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**Student Services Fee**  
**2023 Year End Report**  
**Final**

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## Executive Summary

The purpose of this document is to provide an annual overview of service delivery and a financial analysis of the Student Services Fee income and costs during 2023. It incorporates:

- Results for the 2023 student surveys
- 2023 Student Services Fee income and costs
- A broad description of the activities and functions under each of the eligible service categories
- A description and indication of usage figures for the Services that are *predominantly* (or part) funded by the Student Services Fee<sup>1</sup>:
  1. Āwhina
  2. Te Ratonga Rapu Mahi - Careers and Employment Service
  3. Te Amaru - Disability Services
  4. Ngā Ratonga Kohungahunga - University Kids Wellington
  5. Kaiārahi Tahua Tauira - Student Finance Advisers
  6. University Recreational Wellington
  7. Mauri Ora - Student Health and Counselling
  8. Pasifika Student Success
  9. Manawa Ora - Student Wellbeing
  10. Tauria - Student Interest and Conflict Resolution
  11. Kahukura - Rainbow and Inclusion
  12. Tauira Konene - Refugee-Background Students
  13. Funding agreements with Te Herenga Waka - Victoria University of Wellington Students' Association (VUWSA) for service delivery including: student advocacy, student representation and student media services
- A schedule of service reviews (Appendix 1)

This document is for the information of both staff and students and forms part of the reporting, monitoring and accountability framework.

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<sup>1</sup> Note that most of the services are provided to students with no additional charge to the Fee and some are available at significantly reduced rates. More information about the student services available can be found at on the University's website <https://www.wgtn.ac.nz/students/support>

## Background

The University receives income from the following sources: Government Grants and PBRF revenue (34.8%), tuition fees (including Fees Free grant) (23.9%), Student Services Fee revenue (2.5%), research revenue (17.2%), commercial income (3.3%), other revenue including student accommodation, insurance proceeds and miscellaneous income (18.3%).

The Student Services Fee (SSF) is paid by all students, and is a means by which all students can participate as a partner of a learning community. In 2023, all students were charged a fee per point (with a cap at 150 points) for the Student Services Fee in addition to their tuition fees. Students studying by distance qualified for a reduced rate. In 2023, students studying 120 points on campus were charged \$1,045.20 (GST inclusive) for the Student Services Fee and \$28 (GST inclusive) for the Student Assistance Levy. The total Compulsory Student Service Fee per student in 2023 was \$1,073.20.

The SSF gives students access to services that contribute to academic success and a positive student experience. It significantly contributes to the budgets of some services (e.g. health, counselling, careers, and recreation centre) and contributes a smaller proportion to the budgets of other services (e.g. early childhood, Āwhina). Most of the services that receive a contribution to income from the SSF are free to students, and some are available at heavily subsidised rates. Alternative revenue (e.g. health sector contracts) also contributes to the delivery of these services.

## Legislative provision

Legislation requires that money collected through the SSF can only be used to fund Te Herenga Waka - Victoria University of Wellington student services that have been determined as fitting within specified categories (see table below). All reporting and financial analysis of the SSF reflects these categories. In addition, all income and expenditure covered by the SSF sits within a defined cost centre, meaning that any surplus or shortfall at the end of each year is 'ring fenced' and carried forward to the next year.

Advocacy and legal advice	Advocating on behalf of individual students and groups of students, and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.
Careers information, advice and guidance	Supporting students' transition into post-study employment
Counselling services and pastoral care	Providing non-academic counselling and pastoral care, such as chaplains
Employment information	Providing information about employment opportunities for students while they are studying
Financial support and advice	Providing hardship assistance and advice to students on financial issues
Health services	Providing health care and related welfare services
Media	Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media
Childcare services	Providing affordable childcare services while parents are studying
Clubs and societies	Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies
Sports, recreation and cultural activities	Providing sports, recreation and cultural activities for students

## Advisory Committee to the Student Services Fee (ACSSF)

The Advisory Committee on the Student Services Fee (ACSSF) was set up in 2010 and is an oversight structure for the Student Services Fee, in which students and University staff work in partnership. ACSSF reflects the collaboration between the University and students on the strategic and financial oversight of the SSF and makes an annual recommendation to the Vice-Chancellor to take to the University Council on the amount of SSF for the following year.

## Student Representatives on ACSSF

Te Herenga Waka - Victoria University of Wellington staff work in partnership with student representatives from the Victoria University of Wellington Students' Association (VUWSA) and Ngāi Tahu executives who consult with other representation groups including PGSA, Pasifika Student's Council and other representative student bodies via the Student Assembly (a forum led by students for students and includes representation from a diverse range of student communities). The consultation process helps inform the recommendation on the fee from ACSSF.

## Setting the 2023 Student Services Fee

VUWSA led student consultation between 4 July – 29 July 2022 on a recommendation for the 2023 SSF with Ngāi Tahu, the Students' Assembly (collectively and with individual student reps) and the wider student body through discussions and an online survey that was open between 11 July – 29 July 2022. Alongside this survey, VUWSA provided students with a discussion paper outlining the background to the SSF, the 2022 position and considerations as to value, impacts and comparisons with other New Zealand Universities. The University, through ACSSF, was given the opportunity to provide feedback on this discussion paper. Feedback was received and considered by VUWSA who subsequently choose to consult on 0% or 6% increase.

Consultation also focused on gauging student opinions on the continuation of the rebate that was introduced during 2022 as a transition year to the new charging structure; the potential SSF increase in 2023 and concerns surrounding SSF allocation of funding for occupancy charges. VUWSA received over 900 submissions.

Several options were then considered by ACSSF for 2023. These included 0%, 2%, 2.75%, 5% and 6% increases and the discontinuation of rebates for returning students into 2023. An increase of 2.75% was considered as an option as it would align the fee increase with the proposed regulated maximum level (Annual Fee Maximum Movement (AMFM)) that TEOs can increase tuition fees for domestic students in 2023.

Forecasts for three of the alternative options were presented and discussed - all options had assumed a 3.8% growth in EFTS compared to FY2022, consistent with initial 2023 University budget assumptions. A 2.75% price increase is expected to result in a modest surplus for 2023 and a reduction in the carried forward deficit.

