

Macquarie University

Student Services and Amenities Fee (SSAF)

FY2024 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

In 2023 a student SSAF survey was sent to 41,200 students enrolled at Macquarie University as part of the University's consultation that informs the annual SSAF allocation process. This survey enabled the University to obtain direct comment and feedback from across all student cohorts and study modes, at a comprehensive level, to inform decision-making on service delivery and the provision of non-academic amenities for students. A total of 6,309 completed responses (15.4%) provided a strong and representative sample of the student voice.

Building on the insights gained through this consultation, the 2024 SSAF allocation focused on progressing key priorities and initiatives identified by students. Ongoing engagement with the Student Representative Committee (SRC) has ensured that evolving student needs remain central to the University's planning and investment in SSAF-funded services.

The following table identifies students' priority spend preferences from the survey sample:

| Rank | SSAF Allowable Category of Expenditure | Count | % |
|--------------|--|--------------|-------------|
| 1 | Helping students obtain employment or advice on careers | 1,274 | 20% |
| 2 | Helping students with their financial affairs | 775 | 12% |
| 3 | Promoting the health or welfare of students | 738 | 12% |
| 4 | Providing food or drink to students on campus | 735 | 12% |
| 5 | Helping students develop study skills | 628 | 10% |
| 6 | Supporting overseas students with welfare, accommodation and employment services | 517 | 8% |
| 7 | Supporting student clubs and groups | 275 | 4% |
| 8 | Providing student libraries and reading rooms for non- academic purposes | 228 | 4% |
| 9 | Advocating students' interests in relation to rules, policies and procedures | 225 | 4% |
| 10 | Advising students about university rules, policies and procedures | 217 | 3% |
| 11 | Helping students secure accommodation | 198 | 3% |
| 12 | Caring for children of students | 131 | 2% |
| 13 | Supporting student sport or other recreational activities | 129 | 2% |
| 14 | Giving students information about orientation | 64 | 1% |
| 15 | Supporting the student media and content | 39 | 1% |
| 16 | Supporting an artistic activity by students | 39 | 1% |
| 17 | Providing legal services to students | 39 | 1% |
| 18 | Helping students obtain insurance against personal accidents | 31 | 0% |
| 19 | Supporting debating by students | 26 | 0% |
| Total | | 6,308 | 100% |

SSAF 2024

The **top three** services identified by the students in each of the three themes:

| Student Support Services: | Student Social and Cultural Activities: | Student Recreation and Sport Activities: |
|---|--|---|
| <ol style="list-style-type: none">1. Academic support and skills development (90% of all preferences)2. Careers counselling and advice (79% of all preferences)3. Emergency welfare support for students (73% of all preferences) | <ol style="list-style-type: none">1. On-campus food events and services (85% of all preferences)2. Social and cultural on-campus events (80% of all preferences)3. Student celebrations, recognition and awards (69% of all preferences) | <ol style="list-style-type: none">1. On-campus student gyms (80% of all preferences)2. Social sport, health and fitness (78% of all preferences)3. Participation in inter-university sports events (61% of all preferences) |

Highlights from the work undertaken in 2024 are summarised below.

Student Support Services

- *Careers and employability*

The University continued to support students in building their employability and navigating their career journey through tailored guidance, employer partnerships, and access to key tools such as My MQ Career Zone, CV360, Employability Connect, and the Macquarie Student Employment (MQSE) program.

- *Academic support and skills development*

Peer Assisted Study Sessions (PASS) were offered in units with high failure and withdrawal rates to support student success and retention. In 2024, over 1,100 students participated across the faculties.

WriteWISE connected undergraduate and postgraduate coursework students with trained peer-writing leaders, delivering 1,134 academic writing support consultations in 2024 to build students' communication skills and confidence.

- *Supporting student clubs and groups*

The Student Representative Committee (SRC) plays a key role in advocating for student needs and enhancing the student experience at the University. In 2024, SRC-sponsored projects included the provision of fidget cubes to support neurodiverse students, offering discreet and effective tools to manage anxiety, improve focus, and regulate sensory input in both academic and social settings. These sensory tools reflect the SRC's broader commitment to fostering an inclusive, supportive campus environment. Additionally, the SRC allocated a total of \$43,967 in grants to support individual students and student clubs and societies throughout the year. These grants contributed to events, initiatives, and student-led projects that promote wellbeing, connection, and inclusion across the campus community.

- *Student Wellbeing*

The Student Wellbeing Service provided timely, person-centred support to help students manage personal, emotional, or health-related challenges affecting their studies or wider university experience. Support included short-term counselling, welfare assistance, accessibility services, referrals to external providers, and practical help to regain stability and remain engaged in their studies.

- *Providing food or drink to students on campus*

The University maintained its commitment to student wellbeing through access to nutritious and affordable food on campus. During session, students accessed free options such as the Breakfast Bar, which offered fruit, cereal, and tea or coffee to help start the day well. To reduce daily food costs, the University partnered with campus vendors to offer subsidised meal deals, making lunches and snacks more affordable for students. In addition, the University led a Food Hub initiative, providing students with free weekly access to essential groceries. This included fresh items like bread, milk, fruit, and vegetables, as well as staples such as rice, pasta, canned goods, and meal preparation kits – ensuring students had what they needed to stay nourished and focused on their studies. In 2024, over 14,300 food items were distributed through this initiative, directly supporting students experiencing food insecurity.

