,524	8,273
	<b>Total:</b>	<b>16,253</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 2023. 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 2023 as the total EFTSL they undertook in 2023 was equal to 0.875.

Student Status	2023 SSAF charged \$ <sup>2</sup>	Approx. number of SSAF students remote learning 2023 <sup>4</sup>
Remote learning/Online only	\$347,853	4,056

<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	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
<i>1. Promoting the health and welfare of students</i>				
CPHMVS HDR Cohort Building	\$600	\$0	-	-
IERC Student Support Programs – personal hygiene packs, Centre cleaning supplies	\$0	\$687	N/A	450
JCU Health	\$76,000	\$76,000	Y	>26,500 appointments
SSAF Survey expenses	\$0	\$11	N/A	N/A
Student Led Health and Wellbeing Initiative	\$100,000	\$0	-	-
Student Transitions and Engagement events	\$36,549	\$37,642	Y	3500+
Student Wellbeing Counsellor <sup>1</sup>	\$92,570	\$0	Y	400
<i>2. Supporting the administration of a club most of whose members are students</i>	\$156,900	\$113,765.40	Y	2391
<i>a. Sporting</i>	-	\$3,994.01	Y	73

<i>b. Internal student politics</i>	-	\$1,000	Y	157
<i>c. Gender, sexuality, ethnicity, race, or nationality-based</i>	-	\$1,876.83	Y	291
<i>d. Areas-of-study related e.g., Law</i>	-	\$10,743.50	Y	1552
<i>e. Other activities e.g., music, debating, chess</i>	-	\$5,611.48	Y	178
<i>f. Other</i>	-	\$7,275.10	Y	140
JCUSA - Insurance for Clubs and Societies	\$24,000	\$29,573.58	N/A	2391+
<b>3. Helping students obtain employment or advice on careers</b>				
Career Consultant <sup>2</sup>	\$107,758	\$0	Y	288
CSE HDR Cohort Building – NATA training	\$4,420	\$4,420	Y	75
<b>4. Providing libraries and reading rooms (other than those provided for academic purposes) for students</b>				
Estate - improvements to student spaces	\$500,000	\$500,000	N	Available to all students attending / visiting JCU Bebegu Yumba (Townsville) campus
GRS HDR Cohort Building – Cairns Postgraduate Centre furniture and cleaning	\$2,500	\$292	N	30
IERC Libraries and Reading Room	\$2,000	\$6,431	N	450
<b>5. Providing food or drink to students on a campus of the higher education provider<sup>3</sup></b>				
Study Centre Academic Skills Boot Camp	\$1,200	\$877	N	22
CASE HDR Cohort Building - writing retreat	\$800	\$788	N	16
CASE HDR Cohort Building - 2023 conference	\$2,700	\$2,326	N	30
CASE HDR Cohort Building - food pantry donation	\$1,500	\$1,500	N	150
CASE HDR Cohort Building - drop-in sessions	\$450	\$0		-
CBLG HDR Cohort Building - lunchtime events	\$1,500	\$1,393	N	30
CBLG HDR Cohort Building - writing retreat	\$222	\$84	N	10
CBLG HDR Cohort Building - mini conference	\$1,500	\$468	N	20
CBLG HDR Cohort Building - food pantry donation	\$0	\$1,000	N	50
CHS HDR Cohort Building - research seminar, monthly Research Bites	\$3,050	\$3,015	Y	65



CMD HDR Cohort Building - welcome lunches, end of year celebration	\$3,202	\$3,202	N	61
CPHMVS HDR Cohort Building – symposium, seminars, monthly meetings, end of year celebration	\$7,050	\$4,970	Y	90
CSE HDR Cohort Building - welcome events, research seminars, training workshops, conference/retreat, cultural training programs, social gatherings	\$8,112	\$9,091	N	300
GRS HDR Cohort Building – postgrad centre, events	\$2,500	\$4,013	N	100
IERC HDR Cohort Building – MPhil intensive, HDR Forum in Indigenous Tropics	\$726	\$41	N	6
IERC Student Support Programs – lunches, healthy snacks, Welcome/Orientation events	\$40,000	\$21,438	N	450
JCUSA - Free Breakfasts	\$5,000	\$1,932.77	N	Approx 1800
Student Transitions and Engagement events	\$16,660	\$31,498	N	3500+
<i>6. Supporting a sporting or other recreational activity by students</i>				
JCUSA – Sport & Recreation staff salaries, sport subsidies	\$418,336	\$451,615.99	Y	Approx 3200
Sporting Field Maintenance	\$161,500	\$161,500	N	1000
Student Transitions and Engagement Team Salaries	\$182,336	\$158,223	N	3500
Student Transitions and Engagement events	\$46,272	\$27,085	Y	3500+
<i>7. Supporting an artistic activity by students</i>				
Inter College Music Competition	\$10,640	\$10,640	N	486
<i>8. Supporting the production and dissemination to students of media whose content is provided by students</i>				
JCUSA - Media	\$107,105	\$83,668.78	Y	Unknown
<i>9. Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled</i>				
Study Centre Academic Skills Boot Camp	\$6,180	\$4,321.50	Y	180
CASE HDR Cohort Building – conference, workshop	\$2,400	\$2,998	Y	74
CBLG HDR Cohort Building	\$400	\$0	-	-
CPHMVS HDR Cohort Building – end of year symposium	\$0	\$1,022	N	120
CSE HDR Cohort Building – AIMS stats course	\$17,895	\$17,895	N	30
Supporting and Building Students' Digital Capabilities <sup>4</sup>	\$11,400	\$7,371	N	N/A
<i>10. Advising on matters arising under the higher education provider's rules (however described)</i>				