Following robust discussion at several ACSSL meetings, the staff and student representatives were unable to reach a consensus on a recommendation on all three areas that student consultation focused on; price, occupancy charge, rebate, as highlighted above.

All Committee members supported the discontinuation of the rebate to help address the overall forecasted deficit to be carried forward from 2022.

The ACSSF student members, supported a 0% increase. Acknowledging the current high cost of living and other wellbeing pressures on our student community, ACSSF staff members supported an incremental price increase of 2.75%. There was support for a modest increase balancing the student feedback with the need to meet our funding needs for student services for future students. The 2.75% recommendation also aligned with the fee maxima percentage increase allowable for the domestic tuition fees. ACSSF members agreed to recommend two options to SLT for consideration. The options presented to SLT were 0% and 2.75%, which captured the student and staff viewpoints.

The option endorsed by SLT was to recommend a 2.75% increase for University Council approval. In doing so, SLT acknowledged the increased cost of living for students, but noted that a 0% increase would not cover the cost of services/address the current deficit or address inflationary pressures, and that reduced services for students would thus need to be offered in this option. SLT also noted that all University budget units pay an occupancy charge to support the premises used, building insurance, depreciation, maintenance and other costs.

All ACSSF members agreed there should be a review of the SSL occupancy charges in 2023 in recognition of the concerns raised by students. ACSSF is an advisory committee and does not have the mandate to make any changes to the University occupancy charging model, which uses a flat rate per square metre. The current Occupancy charge for SSL-funded activities is just under 20% of the total SSL funded cost base.

Following discussion at SLT, the University has committed to a fuller review of the SSL including occupancy costs. The objective of this review is to inform the development of a future, sustainable and transparent model for SSL allocation that addresses the Ministerial Direction and Pastoral Care Code obligations, meets student needs and reduces the current deficit. The proposed review will:

- Analyse the current SSL funded activities to identify the direct costs, indirect people costs, corporate overheads and occupancy costs.
- Review our funding methodology against those of other New Zealand Universities
- Review SSL funded activities against the requirements of the Ministerial Direction and Pastoral Care Code to invest in the wellbeing and safety of our student community
- Develop options for future SSL activities and funding methodologies.

Following this feedback, Council approved a change to the Student Service fee to a per-point (\$8.71 (includes GST) per-point for Wellington based students and \$4.35 per-point for off campus students) charging structure for 2023 and no increase to the Student Hardship (Assistance) Levy for 2023.

## 2023 surveys to assess student services

In 2023, the Student Voice-Have Your Say survey ran in Trimester 2 between 31 July 2023 – 20 August 2023. It is a single, annual survey sent to all enrolled students and had a 23.7% response rate.

The survey included questions about awareness, use, and satisfaction of student fee funded services. Results for individual student services from the survey are in the tables on the following pages.

### Awareness

Service	Performance Measure	2022 Actual	2023 Actual
Te Ratonga Rapu Mahi - Careers and Employment Service	Percentage of students aware of the Careers and Employment Services	93%	73%
Mauri Ora - Student Counselling	Percentage of students aware of the Counselling Services	92%	88%
Ngā Ratonga Kohungahunga - University Kids Wellington	Percentage of students aware of the University Kids (Early Childhood Education) Services	53%	48%
Te Amaru - Disability Services	Percentage of students aware of the Disability Services	80%	75%
Kaiārahi Tahua Tauira - Student Finance Advisers	Percentage of students aware of the Financial Advice Services	80%	75%
Pūtea Āwhina - Hardship Fund	Percentage of students aware of the Hardship Fund	72%	69%
Mauri Ora - Student Health	Percentage of students aware of the Student Health Services	95%	93%
University Recreation Wellington	Percentage of students aware of the University Recreation Wellington Services	82%	80%
University Clubs	Percentage of students aware of the University Clubs	91%	89%
Pasifika Student Success	Percentage of Pasifika students aware of the Pasifika Student Success Services	96%	96%
Āwhina (Māori student support)	Percentage of Māori students aware of the Āwhina Services	97%	97%
VUWSA: Representation	Percentage of students aware of the Class Representatives Services	94%	94%
VUWSA: Advocacy	Percentage of students aware of the VUWSA Advocacy Services	62%	70%
Tauria - Student Interest and Conflict Resolution	Percentage of students aware of the Student Interest and Conflict Resolution Services	56%	54%
Kahukura - Rainbow and Inclusion	Percentage of students aware of the Rainbow and Inclusion Services	78%	72%
Manawa Ora - Student Wellbeing	Percentage of students aware of the Student Wellbeing Services	83%	80%
Tauira Konene - Refugee-Background Students	Percentage of students aware of the Refugee-Background Student Services	62%	69%

## Use

Service	Performance Measure	2022 Actual	2023 Actual
Te Ratonga Rapu Mahi - Careers and Employment Service	Percentage of students aware who engaged with Careers and Employment Services	25%	20%
Mauri Ora - Student Counselling	Percentage of students aware who engaged with Counselling Services	26%	27%
Ngā Ratonga Kohungahunga - University Kids Wellington	Percentage of students aware who engaged with University Kids (Early Childhood Education) Services	2%	2%
Te Amaru - Disability Services	Percentage of students aware who engaged with Disability Services	13%	15%
Kaiārahi Tahua Taura - Student Finance Advisers	Percentage of students aware who engaged with Financial Advice Services	15%	14%
Pūtea Āwhina - Hardship Fund	Percentage of students aware who engaged with the Hardship Fund	9%	11%
Mauri Ora - Student Health	Percentage of students aware who engaged with Student Health Services	47%	50%
University Recreation Wellington	Percentage of students aware who engaged with University Recreation Wellington Services	32%	36%
University Clubs	Percentage of students aware who engaged with University Clubs	27%	30%
Pasifika Student Success	Percentage of Pasifika students aware who engaged with Pasifika Student Success Services	59%	68%
Āwhina (Māori student support)	Percentage of Māori students aware who engaged with Āwhina Services	46%	57%
VUWSA: Representation	Percentage of students aware who engaged with Class Representatives Services	29%	29%
VUWSA: Advocacy	Percentage of students aware who engaged with VUWSA Advocacy Services	11%	15%
Tauria - Student Interest and Conflict Resolution	Percentage of students aware who engaged with Student Interest and Conflict Resolution Services	6%	6%
Kahukura - Rainbow and Inclusion	Percentage of students aware who engaged with Rainbow and Inclusion Services	5%	6%
Manawa Ora - Student Wellbeing	Percentage of students aware who engaged with Student Wellbeing Services	18%	21%
Taura Konene - Refugee-Background Students	Percentage of students aware who engaged with Refugee-Background Student Services	1%	9%

