

# Griffith University

## Student Services and Amenities Fee (SSAF)

### 2024 Allocation Report

## 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

Griffith University undertakes structured, annual consultation with students to inform the use of Student Services and Amenities Fee (SSAF) revenue in alignment with Part 3 of the *Higher Education Support (Student Services, Amenities, Representation and Advocacy) Guidelines 2022*. This process ensures compliance with subsection 19-38(4) of the *Higher Education Support Act 2003*, which requires that SSAF revenue be used to support services and amenities that are *not* of an academic nature.

Allocation of SSAF to activities is governed by a proposal process that is ultimately approved by the Deputy Vice Chancellor (Education) after consultation with student representative groups. The proposal process requires a stated business case for the activity and the identification of SSAF categories that the activity relates to. The activities are reviewed annually to ensure that they are meeting the benefits stated in the initial proposal. Additionally, to enhance student partnerships, the Student Experience Sub-Committee was formed in 2024 to represent the student voice and actively contribute and share their views on SSAF.

## Student Consultation Process

In 2024, extensive and ongoing consultation with students and student groups was undertaken to inform SSAF expenditure. This included:

- Quarterly meetings between the Deputy Vice Chancellor (Education) and representatives from our student organisations
- A university-wide SSAF Student Survey was designed to seek student voice in relation to how Griffith University currently manages and administers SSAF and to understand what students feel should be considered in future. This survey was conducted from 22 April – 6 May 2024, receiving 3000 responses, providing data on student priorities, service use, and gaps in support
- Engagement with the Griffith Student Representative Council (SRC), Griffith University Postgraduate Students Association (GUPSA), and Gold Coast Student Guild
- Ongoing dialogue with student leaders through governance meetings and feedback loops.

## Consultation Outcomes and Priorities

Based on the outcomes of the various consultation methods, the following priorities were established for 2024 SSAF expenditure:

- Financial and material support for students experiencing cost-of-living pressures (e.g. crisis loans, food support)
- Independent student representation and advocacy
- Health and wellbeing services, including mental health support and counselling
- Peer mentoring and learning support for students at academic risk

- Campus life engagement, including Orientation, clubs and societies, sporting and cultural events
- Student employment and career readiness programs.

Additional themes and recommendations on behalf of students were:

*Promotion & Awareness* – It was evident from the responses that many students continue to be unaware of what SSAF is used to fund or how the University is using their SSAF to support students. As a result of this feedback, a SSAF logo sticker was designed, selected by students, and printed and placed onto areas within the University that are SSAF-funded. This has started to raise awareness and visibility for students.

*Online Students* – There was a common theme amongst responses from Griffith online students that there is a perceived discrepancy between the use of SSAF funds for on-campus students compared to online. The University is working to ensure that future SSAF expenditure is used to benefit all cohorts of students, with a focus on ensuring that online students can access the same level of benefits as on-campus students.

*Focus Areas* – Feedback from students suggests that Griffith should be prioritising funding against the following four areas from the allowable 19 categories:

- Promoting the health or welfare of students
- Helping students obtain employment or advice on careers
- Helping students with their financial affairs; and
- Helping students develop the skills for study by means other than undertaking courses of study in which they are enrolled.

The top three services and amenities which were the most important to students were:

1. Health, Counselling and Wellbeing
2. Careers advice and employment support
3. Financial support and advice.

## **Ensuring Legislative Compliance**

To ensure SSAF funds were expended in accordance with Section 19-38(4) of the HESA, Griffith University:

- Required all SSAF-funded units and student associations to report on SSAF expenditure against the 19 allowable categories
- Conducted internal review of proposed and actual expenditures



Based on the following advisory and information sessions with the Department of Education:

- Department of Education SSAF Legislative Requirements Information Session on 17 January 2025
- Meeting on 3 June 2025 between the Department of Education and the Provost – Professor Liz Burd and Deputy Vice Chancellor (Education) – Professor Shaun Ewen from Griffith University

Griffith is satisfied that it has allocated a minimum of 40 per cent of its 2024 SSAF revenue to student-led organisations, in accordance with the intent of the 2024–25 Budget measure and Section 19-39 of the Higher Education Support Act 2003. In 2024, the University's total SSAF funding allocation to student-led organisations was 49%.

Griffith is also satisfied that Griffith's student-led organisations meet the definition outlined in Section 19-39(3) of the HESA, in that they are bodies:

- that wholly or substantially represent students enrolled at the provider; and
- whose governing bodies principally comprise students; and
- that are empowered to make decisions about the funding they receive, including determining the nature of the services and activities to be supported.

Following further advice, Griffith will engage even more closely over the next 12 – 18 months with our student-led organisations to strengthen our level of satisfaction in meeting this definition outlined in Section 19-39(3) of the HESA. The Department is aware that Griffith is further strengthening arrangements with its student-led organisations in this way.

The ongoing strengthening of arrangements with student-led organisations demonstrates Griffith University's commitment to supporting student voice, leadership, and self-determined representation through robust alignment with legislative expectations.