JCUSA - Representation	\$438,810	\$459,005.26	Y	1322
GRS HDR Cohort Building – HDR Support Advisor (Cairns and External)	\$31,000	\$20,513	Y	30
<i>11. Advocating students’ interests in matters arising under the higher education provider’s rules (however described)</i>				
JCUSA – Advocacy Service	\$86,865	\$54,396.61	Y	1040 (memberships)
<i>12. Giving students information to help them in their orientation</i>				
CSE HDR Cohort Building	\$1,923	\$1,923	N	80
GRS HDR Cohort Building - HDR Ambassador Program – peer to peer support	\$4,000	\$9,862	Y	100
IERC - Student Ambassadors	\$35,000	\$41,941	N	25
IERC - external student support	\$4,000	\$3,086	Y	250
JCUSA – Orientation events and activities	\$22,000	\$18,947.22	N	Approx 6000
Study Centre Academic Skills Boot Camp	\$6,180	\$4,321.50	Y	180
<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>				
<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>				
IERC – Children’s toys and books	\$500	\$500	N	30
<i>19. Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment</i>				
International Student Support	\$4,800	\$3,165	N	400
<i>20. JCU Brisbane<sup>5</sup></i>	\$166,788	\$166,788		
<b>Total</b>	<b>\$2,965,799</b>	<b>\$2,597,748.53</b>		

<sup>1</sup> & <sup>2</sup> Initially approved in 2023 SSAF Expenditure Plan but subsequently transferred to another fund source.

<sup>3</sup> Food and drink were provided at multiple events and activities – catering costs are captured here.

<sup>4</sup> Funds were used for project development.

<sup>5</sup> JCU Brisbane SSAF expenditure is managed independently of JCUA and is separately reported below.

## JAMES COOK UNIVERSITY BRISBANE 2023 SSAF REPORT

Key Area	2023 Total Allocation \$	2023 Total Actual Spend \$	Are services available online?	Estimated No. of students accessing services
<i>1. Promoting the health and welfare of students</i>	\$4,000	\$1,366.26	N	*
<i>2. Supporting the administration of a club most of whose members are students</i>	\$10,868	\$8,178.74	N	*
<i>a. Sporting</i>	-	-		
<i>b. Internal student politics</i>	-	-		
<i>c. Gender, sexuality, ethnicity, race, or nationality-based</i>	-	-		
<i>d. Areas-of-study related e.g. Law</i>	-	-		
<i>e. Other activities e.g. music, debate, chess</i>	-	-		
<i>f. Other</i>	-	-		
<i>3. Helping students obtain employment or advice on careers</i>	\$53,800	\$19,364.63	N	*
<i>4. Providing libraries and reading rooms (other than those provided for academic purposes) for students</i>	\$0	\$0		
<i>5. Providing food or drink to students on a campus of the higher education provider</i>	\$37,000	\$35,295.17	N	*
<i>6. Supporting a sporting or other recreational activity by students</i>	\$1,000	\$1,611.11	N	*
<i>7. Supporting an artistic activity by students</i>	\$0	\$0		
<i>8. Supporting the production and dissemination to students of media whose content is provided by students</i>	\$2,300	\$0		
<i>9. Helping students develop skills for study, by means other than undertaking courses of study in which they are enrolled</i>	\$6,300	\$1,489.19	N	*
<i>10. Advising on matters arising under the higher education provider's rules (however described)</i>	\$0	\$0		
<i>11. Advocating students' interests in matters arising under the higher education provider's rules (however described)</i>	\$69,684	\$69,684	Y	100
<i>12. Giving students information to help them in their orientation</i>	\$37,500	\$32,273.98	Y	1571
<i>13. Supporting debating by students</i>	\$900	\$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		

17. Providing legal services to students	\$0	\$0		
18. Caring for children of students	\$0	\$0		
19. Helping meet the specific needs of overseas students relating to their welfare, accommodation, and employment	\$96,056	\$57,821.93	Y	140
<b>Total</b>	<b>\$319,408</b>	<b>\$227,085.01</b>		

\* JCUB had an average of 1200 students enrolled who had access to events/activities and services supported by SSAF funding.

**Note:** Unspent SSAF funds were carried over from previous year to account for projected 2023 budget.

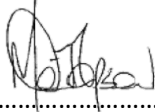
### Organisations, bodies or third-party providers that received SSAF funding in 2023

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	2,5,6,8,10,11,12	\$1,243,891	41.9%
JCU Health	15 099 496 232	1	\$ 76,000	2.6%
James Cook University Brisbane (Russo Higher Education Pty Ltd)	78 114 135 563	1,2,3,5,6,9,11,12, 19	\$166,788	5.6%

<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

25 JUNE 2024

.....  
Date