## Satisfaction

Service	Performance Measure (of those that used the service)	2022 Actual	2023 Actual
Te Ratonga Rapu Mahi - Careers and Employment Service	Percentage of students who were satisfied or very satisfied with the performance of Careers and Employment Services	76%	78%
Mauri Ora - Student Counselling	Percentage of students who were satisfied or very satisfied with the performance of Disability Services	57%	60%
Ngā Ratonga Kohungahunga - University Kids Wellington	Percentage of students who were satisfied or very satisfied with the performance of Counselling Services	71%	72%
Te Amaru - Disability Services	Percentage of students who were satisfied or very satisfied with the performance of Financial Advice Services	77%	73%



Service	Performance Measure (of those that used the service)	2022 Actual	2023 Actual
Kaiārahi Tahua Tauira - Student Finance Advisers	Percentage of students who were satisfied or very satisfied with the performance of the Hardship Fund	75%	78%
Pūtea Āwhina - Hardship Fund	Percentage of students who were satisfied or very satisfied with the performance of Student Health Services	83%	84%
Mauri Ora - Student Health	Percentage of students who were satisfied or very satisfied with the performance of the University Recreation Wellington Services	65%	70%
University Recreation Wellington	Percentage of students who were satisfied or very satisfied with the performance of the University Clubs	87%	86%
University Clubs	Percentage of Pasifika students who were satisfied or very satisfied with the performance of the Pasifika Student Success Services	77%	79%
Pasifika Student Success	Percentage of Māori students who were satisfied or very satisfied with the performance of the Āwhina Services	89%	91%
Āwhina (Māori student support)	Percentage of students who were satisfied or very satisfied with the performance of Class Representatives Services	92%	90%
VUWSA: Representation	Percentage of students who were satisfied or very satisfied with the performance of VUWSA Advocacy Services	77%	77%
VUWSA: Advocacy	Percentage of students who were satisfied or very satisfied with the performance of Student Interest and Conflict Resolution Services	75%	73%
Tauria - Student Interest and Conflict Resolution	Percentage of students who were satisfied or very satisfied with the performance of University Kids (Early Childhood Education) Services	55%	54%
Kahukura - Rainbow and Inclusion	Percentage of students who were satisfied or very satisfied with the performance of Rainbow and Inclusion Services	74%	78%
Manawa Ora - Student Wellbeing	Percentage of students who were satisfied or very satisfied with the performance of Student Wellbeing Services	67%	74%
Tauira Konene - Refugee-Background Students	Percentage of students who were satisfied or very satisfied with the performance of Refugee-Background Student Services	-	89%

# 2023 STUDENT SERVICE FEE FINANCIAL ANALYSIS

## TOTAL SOURCES OF FUNDING AND COSTS

The total sources of revenue to fund student services and the total cost of delivery of the services budgeted for 2023 are as follows:

Income	2022 Actual	2023 Budget	2023 Actual
Student Services Fee	12,957,309	14,576,863	13,410,889
Commercial Income	446,327	594,875	474,244
Government Grants	490,965	468,000	555,613
Research Revenue	-	-	51,740
Other Income	3,193,176	2,996,773	2,775,519
<b>Total Income</b>	<b>17,087,778</b>	<b>18,636,511</b>	<b>17,268,003</b>
Expenditure	2022 Actual	2023 Budget	2023 Actual
People	11,154,642	11,920,173	11,221,998
Occupancy	3,308,114	3,538,070	3,686,854
Operating	2,376,625	2,455,129	2,369,157
Depreciation	12,340	26,335	10,335
Overhead Allocations	833,938	899,912	951,209
Capital Projects and Equipment Charges	400,000	400,000	-
<b>Total Expenditure</b>	<b>18,085,659</b>	<b>19,239,620</b>	<b>18,239,554</b>
<b>NET Deficit</b>	<b>(997,881)</b>	<b>(603,108)</b>	<b>(971,550)</b>

Note: All Services and contract providers are required to provide financial audits and reports to support year-end actual.

## BREAKDOWN OF 2023 BUDGETED COSTS AND INCOME BY SERVICE CATEGORY

### Year ended 31 December 2023 - Budgets by Service Category

Service Category	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	SSL Income	Income from other sources	Total Income	Net Surplus/(Cost)
Advocacy and legal advice	570,257	26,666	-	-	376,343	973,266	899,800	-	899,800	(73,466)
Careers information, advice and guidance	1,060,879	93,743	106,254	-	-	1,260,877	1,315,630	21,600	1,337,230	76,353
Counselling services and pastoral care	3,267,072	199,998	132,879	-	-	3,599,948	2,863,900	1,124,860	3,988,760	388,811
Employment information	532,369	55,748	41,321	-	26,067	655,505	671,580	8,400	679,980	24,475
Financial support and advice	559,218	74,270	-	-	110,162	743,650	732,533	-	732,533	(11,117)
Health services	5,610,190	407,374	686,051	-	16,990	6,720,605	4,191,008	2,315,989	6,506,997	(213,608)
Media	-	-	-	-	200,359	200,359	200,359	-	200,359	-
Childcare services	221,620	-	-	-	-	221,620	221,620	-	221,620	-
Clubs and societies	145,385	121	932,173	174,583	-	1,252,262	1,106,236	-	1,106,236	(146,026)
Sports, recreation and cultural activities	1,619,962	41,994	1,639,391	35,418	274,763	3,611,528	2,374,198	588,799	2,962,997	(648,531)
<b>Total</b>	<b>13,586,952</b>	<b>899,912</b>	<b>3,538,070</b>	<b>210,000</b>	<b>1,004,685</b>	<b>19,239,620</b>	<b>14,576,863</b>	<b>4,059,648</b>	<b>18,636,511</b>	<b>(603,108)</b>

