



Student Services and Amenities Fee (SSAF)

2022 Report

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Deakin University CRICOS Provider Code: 00113B



2022 SSAF Report

After the challenges of COVID-19 throughout 2020 and 2021, 2022 was the beginning of a return to normal for the University. Deakin was proud to retain our position as first in Victoria for overall satisfaction for both undergraduate and postgraduate students and welcome back our international students in greater numbers, alongside improved engagement with our on-campus activities and initiatives.

Highlights

- Continued financial advice and welfare support for students experiencing distress.
- Increased student numbers at Orientation events.
- Meaningful engagement with on-campus events and campaigns.
- Increase in fitness centre memberships and attendance.
- Connected and holistic responses to students with mental health concerns.
- Development of new student website.
- Improved career education in courses that currently have low employment outcomes.

Priorities in 2022

- 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.
- Student media (by students).
- 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).
- Medical services.
- Student disability support.

Income and expenditure

Here are some of the ways your SSAF has enhanced student life in 2022:

Use of funds	Service provider	2022 full-year spend
Direct advocacy and general representation	DUSA	\$732,545
Sporting programs including University Games, club support and sports ambassadors	DUSA	\$516,832
Student engagement <ul style="list-style-type: none"> • Non-sporting clubs and societies • Orientation • Events • Volunteers • Cultural engagement • Cloud-inclusive 	DUSA	\$1,610,336
Student media (by students)	DUSA	\$464,042
Student welfare General and including Survival Centre	DUSA	\$594,092
Legal advisory service	DUSA	\$556,442
Digital service provision	Deakin	\$345,921
Social and cultural engagement (for Cloud and on campus)	Deakin	\$251,631
Disability support	Deakin	\$196,458
Mental health programs and services	Deakin	\$873,011
Health wellbeing and specialist support services	Deakin	\$295,092

Income and expenditure

Use of funds continued	Service provider	2022 full - year spend
Cloud peer support	Deakin	\$217,063
Graduate outcomes – careers and employment services	Deakin	\$337,809
Sexual harm prevention	Deakin	\$290,192
University sport and recreation management and development	Deakin	\$368,204
Safer Community	Deakin	\$356,593
Carryover		\$350,148
Total SSAF income		\$8,356,410

Key SSAF outcomes 2022

Deakin University

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 uni 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 funded two FTE of DLO positions supporting 1,022 students (4,500 students were registered with the DRC in 2022).
- In 2022 the DRC undertook 3,801 appointments, 19,828 recorded contacts and 18,947 Access Plans were sent to Unit Chairs¹.

Graduate employment

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

- 83 student roles have been filled over 2021 and 2022. Diverse range of students selected for the roles, with a mix of gender, courses and background.
- T1/T2 2022: 2,237 life and environmental science (LES) students have undertaken a career education assessment.
- 70 students supported by industry mentors over 2021 and 2022. Excluding T3, 2022, generally >90% of students in program secured paid employment.

Mental health program and services

- Counselling and psychological support services: SSAF funded 39% of the 7,215 (2,886) consultations that were provided to 2,900 (1,160) individual students in 2022.
- Student Wellbeing Liaison (SWL) consultations: SSAF funded 39% of the 1,068 (427) consultations that were provided to staff and students, including the provision of direct support and assessment to 113 (45) individual students experiencing distress in 2022.
- Mental health first aid builds capability across the university community in recognising and supporting student mental wellbeing (18 training sessions were delivered to 74 student leaders and 172 staff).
- Mental health early intervention – the annual Mind Matters program raises awareness, reduces stigma, and increases help-seeking behaviours for students experiencing mental health difficulties. Overall engagement with face-to-face activations estimated as in excess of 500 students in both T1 and T2.

Safer Community

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

- In 2022, Safer Community Advisers responded to disclosures involving family violence and/or behaviours of concern and disclosures involving sexual harm.
- A student may only engage once in order to receive the support they require. In other instances, ongoing support may take place over 12–18 months or longer if the student is impacted by court cases or other external factors.
- Advisors contributed to university-wide threat assessment/critical incident processes.

¹ Source ServiceNow 2022 data

Key SSAF outcomes 2022

Deakin University

Sexual harm prevention

Deakin's Respect and Sexual Harm Strategy and annual action plans: Key areas of focus include respectful communities, sexual harm, academic teaching and learning, community engagement and monitoring, and evaluation.

- Respect at Deakin online module: equipping staff and students with new skills and knowledge regarding respect and sexual harm – 1,758 commencing students and 711 returning students completed the module.
- Training workshops (staff and students): 'Increased confidence in responding to someone who has experienced sexual harm' and 'Awareness of how to seek and provide support or referral' – 667 staff and students participated in training (482 staff, 185 students).

