

# Student Services and Amenities Fee (SSAF) 2023 Report



# SSAF Report 2023

'We have earned a reputation for providing one of the best student experiences in the country. Among our undergraduate cohort, 2023 marked 13 consecutive years as the highest overall satisfaction rating for students in Victoria, and seven consecutive years for the best overall student experience. Our commitment to distance and digital education is longstanding, while we continue to build on the sophistication and efficacy of our learning experiences that harness physical, digital and human connections.'

Vice Chancellor  
Iain Martin

## 2023 Highlights

- Increases in financial support and assistance for students to aid with increased cost of living expenses.
- Greater engagement with Orientation and Campus based events.
- 20% increase in Fitness Centre memberships.
- Focused spotlight on the prevention of and response to incidents of Gender Based Violence and Sexual harm.
- Connected and engaging Peer Support services including 24/7 availability.
- Sustainable, paid employment opportunities for our students.

## 2023 Funding Priorities

- Independent advocacy and general representation.
- Sporting programs including competitions; support for sporting clubs, fitness clubs and sporting ground operations; elite athlete support.
- Social and cultural engagement, including support for non-sporting clubs and societies; Orientation; on-campus and online engagement activities; and student volunteers.
- Supporting students at academic risk – intervention and learning support programs.
- Student welfare, including crisis relief/support and financial and material needs.
- Student employment and career development programs.
- Student health and wellbeing services (mental health, health promotion, prevention and response to sexual harassment and sexual assault, family violence support).
- Inclusive support for students with a disability.

# Income and expenditure

Here are some of the ways your SSAF has enhanced student life in 2023.

USE OF FUNDS	SERVICE PROVIDER	2023 FULL YEAR
Direct advocacy, representation and student welfare	DUSA	\$1,417,132
Sporting programs	DUSA	\$330,984
Student engagement	DUSA	\$991,541
Student media (by students)	DUSA	\$341,726
Administration	DUSA	\$1,036,017
Organisational Governance	DUSA	\$27,600
Digital service provision	Deakin	\$321,417
Social and cultural engagement (for Cloud and on campus)	Deakin	\$297,189
Disability support	Deakin	\$243,255
Mental health programs and services	Deakin	\$975,484
Health wellbeing and specialist support services	Deakin	\$594,543
Cloud peer support	Deakin	\$121,318
Graduate outcomes – careers and employment services	Deakin	\$190,797
Sexual harm prevention	Deakin	\$208,140
University sport and recreation management and development	Deakin	\$472,572
Safer Community	Deakin	\$420,233
After hours academic support	Deakin	\$109,000
Carryover from 2022		\$339,262
<b>Total SSAF income</b>		<b>\$8,166,484</b>
Carryover into 2024 <sup>1</sup>		\$407,343

1 Residual carried over into 2024 (\$407,343) is a combination of the Carryover from 2022 into 2023 (\$339,262) and the balance remaining from underspend in 2023 (\$68,081)

# Key SSAF outcomes 2023

## Deakin University Services and Amenities

### ► Disability Resource Centre

Disability Liaison Officers (DLOs) work directly with students and the University to identify and implement educational adjustments and services for students with disability. DLOs also build the University community's capability to include people with disability in university life. The Disability Resource Centre (DRC) continues to support the adaptation and embedding of the *Disability Discrimination Act 1985* and the Disability Education Standards 2005.

- SSAF supported the Navigate program, providing mentoring to neurodiverse students and is provided jointly with the Counselling and Psychological Support (CAPS) team. A program similar to Navigate has been developed that supports students with Attention Deficit Hyperactivity Disorder (ADHD) – an increasing cohort of students within the University.
- SSAF funded 2 FTE of Disability Liaison Officer (DLO) positions supporting 1,176 students (1:588) (5,175 students were registered with the DRC in 2022).
- In 2022 the DRC undertook: 3,942 appointments, 20,352 recorded contacts and 21,022 Access Plans were sent to Unit Chairs.<sup>1</sup>

1 Source: ServiceNow 2023 data.

### ► Graduate Employment

SSAF funding supports implementing career education in courses that currently have low employment outcomes as measured by the Graduate Outcome Survey (GOS), Mentoring provided by industry professionals and includes professional development, networking and assistance with job applications and Paid Freelancing (short-term) roles.

- 34 student roles have been filled in 2023 for paid stepping stone positions. Diverse range of students selected for the roles, with a mix of gender, courses and background. Students are supported by industry project managers.
- Career Education Development within the Curriculum supported the following numbers of SEBE students in 2023 with SSAF funded activities:
  - Trimester 1: 2996
  - Trimester 2: 998
  - Trimester 3: 283
- 18 students supported by industry mentors over 2021 and 2022. 17 out of 18 students secured paid employment as a result of the program.