## BREAKDOWN OF 2023 ACTUAL COSTS AND INCOME BY SERVICE CATEGORY

### Year ended 31 December 2023 - Actuals by Service Category

Service Category	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	SSL Income	Income from other sources	Total Income	Net Surplus/(Cost)
Advocacy and legal advice	686,551	51,671	40,180	-	416,729	1,195,132	1,244,586	-	1,244,586	49,455
Careers information, advice and guidance	784,400	85,237	106,382	-	-	976,019	1,091,732	33,429	1,125,161	149,143
Counselling services and pastoral care	3,329,260	253,890	220,656	-	-	3,803,806	2,938,444	1,021,446	3,959,890	156,085
Employment information	305,044	33,148	41,371	-	30,422	409,985	454,985	13,000	467,985	58,000
Financial support and advice	230,799	18,149	-	-	130,704	379,651	409,224	-	409,224	29,572
Health services	5,530,723	472,969	696,476	-	19,702	6,719,870	3,943,515	2,321,157	6,264,672	(455,198)
Media	-	-	-	-	189,860	189,860	189,860	-	189,860	-
Childcare services	203,348	-	-	-	-	203,348	203,348	-	203,348	-
Clubs and societies	144,841	-	938,591	162,841	-	1,246,273	1,055,787	-	1,055,787	(190,487)
Sports, recreation and cultural activities	1,104,451	36,146	1,643,199	33,036	298,779	3,115,610	1,879,408	468,082	2,347,490	(768,120)
<b>Total</b>	<b>12,319,417</b>	<b>951,209</b>	<b>3,686,854</b>	<b>195,877</b>	<b>1,086,196</b>	<b>18,239,554</b>	<b>13,410,889</b>	<b>3,857,115</b>	<b>17,268,003</b>	<b>(971,550)</b>

Notes for breakdown tables:

- **Direct cost of providing the service:** This relates to costs directly attributable to the day-to-day running of the service across the University.
- **Overhead related to providing the service:** This relates to the HR, IT & Space costs attributable to the service categories.
- **Grants:** This cost is associated with money awarded in relation to particular service categories, e.g. money awarded to specific clubs.
- **3rd Party contracts:** This cost is where service categories have been sub-contracted to another organisation to carry out.

## ***2023 Income and expenditure commentary***

The 2023 full year total income is \$17,268k and total expenditure is \$18,240k, resulting in a net deficit of \$972k, compared to a budget deficit of \$603k. The main driver of the unfavourable variance to budget is lower Student Services Fee Income as a result of 11% lower domestic EFTS than budget. The lower total income was also due to lower PHO income for student counselling and student health and lower commercial income from the recreation centre. These are partially offset by \$698k lower people costs and nil capital project and equipment charges.

The 2023 full year net deficit is \$771k favourable to the Q3 forecast net deficit of \$1,742k. This is primarily a result of \$320k (2.4%) higher Student Services Fee Income than forecast, and \$286k (2.5%) lower people costs.

## Student Service Fee carried forward Surplus / Deficit

The Student Services Fee and Student Assistance Levy together made a deficit of \$971,550 in 2023. Annual carried forward SSF surpluses and deficits are ring fenced, and are actively managed during the next financial year's budgeting and planning processes.

SERVICE CATEGORY	2023 STUDENT SERVICES FEE (SSF) REVENUE \$'000	2023 STUDENT ASSISTANCE LEVY (SAL) REVENUE \$'000	2023 REVENUE FROM OTHER SOURCES \$'000	TOTAL REVENUE \$'000	TOTAL COST (SSF RELATED AND SAL GRANTS) \$'000	NET SURPLUS/(COST) \$'000
Advocacy and legal advice	1,245	-	-	1,245	1,195	50
Careers information, advice and guidance	1,092	-	33	1,125	976	149
Counselling services and pastoral care	2,938	-	1,021	3,959	3,804	155
Employment information	455	-	13	468	410	58
Financial support and advice	386	467	126	979	949	30
Health services	3,944	-	2,321	6,265	6,720	(455)
Media	190	-	-	190	190	-
Childcare services	203	-	-	203	203	-
Clubs and societies	1,056	-	-	1,056	1,246	(190)
Sports, recreation and cultural activities	1,879	-	468	2,347	3,116	(769)
<b>Total</b>	<b>13,388</b>	<b>467</b>	<b>3,982</b>	<b>17,837</b>	<b>18,809</b>	<b>(972)</b>

### Analysis of 'Ring fenced' Student Service Fee surplus / deficit from previous years

Year	Surplus / Deficit	Amount
2010	Surplus	106,208
2011	Surplus	68,630
2012	Deficit	(153,895)
2013	Deficit	(4,383)
2014	Deficit	(73,775)
2015	Deficit	(40,372)
2016	Deficit	(253,896)
2017	Surplus	147,647
2018	Deficit	(10,557)
2019	Surplus	91,594
2020	Surplus	324,940
2021	Deficit	(238,710)
2022	Deficit	(997,881)
2023	Deficit	(971,550)
Net Balance c/f into 2024	Deficit	(2,006,000)

# DETAILED DESCRIPTION OF ACTIVITIES AND FUNCTIONS UNDER EACH SERVICE CATEGORY

*This section of the document outlines the defined service categories that are included in the legislation. It provides a broad description of activities under each category that are delivered across the University by a range of staff, students and other providers.*

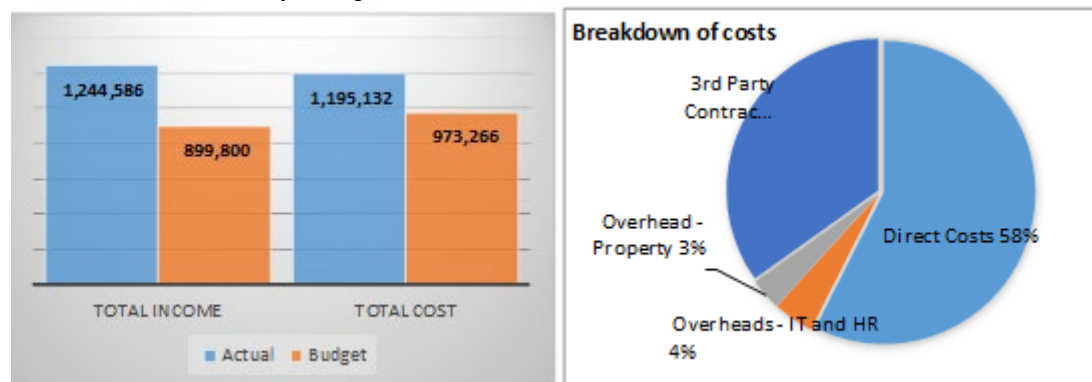
## **(A) Advocacy and legal advice**

*“Advocating on behalf of individual students and groups of students, and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation.”*

