

Student Services and Amenities Fee (SSAF) 2024 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.

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.

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Building a brighter
future, together.



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SSAF Consultation and Achievements

In accordance with Murdoch University Act 1973 (20A, (3)) no less than 50% of the SSAF fee collected is allocated to the Murdoch Guild of Students. The remaining funds are distributed across Access, Wellbeing and Equity, Student Success, Sports and Recreation, and other project-based initiatives. All allocations are assessed to ensure compliance with Commonwealth legislative requirements governing SSAF administration.

In 2024 SSAF funding enabled a range of impactful initiatives that enhanced student wellbeing, engagement, and success:

- **Medical Services**

SSAF funding supported a 16% increase in student usage compared to the five-year average, despite reduced GP availability. Nurse and emergency visits rose significantly. The service also achieved a three-year re-accreditation from the Royal Australian College of General Practitioners, securing Medicare incentives and affirming high-quality care standards.

- **Murdoch Active**

Nearly 10,000 students benefited from SSAF-funded health, fitness, and recreational programs. Highlights included discounted/free gym and esports memberships, personal training and group fitness sessions led by Exercise Science students, elite athlete subsidies, and support for student sports clubs. These initiatives promoted wellbeing, engagement, and experiential learning.

- **Launchpad Drop-in Sessions**

Hosted 45 informal 'drop-in' sessions, where students could come by the Launchpad space between 12-1pm to query employability or career readiness support – the team would often receive queries outside of this remit but were able to assist by directing students toward the right areas to access the support needed. We found that hosting these drop-in sessions allowed for students to engage in a low-stress, face-to-face interaction, which predominantly assisted international

students that may have had a narrower base of understanding of the support network available to them at the South Street campus.

- **Studiosity Academic Support**

SSAF funding enabled continuous access to Studiosity, an online academic support service, to provide students with timely academic assistance in writing, referencing, study skills, exam preparation, and numeracy. The service achieved a 93% student satisfaction rate and was recognised as a contemporary academic support solution, aligning with practices at 31 other Australian universities.

- **The Den Wellbeing Hub**

SSAF supported the ongoing operation of The Den, enabling it to operate as a five-day-a-week peer-led wellbeing hub that provided a safe, inclusive space for students to connect, access support, and engage in free creative, mindfulness, and wellbeing activities. The program extended its reach to international students through year-round “International Café” sessions and to the Mandurah campus via the new “Chat n Chill” pilot. Staffed by a multidisciplinary team, The Den facilitated early intervention and destigmatised mental health support, with its model showcased at national conferences for its positive impact on student wellbeing and inclusion.

- **Meet Murdoch and Student Central**

SSAF funding enabled the delivery of high-quality, frontline student services. The team handled over 100,000 unique queries, providing triage, referrals, and guidance on matters including health and welfare, careers, accommodation, financial affairs, insurance, and university rules. With SSAF support, services were extended to cover periods such as university shutdowns, ensuring students received timely assistance throughout the year.

- **Student Success Officer Project**

Targeted support was provided to international students navigating academic and administrative challenges. The project assisted 757 students with visa compliance and supported 263 students transitioning or returning to study. Tailored interventions for 15 students in the amber progression band led to improved outcomes for two-thirds.

- **Students as Change Agents**

This co-curricular leadership program empowered students to deliver projects aligned with Murdoch University’s strategic themes, including sustainability, equity, and student wellbeing. Participants received mentorship, skill development opportunities, and funding to deliver impactful initiatives such as the “Books for Kulbardi” donation program and the “GenAI Connect” resource hub. The program enhanced student engagement, employability, and institutional collaboration, with outcomes showcased at national forums and contributing to the development of a university-wide Student Voice Framework.

- **International Student Mental Health Project**

SSAF funding supported the continued employment of the International Mental Health Practitioner (IMHP), who delivered 643 counselling appointments for 464

international students. The IMHP also facilitated weekly International Café sessions, staff training, and crisis support, significantly enhancing wellbeing outcomes.