Sport and recreation programs

- DeakinACTIVE – there was a 15% increase in fitness centre memberships from 2021 to 2022. This peaked in August 2022 with 1,500 members. There were 51,135 visits to the fitness centres in 2022, with students making up ~86% of visits (44,000).
- Deakin Sport Awards – to celebrate sport and performance awards for Deakin students (27 awards presented).
- Deakin sport grants – to support Deakin elite athletes to undertake events, travel and associated costs of participating in elite sport (36 grants provided).
- Elite Athlete Program – student support including applications, admissions, enrolment, course planning, timetabling, special consideration, professional experience, exam flexibility and RPL (currently 250 elite athletes registered).

Student academic and peer support services

SSAF funds allocated to Student Academic and Peer Support Services (SAPS) are used to provide the transition mentoring program for commencing online postgraduate (PG) and undergraduate (UG) students, and after-hours support through the Smarthinking online 24/7 writing feedback and online tutoring service.

- SSAF funding supports the 0.8 program coordinator and payments to student success coaches of two to four hours a week throughout the program.
- 2,087 UG commencing students and 3,067 commencing PG students were contacted by a student success coach in 2022. Of these 1,433 requested and received individualised responses from their coach.
- In 2022 there were 2,749 hours of service used of the 24/7 after-hours support, for a total of 1,015 students, totalling 3,843 interactions.

Student communications (digital service provision)

This program delivers content to students across a multitude of channels including the Deakin Life blog, student newsletter, Get Started site, Deakin Life social media channels, digital signage, lockscreens, DeakinSync, Starting Out Orientation communication and on-campus posters.

- Student newsletters: 1,457,924 sent; 559,870 opened and 28,403 click-throughs.
- DeakinLife blog: 442,868 views and 232,880 visitors.
- Deakin Life social: 11,200 Instagram followers and 11,000 Facebook group members.
- Get Started blog: 235,061 views and 90,345 visitors.

Key SSAF outcomes 2022

Deakin University

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 20,130 commencing students.
- Orientation online session support (3 FTE students) – semester, trimester – approximately 500 sessions (2021/2022).
- Delivery of the following events, activities and activations: Welcome to Country video, Fusion Festival, summer campaign, Colour run – DeakinACTIVE, NAIDOC Week activations, Eddie Betts webinar, Commonwealth Games activations, Pride Week – student videos, resourcing support for all health promotion activities.

Student health specialist programs

Supporting the welfare of students with multiple and complex needs via the Student Wellbeing Case Management service (previously Senior Student Advisers) 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 2022, 71 individual students were supported (9.6 consultations per student). The average number of new cases per month for 2022 was 6.3.
- A total of 20,369 consultations were provided via medical services in 2022. This is consistent with the previous year. The number of consultations per month vary and the service experiences peaks between March and June. The average number of consultations per month is 1,697 but ranged from 720 to 3,724 per month in 2022.



Key SSAF outcomes 2022

Deakin University Student Association (DUSA)

In 2022, 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

- In 2022, the service recorded 2022 cases, a small decrease from the 2098 cases recorded in 2021. There was an upsurge in cases involving remission of debt and refund of fees.
- All new advocacy staff undergo a comprehensive period of induction to DUSA, Deakin and the advocacy service.
- The University Student Advocacy Network has expanded to include members from all advocacy services across Australian Universities. DUSA hosted four community of practice meetings covering common matters experienced across the industry.

Sport

- Still impacted by the uncertainty of the pandemic.
- Sports clubs increased from 17 to 18, with 1,897 students involved compared to 1,559 in 2020.
- Sports Ambassadors reduced to 38, from 48 in 2021. Student numbers are slowly increasing on campus but not to 2019 levels.
- 38 Come and Try sports events were conducted with 2,082 students attending.
- University Nationals returned to a pre-COVID schedule in 2022, with Deakin earning first place at League of Legends – Division 1.

Legal service

- 535 students assisted.
- Visa assistance is still 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

- 81 Orientation events were delivered across the year with over 28,000 students participating.
- Seven themed week activations, including Pride, Ubelong, contract cheating, sexual health, NAIDOC and Donate Life weeks.
- 48 short courses and tours were conducted with 652 participants.
- 242 active student volunteers in the DUSA Crew Program.
- The number of student clubs experienced a larger than expected downturn. Club members dropped from 12,216 in 2019 to 8,251 in 2022.
- *Wordly* Magazine only produced one edition this year, with 26 student contributors and a print run of 440 copies.
- The Queer Room in Warrnambool received some funding to update the furnishings and add some vibrancy. In Warrnambool, funding is pending to revitalise the student spaces on campus. This will provide new spaces for student services, along with a Queer Room and Women's Room.

Welfare

- 22 free breakfasts serving over 7,000 students.
- 'DUSA Food Pantry' hosted 12 event days across 2022 and assisted a total of 15,236 students.
- Financial counsellor had 123 cases in 2022.
- Work and Development Permit scheme through Department of Justice has assisted 28 student working off \$50,700 in fine debts.



Contact us

For further information,
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