### ► Mental Health Program and Services

- Counselling and psychological support services: SSAF funded 39% of the 7,897 (3,080) consultations that were provided to 3,504 (1,367) individual students in 2023.
- Student Wellbeing Liaison (SWL) consultations: SSAF funded 39% of the total 710 (277) consultations that were provided to staff and students, including the provision of direct support and assessment to 97 (38) individual students experiencing distress in 2022.
- Mental Health First Aid builds capability across the university community in recognising and supporting student mental wellbeing (23 training sessions were delivered to 35 student leaders and 167 staff).
- More than 1,000 students in Trimester 1 and 800 in Trimester 2 engaged in Mind Matters events in 2023.



## ► Safer Community

Safer Community develops and delivers precautionary measures (safety) plans, communications plans and provides ongoing advice and referral to students impacted by sexual harm, family violence and/or threatening, aggressive or persistent behaviour.

- In 2023 Safer Community Advisers (3 FTE) responded to approx. 353 (24% increase on 2022) disclosures involving family violence and/or behaviours of concern.
- On average Safer Community receives between 6 and 7 new disclosures each week (353 disclosures/52 weeks per year). The majority of disclosures are, however, received during teaching periods resulting in an average of 9–10 new disclosures each week during these periods.
- Each interaction with a student is often less than one hour in duration, with additional work subsequently undertaken to arrange support requested by the student.

## ► Sexual Harm Prevention

Deakin's Respect and Sexual Harm Strategy notes our key areas of focuses in 2023, including respectful communities, sexual harm, academic teaching and learning, community engagement and monitoring and evaluation.

- **Training workshops (students):** 244 students participated in training workshops (2022: 185) – 93% of evaluation survey student respondents agreed that they were satisfied with the training sessions.
- **Guest lectures (students):** DEI developed and delivered 12 (8 face to face and 4 online) guest lectures to 536 students at Burwood, Waurm Ponds, Waterfront and Warrnambool campuses (2022: 298) – 92% of evaluation survey respondents agreed that they were satisfied with the session.
- **Training workshops (staff):** 979 staff participated in training workshops (2022: 482) – 97% of evaluation survey staff respondents agreed that they were satisfied with the training sessions.

## ► Sport and Recreation Programs

Sport and Recreation's plan is incorporated into the Deakin Sport Network Strategic Plan that directly relates to the strategic plans with the university. The Deakin Sport Network has a range of collaborative partners within Deakin including, School of Exercise and Nutrition Sciences, Sport Management, DUSA, Infrastructure Planning and Precincts, Marketing, Media and Faculties.

- Fitness Centre memberships: Peak total student members 1,473 based on 80% of total members (19% increase from 2022)
- Fitness Centre attendances: 61,673 student attendances to fitness centres (46% increase from 2022)
- Deakin MOVES: 7,626 student contacts (31% increase from 2022)
- Personal training: 295 student sessions (15% increase from 2022)
- Deakin PLAY: 32 teams – 325 participants

## ► Student Academic and Peer Support Services

SSAF funds allocated to Student Academic and Peer Support Services (SAPSS) are used to provide the transition mentoring 'Success Coach' program for commencing online postgraduate (PG) and undergraduate (UG) students, and after-hours study support through the SmartThinking and subsequently Studiosity online 24/7 writing feedback and online tutoring services.

- SSAF funding supports the 0.8 FTE Success Coach program Senior Officer, and payments to student success coaches of two to four hours a week throughout the program.
- 1,803 UG commencing students and 3,306 commencing PG students were contacted by a student success coach across the 2023 academic year. Of these 1,151 requested and received individualised responses from their coach.
- In the 2023 academic year, there were 1,875 hours of service used of 24/7 after-hours support, for a total of 1,569 students with 2,767 interactions.

## ► Student Communications (digital service provision)

This program delivers student communication content to students across a multitude of student communication channels including Deakin Life blog, Student newsletter, Getting Started, Deakin Life Social media channels, Digital signage, lockscreen, DeakinSync, Starting Out Orientation Communication, and posters across the campus.

- Student newsletters sent: 1,393,392; opened: 558,420 and click throughs: 31,629.
- DeakinLife blog views: 365,382 and visitors: 183,595.
- Deakin Life Social: Instagram 12,846 followers.
- Getting Started blog views: 207,637 and visitors: 78,984.

## ► Student Orientation and Engagement (digital service provision)

Orientation and engagement experiences are delivered for all students at Deakin:

- Orientation and engagement activities were delivered to 21,000 commencing students.
- 75 HEW 1 Student Experience Ambassadors employed (Student role).
- 15 HEW 2 Student Experience Officers employed (Student role).
- Delivery of the following events, activities and activations: Welcome to Country Video, Fusion Festival, Summer campaign, Colour run – DeakinACTIVE, NAIDOC Week activations, Reconciliation Day, IDAHOBIT, Pride Week – Student videos, Resourcing support for all health promotion activities. Wear it Purple Day, Mid-Autumn Festival, Social Inclusion Week.