## **Griffith University Services, Amenities and Programs Overview**

### **Gold Coast Student Guild**

The Gold Coast Student Guild is a student-led organisation and key provider of non-academic services on the Gold Coast campus. It receives an annual SSAF allocation to support initiatives that enhance student life. Services are designed to meet students' social, recreational, and welfare needs and to foster personal and professional development.

### **2024 Highlights:**

- 59,010 student touchpoints across Guild services
- 11,149 free meals served to ease cost of living

- 5,635 students welcomed through O-Week and Trimester Fairs
- 79 affiliated clubs with 11,518 members
- 7,021 visits to Campus Cupboard for essential food support
- 2,392 student registrations in social sport competitions
- Special project grant used to refurbish Cost of Living Support Space (G07\_1.41)

### **Student Representative Council (SRC) & Postgraduate Students Association (GUPSA)**

SRC and GUPSA are student-led bodies representing undergraduate and postgraduate students at Brisbane, Logan, and Online campuses. They deliver programs and services across several SSAF-approved categories.

#### **Focus Areas:**

- Advocacy, Wellbeing & Support
- Events, Activities & Student Engagement
- Courses, Workshops & Development

#### **2024 Highlights:**

- 95,608 students accessed advocacy, pantry, and wellbeing services
- 3,576 peer-led wellness conversations via Wellness HQ
- 53,000+ free period products distributed across 5 campuses
- 172 grocery and transport vouchers provided
- 3,423 students supported through skills-based workshops and courses

## **Student Pantry & Campus Cupboard**

Amid rising living costs, the Student Pantry and Campus Cupboard provided essential food relief to students in need. These programs supplied fresh produce, vegetables, and pantry staples, allowing students to prepare nutritious meals tailored to their needs.

## **Campus Life**

Campus Life coordinated a comprehensive calendar of student-focused programs and events across Brisbane, Logan, and Online campuses under the Griffith Sport and What's On at Griffith banners.

### **2024 Reach:**

- 247,645 student engagements across all Campus Life offerings

### **Sport, Fitness, Health & Wellbeing:**

- 154,697 students participated in sport and recreation
- 12% increase in fitness memberships
- 12% increase in social sport participation
- 67 students employed in sport roles
- Largest-ever Griffith student representation at interstate sport events

### **Orientation:**

- 9,457 students engaged in Orientation activities
- 94% satisfaction rating

### **Campus Activations & Engagement:**

- 32,564 students attended campus events
- 91% satisfaction rating

### **Clubs & Associations:**

- 695 student sport club members with 34,927 club engagements
- 63 non-sporting clubs with 4,983 members and 16,000 event participants



### **Student Health, Counselling & Wellbeing**

This portfolio includes 17 SSAF-funded roles supporting health, counselling, disability services, chaplaincy, and mental health. Services were available online, on-campus, and via telehealth.

#### **2024 Highlights:**

- Cultural events like Iftar and Diwali increased connection and belonging
- 6,016 students engaged through Chaplaincy's Pancake Program
- 665 contacts via the Griffith Mental Wellbeing Support Line
- 2,527 mental health nurse appointments
- 3,694 counselling sessions for students with complex needs
- Team contributed to the Safe & Respectful Communities Expert Group



### **Student Communications**

The SSAF-funded Internal Communications Officer supported student engagement and retention through strategic communications.

#### **2024 Impact:**

- 18 orientation emails with 52% average open rate and 24% click-through
- Best-performing emails had 90% open and 50% click-through rates
- 21 all-student emails sent with 48% open and 6% click-through
- Consistent messaging tied to trimester timing and student needs

## Transition & Mentoring

SSAF funded four Transition and Mentoring (STAM) staff to lead orientation and retention programs.

### 2024 Initiatives:

- Extended Orientation including Welcome Teams and Info Hubs
- 9,169 students accessed STAM initiatives
- 2,045 students joined Welcome Teams
- Key programs: Be on Academic Track, Study Support, Enrich Program

## Graduate Careers & Employability

SSAF supported the Industry Mentoring Program (IMP), connecting students with industry mentors for professional growth.

### 2024 Highlights:

- IMP's 30th anniversary celebrated through various events
- 79 participants (24 mentors, 55 mentees) in "Mentoring on the Move"
- Student feedback indicated IMP strengthened career readiness

## HDR Career Support

Targeted SSAF-funded career development for HDR students included:

- Continuation of the Emerging Industry Leaders Program
- 137 individual HDR career appointments
- 816 HDR webinar/workshop registrations
- 150 HDR candidates attended Career Fairs

## Financial Welfare Network

The SSAF-funded Welfare Coordinator led the development of a Financial Welfare Network to assist students in financial hardship.





**Key Features:**

- Centralised resources for students and staff
- Early referral to appropriate support services
- Emphasis on early intervention and prevention

**Student Partnerships Program**

This program empowers students to co-create the university experience and participate in decision-making.