- *Helping students secure accommodation*

The University supported students in securing safe and suitable accommodation as they transitioned into university life. From the moment an offer was accepted, the accommodation team provided personalised guidance and direct contacts to help students explore their housing options. Through the MAC2024 online onboarding module, students could connect with potential roommates, explore on-campus living, and access practical advice on engaging with real estate agents for off-campus rentals. During orientation, a dedicated accommodation help desk offered additional support, assisting students experiencing issues with pre-booked housing or still seeking a place to live with tailored advice and solutions.

- *Giving student information about orientation*

The University supported students with a comprehensive orientation program designed to ease the transition into university life. In 2024, the Kickstart program was delivered for both Session 1 and Session 2 commencers, offering a tailored experience that combined faculty-specific information with broader skills-based and onboarding sessions targeted to diverse student cohorts. These sessions played a vital role in helping students build confidence and a sense of belonging. The program featured workshops on public speaking and resilience, dedicated welcome events for international students, guidance on navigating university support services and exploring Sydney and its surrounds. Postgraduate networking events fostered valuable peer connections, while a range of social activities helped international students connect with like-minded domestic peers – supporting friendships and building strong networks from the outset of their academic journey. In total, more than 24,500 students engaged with the Kickstart program in 2024.

The University enhanced the orientation experience for new students with a dedicated online onboarding module, MAC2024, available to all commencing students after accepting their offer. This self-paced module provided essential pre-arrival information – from finding accommodation and navigating from the airport to campus, to highlighting the free airport pickup service for international students. It also set expectations for orientation and Kickstart, offering a preview of the first two weeks of study, helping students feel informed, confident, and ready to begin their academic journey.

In addition to the main Kickstart program, the University delivered Kickstart Plus and Kickstart Express to meet the evolving needs of students. Kickstart Plus supported those who missed the main orientation period or commenced their studies later, offering a condensed version of key in-person modules alongside curated social events to help students connect with peers and access essential onboarding content. Kickstart Express, held during the mid-session break, was designed for students who had received disappointing results or needed additional academic support. These workshops focused on building confidence and strengthening academic skills. They were delivered in partnership with the University's Academic Support Skillshops – equipping students with practical strategies to improve performance and enhance their overall learning experience. In 2024, a total of 6,628 students engaged with Kickstart Plus and Kickstart Express.

Student Social and Cultural Activities

- In 2024, over 119,000 student engagements were recorded across a broad range of social, cultural, academic support, and wellbeing initiatives. These included large-scale events such as Convocation, Kickstart, and Graduation; cultural and awareness-raising activities like Days of Significance and Sextember; targeted support for specific student cohorts including international, neurodiverse, and at-risk students; and student-led initiatives such as Peer Mentor programs, Student Group events, and the student publication *Grapeshot*. These activities fostered a strong sense of belonging, community connection, and student success across the University community.

| Initiative | # Students |
|--|----------------|
| Convocation | 1,120 |
| Kickstart S1 & S2 | 24,500 |
| Mac2024 Enrolment online onboarding for new students | 7,707 |
| Kickstart (express and Plus) S1 & S2: Additional support up until Census Date | 6,628 |
| International student targeted events to promote sense of belonging and connection, information about Sydney and Surrounds | 3,107 |
| Peer Mentor activities – academic focus | 2,939 |
| Swim Safe – supporting international students with learning how to swim | 745 |
| Stay on course – Academic focus | 795 |
| Student Success Celebration for high performing students WAM of >80 | 1,542 |
| Days of significance activations and cultural events | 2,440 |
| Student group workshops for training and development for student leaders | 352 |
| Student Group events | 3,605 |
| At risk calling – students at risk of failing and providing academic support | 7,780 |
| Welcome calling campaigns S1 & S2 – providing information about resources and referrals for academic support | 2,701 |
| Food Security – delivery of food to students who are experiencing food insecurity | 14,313 |
| STI clinic appointments – sexual health support | 57 |
| Exam distress support activities including academic support and referrals | 5,900 |
| Neurodiverse Student engagement | 125 |
| Grapeshot – student publication, number of magazines circulated | 9,000 |
| Student experience survey activations | 561 |
| Sextember engagement – sexual health awareness, workshop and activities | 1,796 |
| Graduation | 8,481 |
| Proactive support and referrals for students on academic progression S1 and S2 | 9,636 |
| TOTAL | 119,554 |

Student Recreation and Sport Activities

- The University continues to support student access to sport and recreation through subsidised initiatives, including discounted memberships at the Sport & Aquatic Centre and dedicated support for student athlete programs, sports clubs, and sport scholarships, all coordinated by the Sport Development team. In addition, this support in 2024 enabled students to engage in a range of competitive and representative opportunities, including:
 - 302 Students were supported to compete at UniSport Nationals events held across Australia. Students represented the University at standalone Championships for athletics, swimming, T20 cricket and 3x3 basketball taking students across New South Wales, Victoria and Queensland. An additional 247 students attended Division 1 & 2 Nationals competing across more than 14 sports at the week-long competition held in Canberra, ACT.
 - Students also represented the University and Australia on the international stage, including at the 2024 World University Orienteering Championships in Edinburgh, Scotland, and as part of the Australian Universities T20 Cricket Team in India.