## ► Student Health Specialist Programs

Supporting the welfare of students with multiple and complex needs via the Student Wellbeing Case Management service (previously Senior Student Adviser) and supporting the health and wellbeing of students through the provision of medical and allied health services.

- Student Wellbeing Case Management service (1.8 FTE): In 2023, 68 students were supported through this service. 75% of students accessing the service were located at the Burwood campus. The remaining 24% were located at Geelong and Warrnambool. 77% were domestic students and the remaining 23% were international. The average number of active cases in 2023 was 41.9 (range 19–79 cases). The monthly number of cases across the year vary. Services peak periods are usually during April, May, June and August.
- SSAF funds 9% of the provision of medical and allied health services. A total of 23,392 (2,105) consultations were provided to students and staff. The average number of consultations per month were 1,949 (175). The number of consultations per month vary. Peak times for the service are between March and June.



## DUSA Services and Amenities

### ► Advocacy Service Provision

In 2023, the service assisted 2,393 cases, an increase from the 2022 cases recorded in 2022. The increase is attributed to a greater volume of students seeking guidance with multi allegation contract cheating cases and alterations made to the categorisation of cases to align with changes to university procedure and to increase the accuracy of data.

FACULTY	CASES
Arts and Education	362
Business and Law	663
Health	764
Science, Engineering and Built Environment	589
Deakin College	362
Non-students and staff	10

### ► DUSA Sporting Clubs

DUSA Sporting Clubs range in their purpose, from playing in a regular competitive league, offering a social sport fixture on or off campus or gathering a group of like-minded students around a particular sport. During 2023, student sporting clubs continued to grow and got back to the pre-pandemic level of 23 clubs. Student demand to participate in social sport with DUSA clubs was very strong, however, club's ability to attract and retain volunteers is an ongoing and growing challenge.

The number of club members went from 1,897 in 2022 to 1,956 in 2023. Community-based club partnerships grew from 7 to 9 clubs in 2023. These clubs continue to provide an excellent option to students where we do not have capacity either from a student club or offer a sport from a facilities perspective.

### ► University Nationals

The 2023 University Nationals, held across the calendar year included 23 Deakin students across 29 teams. The multisport 'Nationals' event returned to the Gold Coast, a much easier location to access from the eastern states. Deakin continue to lead a cultural shift in representative sport, focussing on sport performance.

### ► Orientation events

Building on the success of previous years DUSA continues to work collaboratively with the unified Deakin Orientation experience again during 2023. The strength and seamlessness of this program has developed since 2021 and now a business-as-usual activity. The aim of our activities is to provide students with the opportunity to make new friends and become more connected to the University and all the offerings. The planning and delivery of these major activations occurs in collaboration with the Student Services Orientation team.

DUSA, as in prior years, was heavily involved in delivering on-campus experiences for Trimester 1 Orientation that help to form social connections that lead to student success. While attendances are quite low, we continue to offer an online social Orientation program that complimented the traditional on-campus welcome experiences.

DUSA's online information sessions were again popular with over 1,000 registering for the 'Get to Know DUSA' session that occurs at the commencement of each trimester. With the peak attendance at zoom meeting at around 600.

## ► DUSA Clubs and Societies

In 2023 we have seen students returning to campus life perhaps not in the same number as pre Covid which translates into an increase in students becoming members of clubs. A critical part of the club's program is the training of the Club Executives to successfully manage a club, the positions range from President and Treasurer to Events and Activities each position contributes to the University experience. It has become evident that the loss of knowledge during the Covid years has impacted the handovers between Club Executives leading to a greater level of guidance and training required creating an increased workload for the staff. Clubs continued to deliver in excess of 2,000 events across all the campuses and although the net number of clubs have stayed similar to 2022, there has been an increase in participation by almost 10% or 750 students.

YEAR	# OF CLUBS	# OF MEMBERS
2023	86	9,001
2022	85	8,251
2021	113	8,974
2020	130	10,736
2019	131	12,216

## ► Survival Centre

Since 2015, DUSA has operated the Survival Centre to provide emergency supplies to students experiencing financial hardship. Since inception there have been many alterations to operations, assessment processes, and the variety of products available to students on the centre. With the continued increase in the cost of living and improved awareness of the Survival Centre usage continued to increase with DUSA recording a substantial rise from the 65 recorded cases in 2022 to 329 cases in 2023. Whilst many of students attended only once, there was a significant increase in students attending multiple times throughout the year, with one student seeking support on 10 different occasions. DUSA additionally provided 32 Coles Gift Cards to students with the majority being provided to students enrolled online and unable to attend campus to access the Survival Centre.

