



Student Services and Amenities Fee (SSAF)

2021 Report





2021 SSAF Report

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Highlights

- Student financial assistance programs
- Rebuilding Orientation to wholly online
- Student engagement and connection programs
- Online Careers Expo
- Establishment of online communities
- Student communication and online channels
- Service delivery moving online for all student services

Priorities in 2021

- Independent Advocacy
- 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; engagement activities
- Student Media (run by students)
- Students at academic risk - intervention and learning support programs
- Student Welfare including crisis relief/support and financial and material needs
- Legal advisory service
- Student Employment and Career Development Programs
- Student Health and Wellbeing: Mental Health Services, Health Promotion, Prevention and response to sexual harassment and sexual assault, Domestic family violence support, Medical Services
- Student Disability Support

Income and Expenditure

Here are some of the ways your SSAF has enhanced student life in 2021:

In 2021, the Deakin University Student Association (DUSA) was engaged under Service Level Agreements to provide a range of services funded from SSAF. Of the \$7,376,412 SSAF funds available for allocation in 2021 \$4,438,219 was dedicated to the provision of services provided by DUSA as indicated in the table below. The remainder of \$2,938,193 was utilised directly by the University to provide services for students as per the funding guidelines.

Use of funds	Service Provider	Approved 2021 Allocations
Direct Advocacy and General Representation	DUSA	\$1,300,000
Sporting Programs including University Games, Club support and Sports Ambassadors	DUSA	\$350,000
Student Engagement Non-sporting clubs and societies Orientation Events Volunteers Cultural engagement Cloud inclusive	DUSA	\$1,000,000
Student Media (by students)	DUSA	\$230,000
Student Welfare General and including Survival Centre	DUSA	\$800,000
DUSA Digital Service Delivery	DUSA	\$180,000
Legal Advisory Service	DUSA	\$370,000
O'Fest	DUSA	\$208,219
Total Allocation		\$4,438,219

Key SSAF Outcomes 2021

Deakin University

Sexual Harm Prevention

Deakin aims to build a strong culture of safety, mutual respect, and inclusion; SSAF funds supported the appointment of 3 F/T staff enabling:

- Delivery of training and capacity building programs
- Coordination of the National Student Safety Survey (NSSS)
- A timely response to the NSSS including education and awareness raising programs, and the development and promotion of student resources.

Sport and Recreation programs

- DeakinACTIVE – provided access to Fitness Centres and fitness programs across all campuses (total 1,190 members/ 5,307 visits)
- DeakinPlay – social sport competition (34 teams participating to date)
- DeakinMOVES – a Fitness App aimed at increasing levels of physical activity and connection with other students (6,131 active users)
- Elite Athlete Program (currently 221 elite athletes registered).

Student Academic and Peer Support Services

Academic and Peer Support services develop and provide academic skills resources and support; SSAF funding enabled:

- Delivery of the transition mentoring program for all commencing Cloud PG and UG students
- Provision of after-hours support
- The Success Coach program supported 2,651 UG commencing students and 5,682 commencing PG students (with a demonstrated lowering of their 'At Risk' profile (SIPU))
- In 2021 the Success Coach program, supported international students located offshore.

Student Communications (digital service provision)

Student Communications delivered student communication content to students via multiple channels as well providing relevant student information for staff; engagement is via:

- Deakin Life Blog (511,380 views)
- Deakin Get Started (284,362 views)
- Deakin Life Social (Facebook, Instagram, and Twitter)
- Student Newsletter (43% open rate).

Student health and wellbeing

The mental health program promotes positive mental health and improved retention and academic success:

- Health, wellbeing and specialist support services aim to optimise student physical, social, mental, and spiritual wellbeing
- Senior Student Advisors provide case management support to domestic and international students with complex and multiple needs
- Medical Centres are provided at each campus (in 2021, 20,409 consultations were provided to 5,424 students).

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 23,434 commencing students
- A blended orientation experience was delivered across T1, T2 and T3 supporting a Welcome desk, and tours and events with student Ambassadors
- Events included Olympic games activations, International Student - Employee rights and Visa Rights sessions, Australian Awards and Student Life@Uni workshops).



Key SSAF Outcomes 2021

Deakin University Student Association (DUSA)

The 2021 student environment was more difficult than previous years with ongoing lockdowns and uncertainty. Despite the challenges DUSA delivered a full program of services and activities for students. This demonstrated our ability to be agile and adapt to the rapidly changing environment. Highlights for the year included:

Advocacy

- Advocacy service provision moved online assisting 2,098 cases slightly down from 2,135 in 2020 with most of the cases Academic Integrity or Misconduct
- Reports provided to Deakin by Advocates on key topics included Review or Results, Contract Cheating Trail Feedback and Remission of Debt
- Established an Advocacy Service Providers Network with universities across Australia with a view to conducting Community of Practice meetings.

Sport

- Significantly impacted by restrictions, most activities moved online to stay connected
- Sports Clubs decreased from 22 to 17 with 1,468 students involved compared to 1,559 in 2020
- Sports Ambassadors increased to 48, from 40 in 2020 and developed and led online sports social events during lockdowns
- 26 Come and Try sports events were conducted with 1,396 students attending
- University Nationals did not go ahead other than the online League of Legends where Deakin finished 10th overall in Division 1 and 5th overall in Division 2.

Legal Service

- 694 Students assisted
- Visa assistance is the most requested area of law, followed by tenancy
- Recorded information sessions on relevant topics were delivered achieving 1,600 views in total.

Student Engagement and Student Media

- 129 orientation events were delivered across the year with 28,000 students participating
- 7 Themed Week activations including Pride, Ubelong, Contract Cheating, Sexual Health, Naidoc Week and Donate Life week.
- 65 Short Courses and tours were conducted with 700 participants
- 121 active student volunteers in the DUSA Crew Program
- Student Clubs experienced significant difficulties, and some did not survive, with 17 closing. Club members dropped from 12,216 in 2019 to 8,974 in 2021.
- Ecamp attracted more attendees than the previous 2 OCamp's, with 94 participants and 23 Student Leaders
- Wordly Magazine published 4 editions this year with 139 student participants in the writing and production
- DUSA Website achieved WCAG 2.1 accessibility for students using a screen reader.

Welfare

- 11 Free Breakfasts serving 1,600 students
- New initiative 'DUSA Food Pantry' commenced providing free fruit and vegetables to on campus students and gift cards for Cloud students. 1,000 students were provided with a gift card and 150 students attended the first event.
- Financial Counsellor had 138 cases in 2021.
- Work and Development permit scheme through Department of Justice has assisted 22 student working off \$40,000 in fine debt.



Contact us

For further information,
please visit the Deakin website at
deakin.edu.au.

Email: respectbelongthrive@deakin.edu.au

Deakin University
221 Burwood Highway
Burwood VIC 3125
Australia

deakin.edu.au

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