*The activities and functions funded from the SSF that fall under this service category are:*

- advocacy and legal services funding agreement with VUWSA - providing independent advocacy, representation, support and advice to Te Herenga Waka - Victoria University of Wellington students engaging with the University’s disciplinary and dispute resolution process. This includes administrative support to ensure that students have good access to services and information
- student representation support and training funding agreement with VUWSA – includes the delivery of training, and providing support to Class Representatives and Faculty Delegates. Includes production and distribution of handbooks, newsletters and certificates
- management and implementation of advocacy and legal advice, support and resolution activities in relation to student complaints, disputes and concluding appeals
- management and delivery of student election activities including formal governance representation and administrative support for students engaged in representative or delegate activity
- collection, management and analysis of information and data relevant to a wide range of student services and activities that are designed to improve the student experience achievement outcomes
- advocacy and pastoral services that support student accommodation

**Advocacy and Legal Advice 2023 Total Costs & income breakdown**



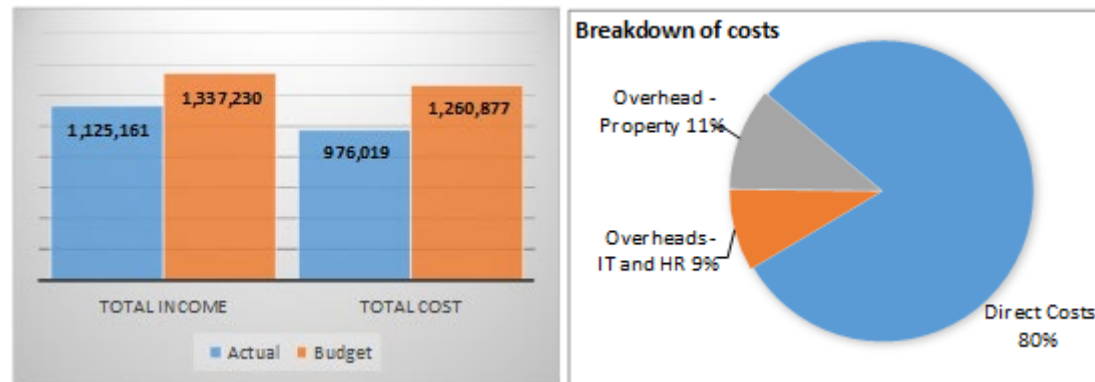
## ***(B) Careers information, advice and guidance***

*“Supporting students’ transition into post-study employment”*

*The activities and functions funded from the SSF that fall under this service category are:*

- providing career advice and guidance that will assist students’ transition into employment
- providing course and degree guidance to support students in their pathway towards good career and employment outcomes
- managing the provision of staff for student, prospective student and graduate workshops
- providing opportunities for students to be engaged in extra-curricular award programmes enabling the development of leadership, communication and critical thinking skills
- managing the provision and accessibility of relevant information and data to a wide range of internal and external stakeholders
- provision of relevant graduate destination data and industry trends information
- managing a range of career specific events that contribute to graduate career outcomes
- establishing and maintaining a broad range of relationships with external stakeholders to enhance career outcome opportunities

***Careers information, advice & guidance 2023 Total Costs & income breakdown***



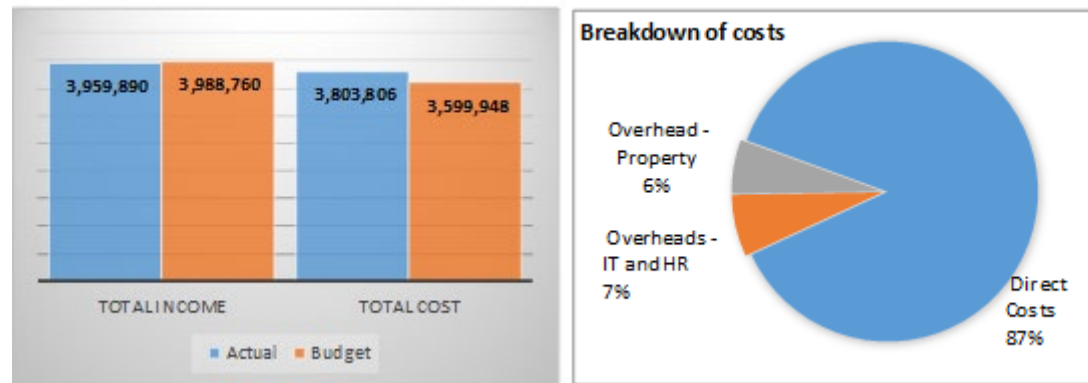
## **(C) Counselling services and pastoral care**

*“Providing non-academic counselling and pastoral care, such as chaplains”*

*The activities and functions funded from the SSF that fall under this service category are:*

- providing access to services that create a safe and healthy campus environment and enhances the student experience and contributes to academic achievement
- providing services that action early alerts that will minimise risks to students and improves safety on campus
- emergency responses to incidents that impact on the welfare of students and providing recovery and crisis resolution functions
- providing culturally appropriate services relating to pastoral support and care that recognises the diversity of the scholarly community
- volunteers and welfare contract with VUWSA – providing volunteer support for Te Herenga Waka - Victoria University of Wellington’s provision of flu shots, community pantry services to students and support for any agreed co-branded initiatives