SSAF Revenue Summary

| | 2024 Allocation \$ ¹ | 2024 Actual \$ |
|--|------------------------------------|---------------------|
| SSAF Revenue | \$12,180,529 | \$12,180,529 |
| SSAF revenue carried forward from 2023 | \$0 | \$0 |
| Total SSAF funds available for 2024 | \$12,180,529 | \$12,180,529 |
| SSAF revenue carried over into 2025 | \$0 | \$0 |

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 **\$12,180,529**

| Student Status | 2024 SSAF charged \$ ² | Number of students charged in 2024 ³ |
|---------------------------------------|-----------------------------------|---|
| Full-time ¹ (> 0.75 EFTSL) | \$10,278,587 | 35,015 |
| Part-time ¹ (< 0.75 EFTSL) | \$1,901,942 | 11,588* |
| | | Total: 46,633 |

*Includes 4,530 students who completed both full-time and part-time study during the year and have been counted as part-time for SSAF reporting purposes.

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 | 0 | 0 |

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.

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 | 2024 Total Allocation \$ | 2024 Total Actual Spend \$ | Are services available online? | Estimated No. of students accessing services |
|---|--------------------------|----------------------------|--------------------------------|--|
| 1. Health Services | \$3,361,019 | \$3,361,019 | Y | 11,285 |
| 2. Clubs or other associations | \$3,065,896 | \$3,065,896 | | |
| a. Sporting | \$1,313,217 | \$1,313,217 | N | 3,880 |
| b. Internal student politics (includes the SRC) | \$215,367 | \$215,367 | Y | 105 |
| c. Gender, sexuality, ethnicity, race, or nationality-based | \$303,492 | \$303,492 | Y | 10,305 |
| d. Areas-of-study related e.g. law | \$607,110 | \$607,110 | Y | 1,225 |
| e. Other activities e.g. music, debate, chess | \$156,418 | \$156,418 | Y | 3,515 |
| f. Other (Food, Childcare) | \$470,292 | \$470,292 | Y | 25,500 |
| 3. Accommodation | \$404,683 | \$404,683 | | 3,370 |
| 4. Employment/career services | \$2,155,437 | \$2,155,437 | Y | 1,125* |
| 5. Legal aid | - | - | | |
| 6. Support for financial affairs | - | - | | |
| 7. Other student amenities (media and content, Library) | \$37,462 | \$37,462 | Y | 4,695 |
| 8. Other - please provide description | \$3,156,032 | \$3,156,032 | | |
| a. Helping students develop study skills | \$1,589,039 | \$1,589,039 | Y | 2,265 |
| b. Supporting overseas students | \$484,194 | \$484,194 | Y | 17,340 |
| c. Giving students information about orientation | \$776,529 | \$776,529 | Y | 16,965 |
| d. Advocating students' interests in relation to rules, policies and procedures | \$282,656 | \$282,656 | Y | 1,635 |
| e. Helping students obtain insurance against personal accidents | \$23,614 | \$23,614 | Y | 44,734 |
| Total | \$12,180,529 | \$12,180,529 | | |

*In person appointments/engagement only. Online appointment records not available.

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

1. Allocation of SSAF revenue – U@MQ

| Organisation Name ¹ | Australian Business Number (ABN) | Supported Key Area | Total SSAF Funding Received from provider \$ | % of total SSAF revenue collected by the Provider |
|--------------------------------|----------------------------------|----------------------------|--|---|
| U@MQ Ltd | 27 125 926 169 | Club or other associations | \$1,313,216 | 11% |
| U@MQ Ltd | 27 125 926 169 | Other (Food and childcare) | \$470,292 | 4% |
| Total | | | \$1,783,508 | 14% |

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

In 2024, there was no student-led organisation at Macquarie University that met the requirements of Section 19-39(3) of HESA and the SSARA Guidelines. Accordingly, no SSAF revenue was allocated to a student-led organisation as defined by the Act.

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

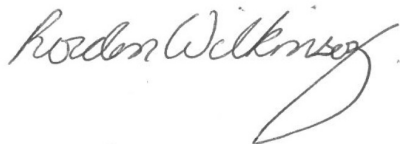
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¹Note: Only organisations, bodies or third-party providers who receive over \$1,000 in SSAF funding are expected to be disclosed.

Declaration by Person of Authority

I, Rorden Wilkinson, Deputy Vice-Chancellor Academic of Macquarie 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.

A handwritten signature in black ink, reading 'Rorden Wilkinson', with a stylized flourish at the end.

Professor Rorden Wilkinson

Deputy Vice-Chancellor (Academic)

27 June 2025