- Kulbardi Student Ambassador Program**
SSAF funding enabled casual employment for Aboriginal and Torres Strait Islander students, who played a key role in co-facilitating workshops, events, and information sessions for prospective students, supporting their transition into university life. The program offered flexible work arrangements, job-readiness training, and strengthened student connection with the Kulbardi Aboriginal Centre, contributing to both personal development and community engagement.
- Elite Athlete Support**
Five student-athletes received financial assistance to participate in national and international competitions. The initiative reduced financial barriers, enhanced performance, and promoted university pride. Recipients also served as ambassadors and role models.
- UniSport Australia Indigenous Nationals**
SSAF funding supported the participation of 12 First Nations students and two staff in this national multi-sport event. Funding covered travel, accommodation, and other costs. The initiative fostered cultural pride, leadership, and student engagement, with the introduction of Boordiya (leadership) and Wirin (spirit) awards recognising outstanding contributions.

SSAF Revenue Summary

The following table sets out 2024 allocated and actual SSAF revenue. This includes any SSAF funds carried forward from the previous reported year and any SSAF funds carried over to the next reporting year.

	2024 Allocation \$ ¹	2024 Actual \$
SSAF Revenue	\$4,852,736	\$4,633,922
SSAF revenue carried forward from 2024	-	\$419,696
Total SSAF funds available for 2024	\$4,852,736	\$5,053,618
SSAF revenue carried over into 2025	-	\$231,515

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*. In 2024 the maximum SSAF was \$351.

Student Status	2024 SSAF charged (\$) ²	Number of students charged in 2024 ³
Full-time ¹ (> 0.75 EFTSL)	\$351	6,649
Part-time ¹ (< 0.75 EFTSL)	\$175	11,972
Total		18,621

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.

Student Status	2024 SSAF charged \$ ²	Approx. number of SSAF students remote learning 2024 ⁴
Remote learning/Online only	\$87	1,777

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.

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	Sum of 2024 Total Allocation \$	Sum of 2024 Total Actual Spend \$	Are services available online?	Sum of Estimated No. of students who accessed the services
1. Health Services	1,053,831	\$ 1,064,738	Yes - Selected Services	19,896
2. Clubs or other associations	\$3,103,783	\$ 3,036,491	Yes - Selected Services	40,285
2a. Sporting	\$ 233,785	\$ 231,848	No	9,763
2b. Internal student politics	\$ -	\$ -	NA	-
2c. Gender, sexuality, ethnicity, race or nationality based	\$ -	\$ -	NA	-
2d. Areas-of study related	\$ 472,848	\$ 398,426	Yes	3,077
2e. Other activities e.g. music, debate, chess	\$ 24,561	\$ 33,617	No	2,224
2f. Other (University)	\$ 12,328	\$ 12,340	No	400
2g. Distribution to Murdoch Guild of Students	\$2,360,260	\$ 2,360,260	NA	24,821
3. Employment / career services	393,681	\$ 386,754	Yes	1,020
4. Legal aid	\$ -	\$ -	NA	-
5. Other student amenities	\$ 157,589	\$ 149,785	Yes	10,331
6. Transition/ orientation support services	\$ 80,212	\$ 78,106	Yes	2,762
	\$4,789,095	\$4,715,873		

*Assume total allocations to Murdoch Guild of Students fully spent in 2024.

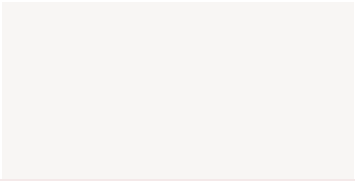
Organisations, bodies or third-party providers that received SSAF funding in 2024

Allocation of SSAF revenue – non-student-led organisations

Organisation ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
Boorloo Aboriginal Cultural Experience	94305313293	The Den - in promoting students' health and welfare	\$1,050	0.02%
Headworks Consulting	13245912438	Students as Change Agents – in helping students to develop academic study skills	\$1,200	0.03%
Prina Shah Consulting	26137796936	Students as Change Agents – in helping students to develop academic study skills	\$11,200	0.24%

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

Organisation ¹	Australian Business Number (ABN)	Supported Key Area	Total SSAF Funding Received \$	% of total SSAF Funding Received
Murdoch Guild of Students	78239253623	Multiple Areas - student engagement,	\$2,360,260	50.93%



welfare,
transition and
other support
programs

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

Organisation ¹	Majority student-led	Democratically elected leaders	Independence	Audited accounts	Corporate Governance policies and procedures established and adhered to
Murdoch Guild of Students	Yes	Yes	Yes	Yes	Yes

¹ 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, Anthony Pine, Chief Financial Officer of Murdoch 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.

Signature of Person making Declaration

Anthony Pine
Chief Financial Officer
Date: 19 June 2025