**2024 Focus Areas:**

- Student Voice & Partnerships Framework
- Co-Design Lab and Co-Design Incubator
- Student Voice Community
- Representation on university committees

**Program Impact:**

- Increased student voice and agency
- Enhanced skill development and career readiness
- Strengthened student influence in university decision-making

## SSAF Revenue Summary

	2024 Allocation \$ <sup>1</sup>	2024 Actual \$
SSAF Revenue	\$10,705,886	\$10,649,186
SSAF revenue carried forward from 2023	\$6,881,805	\$6,881,805

<b>Total SSAF funds available for 2024</b>	<b>\$17,587,691</b>	<b>\$17,530,991</b>
SSAF revenue carried over into 2025 <sup>2</sup>	\$6,000,000	\$7,031,238

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

<sup>2</sup> Griffith University is currently progressing significant capital infrastructure works affecting multiple campuses. \$6,000,000 has been earmarked for the construction of modern student spaces and amenities. The timing of the expenditure of these funds is dependent on the broader infrastructure works schedule.

## 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 \$351.

<b>Student Status</b>	<b>2024 SSAF charged \$<sup>2</sup></b>	<b>Number of students charged in 2024<sup>3</sup></b>
Full-time <sup>1</sup> (> 0.75 EFTSL)	\$8,387,674	26,817
Part-time <sup>1</sup> (< 0.75 EFTSL)	\$2,261,512	17,751
		<b>Total: 44,568</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 [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	2024 SSAF charged \$ <sup>2</sup>	Approx. number of SSAF students remote learning 2024
Remote learning/Online only	\$1,644,835	10,659

## 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	\$2,316,387	\$2,309,087	Y	35,000
2. Clubs or other associations	\$788,889	\$582,425	Y	
a. Sporting	\$391,453	\$341,447	Y	
b. Internal student politics	\$	\$	N/A	
c. Gender, sexuality, ethnicity, race, or nationality-based	\$50,000	\$9,868	Y	
d. Areas-of-study related e.g. law	\$50,000	\$59,338	Y	
e. Other activities e.g. music, debate, chess	\$	\$2,143	Y	

f. Other	\$	\$	N/A	
3. Accommodation	\$	\$	N/A	
4. Employment/career services	\$1,250,160	\$1,418,931	Y	
5. Legal aid	\$	\$	Y	
6. Support for financial affairs	\$5,000	\$	N/A	
7. Other student amenities	\$5,310,063	\$4,936,811	N/A	
8. Other - please provide description	\$	\$	N/A	N/A
9. *Capital Projects	\$6,710,838	\$150,758	N/A	N/A
10. **Aggregated Staff costs for services across all categories	\$714,901	\$688,945	N/A	N/A
<b>Total</b>	<b>\$17,587,691</b>	<b>\$10,499,753</b>		

\*\$6m allocated for future student space and amenities capital projects

\*\*Staff budgets allocated at the highest level for areas. Staff then work across multiple activities and campuses. Expenditure will show up in 'actual spend' for the service.

\*\*\*N/A is used where the individual numbers are unable to be determined or the service is broadly used by all students of the university.

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

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

Organisation Name <sup>1</sup>	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received from provider \$	% of total SSAF revenue collected by the Provider
N/A	N/A	N/A	\$	%
		<b>Total SSAF provided to non student-led organisations</b>	\$0	%

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

Organisation Name <sup>2</sup>	Australian Business Number (ABN)	Supported Key Area	SSAF Funding Received from Provider \$	% of total revenue collected by the provider	If below 40 per cent, is there an agreed transition plan in place	Details of transition plan
Griffith University Student Representative Council (SRC)		2, 4, 7, 9 & 10	\$1,655,050	16%	N	N/A

<sup>1</sup> Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed.

<sup>2</sup> Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed.

Griffith University Postgraduate Students Association (GUPSA)		2, 4, 7, 9 & 10	\$553,113	5%	N	N/A
Gold Coast Guild	54 543 741 436	2, 4, 7, 9 & 10	\$3,040,000	29%	N	N/A
			\$5,248,163	49%		

**3. Attestation that student-led organisations in receipt of a minimum of 40 per cent of SSAF revenue are meeting governance requirements**

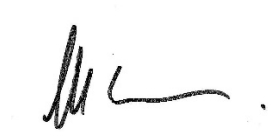
Organisation Name <sup>1</sup>	Majority student-led	Democratically elected leaders	Independence	Audited accounts	Corporate Governance policies and procedures established and adhered to	If replying no on any measure, is there an agreed transition plan in place?	Details of transition plan
Griffith University Student Representative Council (SRC)	Yes	Yes	Yes*	Yes	Yes	No	N/A
Griffith University Postgraduate Students Association (GUPSA)	Yes	Yes	Yes*	Yes	Yes	No	N/A
Gold Coast Guild	Yes	Yes	Yes	Yes	Yes	No	N/A

\*Griffith is satisfied that the SRC and GUPSA are independent student-led organisations in line with governance requirements and have committed to further strengthening our level of satisfaction in meeting this requirement. This reflects our ongoing commitment to continuous improvement and to ensuring robust alignment with legislative expectations.

## Declaration by Person of Authority

I, Shaun Ewen, Deputy Vice Chancellor (Education) of Griffith 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.

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 Shaun Ewen

Deputy Vice Chancellor (Education)

26 June 2025



**50 YEARS OF MAKING IT MATTER.**