**Counselling services and pastoral care 2023 Total Costs & income breakdown**





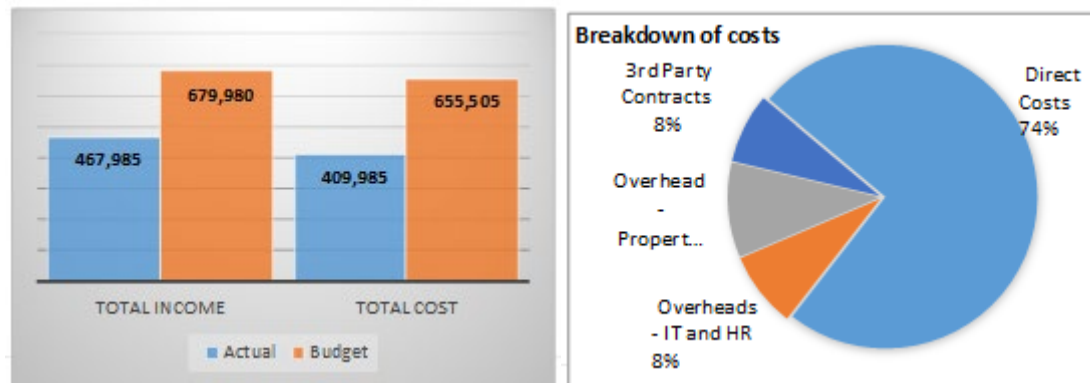
## (D) Employment information

*“Providing information about employment opportunities for students while they are studying”*

*The activities and functions funded from the SSF that fall under this service category are:*

- managing online vacancies that provide Te Herenga Waka - Victoria University of Wellington students and graduates with a range of opportunities such as internships, study related part time work, scholarships, voluntary positions and graduate roles and programmes
- providing staff to organise career expos and employer presentations
- managing employer relationships that enable students to have opportunities to engage with prospective employers
- initiating and facilitating opportunities for internships and work experience
- developing and maintaining relationships with professional associations, businesses and community groups

**Employment information 2023 Total Costs & income breakdown**



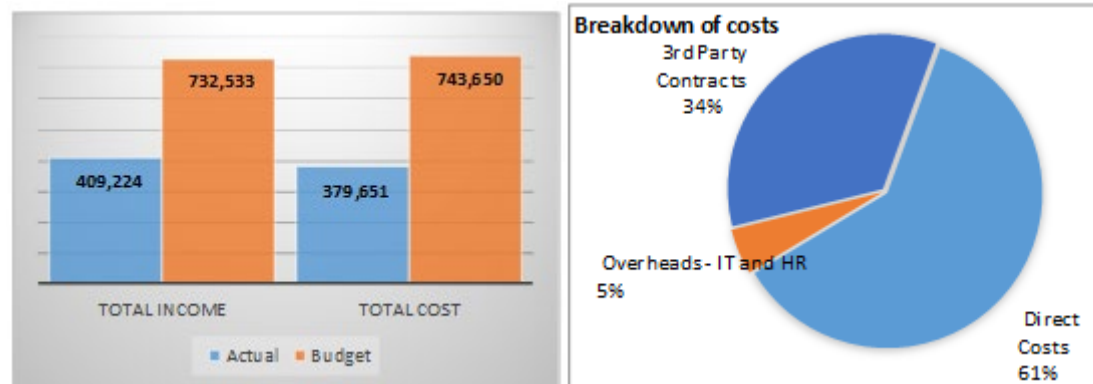
## **(E) Financial Support and Advice**

*“Providing hardship assistance and advice to students on financial issues”*

*The activities and functions funded from the SSF that fall under this service category are:*

- providing budgeting, financial planning and tuition fee management advice to students
- providing comprehensive support on all student allowance and loan matters
- providing financial advice to prospective students and their parents
- administration of the Student Assistance (Hardship) Fund, Equity grants and awards
- providing advice about the preparation of budgets and financial statements for scholarship applicants

**Financial Support and Advice 2023 Total Costs & income breakdown**



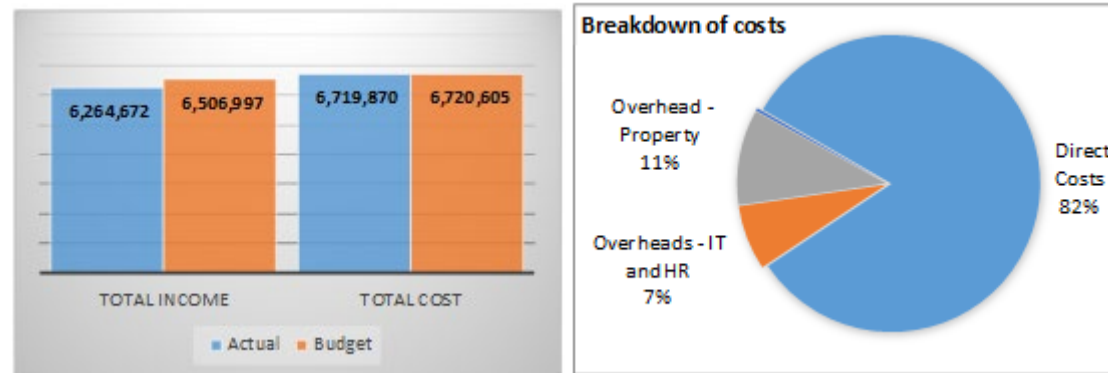
## (F) Health Services

*“Providing health care and related welfare services”*

*The activities and functions funded from the SSF that fall under this service category are:*

- providing a full general practice medical care service
- providing visiting specialist Endocrinologist, Dermatologist, Health Improvement Practitioners (3) and Health coach
- providing specialist advice and services to students with impairments to enable them to fully participate and succeed in their studies
- offering advice for staff on creating an inclusive education environment for students with a disability
- provision of services to students with disability to ensure they can access reasonable academic accommodations, including the volunteer programmes
- provision of COVID-19 vaccine for students
- purchasing and administration of flu shot vaccinations for students

*Health Services 2023 Total Costs & income breakdown*



## ***(G) Media***

*“Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media”*

*The activities and functions funded from the SSF that fall under this service category are:*

- student media funding agreement with VUWSA - ensuring Te Herenga Waka - Victoria University of Wellington students are provided with at least the same duration of, and degree of access to, Salient podcasts and Salient editions as in the 2020 academic year.