SURVIVAL CENTRE CASES BY CAMPUS



- Burwood: 205
- Geelong Waterfront: 5
- Geelong Waurn Ponds: 114
- Warrnambool: 1
- Cloud: 4





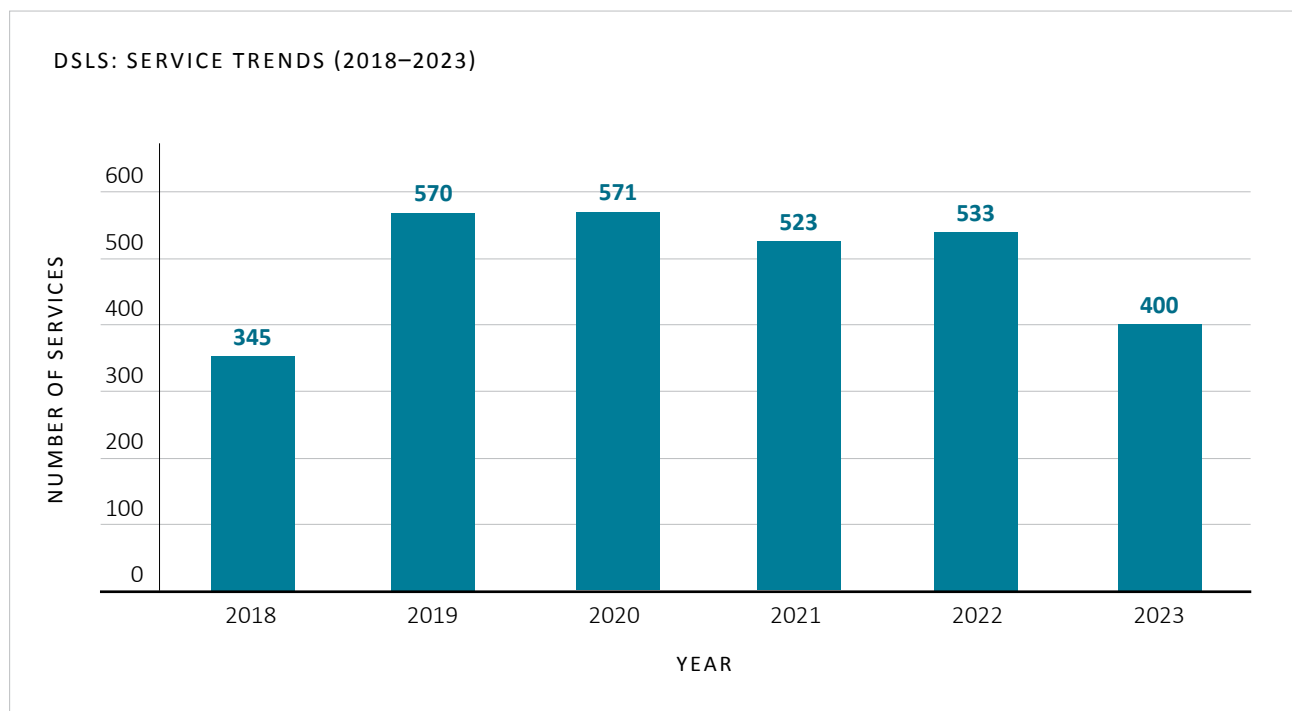
## ► Food Pantry

With the increase cost of living across 2023, the DUSA Food Pantry was an important program for students experiencing food insecurity and financial hardship to access food support. The program's goal is to provide students with necessary groceries, assist in the development of cooking skills, and provide information to improve nutritious eating habits. Through the provision of fresh produce, vegetables, and pantry staples, the program endeavours to empower students to prepare nutritious meals tailored to their dietary needs and preferences, thereby diminishing their dependence on fast food and unhealthy dietary choices. Moreover, the program aims to cultivate a welcoming and confidential atmosphere for students who may hesitate to seek support, ensuring they can access vital resources and assistance without fear of judgment. In 2023, DUSA hosted 11 event days and provided food aid to 1,996 students in Trimester 1 and 2,399 students across all Deakin campuses in Trimester 2.

## ► Legal Advice

As with many services, the Deakin Student Legal Service (DSLS) continued to work in a hybrid model with staff working from home (WFH) in delivering legal services and community legal education remotely.

The DSLS team continued to see several benefits in the widespread adoption of recent technologies. Eastern Community Legal Centre (ECLC) and Barwon Community Legal Service (BCLS) have been able to work more closely and pool resources to the benefit of all students. Zoom appointments and webinars have meant that students stuck outside Australia were still able to access the DSLS appointments and legal information sessions through webinars. Recorded online webinars also meant that students did not have to rely on being available (due to timetable clashes or those outside Australia) to attend information sessions live.



# Contact us

For further information, please visit the Deakin website at [deakin.edu.au](https://deakin.edu.au).

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