## ***(H) Childcare Services***

*“Providing affordable childcare services while parents are studying”*

- providing early childhood education services for the children of students

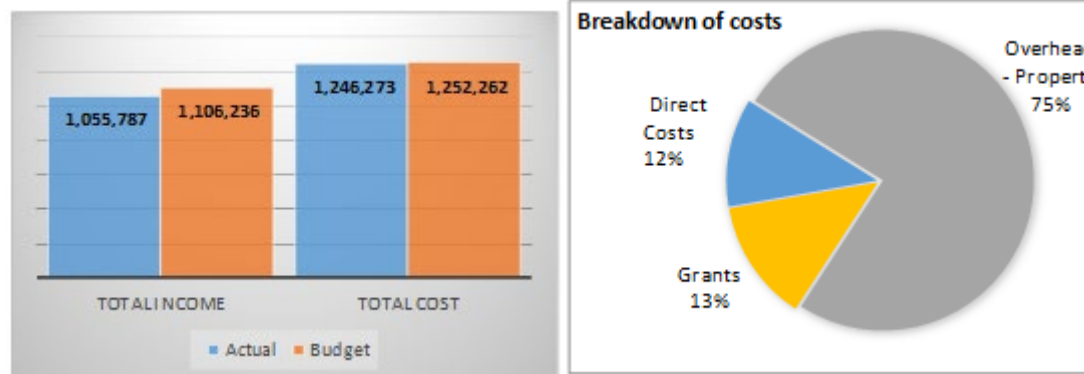
## (I) Clubs and Societies

*“Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies”*

*The activities and functions funded from the SSF that fall under this service category are:*

- providing support in close partnership with VUWSA to all clubs (political, cultural, faith-based, ethnic, sports and academic) and club hubs
- providing training areas, meeting rooms, activity spaces and resources for clubs to book and use
- developing a range of communication mechanisms to regularly inform clubs of opportunities, services and support, including meetings, e-newsletters and designated notice boards
- developing a programme of training and development opportunities, both face to face and online, that targets capability improvement in partnership with VUWSA
- developing a comprehensive club recruitment and communication strategy that dovetails with the University’s recruitment and orientation strategies
- planning and implementing strategies to address club continuity issues including AGM planning, succession planning and executive handover
- providing advice to clubs on how to improve financial management and sustainability
- engaging with a range of stakeholders that have an investment in or benefit from well-functioning clubs
- manage the sponsorship fund for students, student clubs, activities and initiatives

**Clubs and Societies 2023 Total Costs & income breakdown**



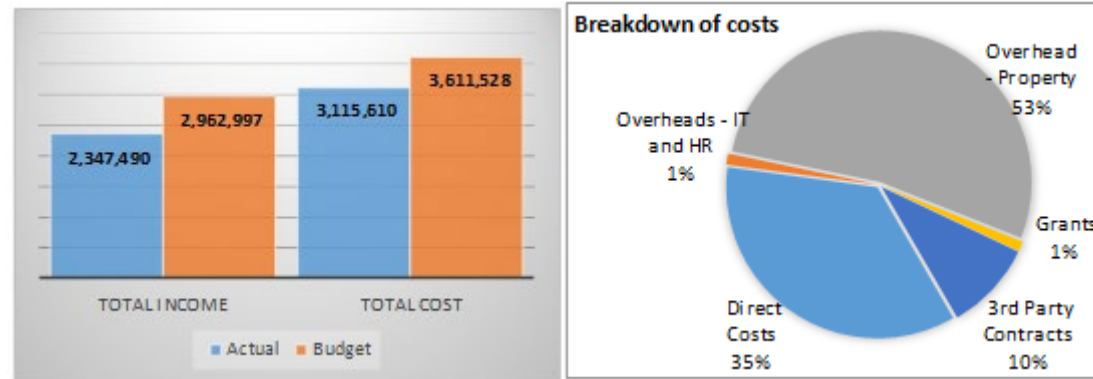
## ***(J) Sports, recreation and cultural activities***

*“Providing sports, recreation and cultural activities for students”*

*The activities and functions funded from the SSF that fall under this service category are:*

- co-ordinating and supporting a range of sport opportunities from casual play through to leagues and competitive sport
- leading Te Herenga Waka's participation in the University and Tertiary Sport NZ model, supporting students and student teams to attend national and international events
- organising and supervising a range of recreation activities, including self-defence and first aid courses for students
- liaising with other service groups to deliver specialised services and targeted programmes (wellbeing)
- delivering a group exercise timetable across two facilities classes and providing a range of professional fitness services
- establishing links to other community activities for students
- initiating other activities identified through recreational forums or suggestions from students
- providing safe and accessible recreational facilities, including security, cleaning, bookings, maintenance, onsite support and improvement of the facilities
- providing space for clubs and student groups, and space and equipment for individual recreation use
- providing venues for hosting and supporting student events
- providing student common rooms and social spaces
- support services to student athletes including advocacy, sponsorship and access to fitness services
- contributing to the building levy

***Sports, recreation and cultural activities 2023 Total Costs & income breakdown***



# PRIMARY SSF FUNDED SERVICES KPIs AND STATISTICS

*This section of the document outlines the services that are funded either predominantly or partially by the Student Services Fee. It provides a description of each service and an indication of usage and performance monitoring measures.*

## Āwhina (category C)

The Āwhina team is the on-campus support whānau for tauira Māori studying at Te Herenga Waka (THW). Āwhina's main purpose is to provide a culturally safe, positive and holistic experience for tauira Māori that encourages cultural confidence and academic success, all through a kaupapa Māori framework.

From orientation to graduation, the Āwhina team tautoko tauira Māori in various ways and act as a bridge to connect tauira Māori to other student support services.

Services provided by Āwhina include, but are not limited to:

- Hosting Māori orientation
- Connecting tauira Māori to eachother, and the wider THW whānau
- Providing information to tauira Māori about financial support
- Supporting tauira Māori with advocacy
- One-on-one advising
- Coordinating tuakana/teina mentoring
- Offering workshops, wānanga, tutorials and whakawhanaungatanga sessions on study-related and cultural topics
- Providing culturally safe spaces to study
- Sharing information on scholarships
- Engaging with tauira Māori in Whānau House and the Marino Floor in Joan Stevens Hall
- Connecting tauira Māori to employment opportunities
- Providing ~\$40,000 of prizes/grants to tauira Māori.

## 2023 students engaged with the service

Student Demographic	2021	2022	2023
- Undergraduate	-	1,854	1,686
- Postgraduate	-	349	438
- PhD	-	93	-
- Other	-	2	32
- Total Māori	-	2,270 <sup>2</sup>	2,146

<sup>2</sup> The total is less than the different cohorts combined because there were 28 students who were both undergrads and postgrads during 2022, so are counted twice.

## **2023 Highlights**

### **New Māori Student Orientation week**

- Welcomed approximately 250 new tauira and their whānau during the Pōwhiri
- Dedicated student services expo
- Information session for the whānau of our new tauira
- Delivered UNI101, Get Sorted session, access to Student Success Advisers, course planning, cultural exchanged, tuakana/teina session with Ngai Tauira, Campus tours, Academic Expectations with Student Learning.
- The beginning of Āwhina's relationships with tauira Māori

### **Āwhina Nuku Course**

- 1944 tauira Māori enrolments
- Announcements for Āwhina events and relevant information
- Advertisement for scholarships, internships and career opportunities
- Ability to link to Āwhina website to book appointments with the team.
- Links to relevant resources
- Used as a good example for other student services.

### **Re-launch of the Tuakana/Teina programme (Tri 2)**

- Introduction to mentoring sessions.
- Setting Tikanga for tuakana
- Provision of resources
- Pairing of tuakana/teina
- Follow up with tuakana/teina.

### **Kaiarawhiti, Māori Transition and Engagement role**

- Development of a new role that will focus on Outreach, Transition and Events
- Recruited a current Āwhina Kaiakiaki into this role.
- Developed a plan for a pre-orientation programme for implementation in 2025.
- Developing a plan for outreach to Kura Kaupapa in the lower North Island
- Coordinating New Māori Student Orientation for 2024
- Works closely with Māori Future Students team.



## Te Ratonga Rapu Mahi - Careers and Employment Service (categories B & D)

Te Ratonga Rapu Mahi - Careers and Employment provides a range of services, programmes and activities including careers education, guidance and online resources to cater for undergraduate and postgraduate students. In addition, it supports Future Students and Alumni, offering access to the services for graduates up to three years after completing their qualification.

We connect employers, recruiters and jobseekers. We host and facilitate skills and career preparation workshops, large careers expos and employer networking events throughout the year as well as provide the NZUniTalent jobs board, targeted to the recruitment of university students and recent graduates. We liaise with faculties and contribute to academic programmes across the University, providing customised employability training and graduate destination data as required. We lead and deliver the University's service and leadership and alumni career mentoring programmes. Our services are consistently in very high demand.

- Provide individual and group [career advice](#) and guidance to students and recent graduates. Students can choose for online or in person appointments and workshops.
- Research and write content on career [pathway information](#) for current and future students
- Provide advice and support for students enrolled in *Work Integrated Learning* courses and contribute to career development learning in a range of academic courses.
- Manage and deliver the University's service and leadership programme, [Wellington Plus](#), which helps students connect with their community, volunteer and get involved in student leadership positions, develop social responsibility and employability.
- Manage and deliver the [Alumni as Mentors](#) Programme which connects final year students with experienced alumni professionals from around the world.
- Manage and promote online platforms which provide access to career planning tools and interactive resources, job vacancies, employer events and career workshops and appointments - [CareerHub](#) and the online [Career Centre](#).
- Organise careers expos, graduate recruitment and employer networking events
- Develop employer relationships; pro-actively sourcing employment opportunities for students and graduates and connect students to the [NZUni Talent](#) jobs board.
- Provide relevant data and industry trends information to Faculties for academic reviews and accreditation processes. Manage the Graduate Destination Survey on behalf of the University which is used to help students with career decisions and inform course design.

### 2023 students engaged with the service

Student Demographic	2021	2022	2023
TOTAL STUDENTS	10,710	7,891 <sup>3</sup>	6,156
- Undergraduate	-	5,826	4,862
- Postgraduate taught	-	1,521	1,565
- PhD	-	299	221
- Māori	973	711	498
- Pasifika	613	410	284
- International	1,372	1,098	1,337

<sup>3</sup> Current students and graduates

## 2023 Highlights

- Met strong demand from employers wanting to recruit students and graduates. 97 organisations attended the Career Expos (increased from 47 in 2022). Facilitated over 58 presentations and supported employers with their recruitment strategies. Engaged with 937 organisations (slight increase from 909 in 2022). Co-organised the successful Careers Week initiative with the Faculty of Architecture and Design Innovation, including a Careers in Focus session, speed networking, and CV and portfolio workshops.
- At the end of 2023, the NZUni Talent Job Board, which lists graduate roles, internships, and other opportunities, changed platforms (now hosted on Career Hub). This change will allow students to explore listed job opportunities in a more streamlined and user-friendly manner.
- Interest in the Alumni as Mentors Programme grew significantly in 2023, and the programme successfully connected twice the number of students and alumni mentors compared to last year. This rapid growth necessitated re-thinking of the programme structure to meet increased demand in the future and changes are due to be implemented in 2024. This successful programme needs additional resourcing for 2025, to allow equitable access to mentoring for final year students.
- The Wellington Plus Programme underwent a marketing refresh with a view to align the programme to the new brand guidelines of the University. The refresh will continue in 2024.
- The Senior Advisor (Work Integrated Learning and Career Development) collaborated with academic teams and other staff across the university, providing resources, advice on, and facilitation of in-curriculum workshops and assessments. A tailored Nuku page allows students to access timely information to support their work-integrated learning activities.
- The Victoria University of Wellington Careers and Employment LinkedIn page was created, with over 1000 followers by the end of year.

## ***Mauri Ora - Student Health and Counselling Services (Categories F and C)***

Mauri Ora aims to provide accessible, seamless, and prevention-oriented wellbeing and healthcare services to enable students to reach their full academic and personal potential. Additionally, Mauri Ora plays a key role in the development of a positive culture of mental and physical wellbeing on campus.

Student Counselling and Student Health have undergone a process of significant integration over the past 5 years. Collectively, the two services are now well recognised across the University and by Students as Mauri Ora, a single wellbeing and health service.

The staff employed within Mauri Ora have a single common purpose: to provide first class, student centric wellbeing and health services. Mauri Ora aims to provide high-quality, low-cost health care to all students enrolled at the University. Based on our student population, Mauri Ora prioritises delivery of services around the promotion and maintenance of general wellbeing, lessening the impact of mental and chronic health conditions, and the promotion of sexual health.

### **2023 students engaged with the service**

Student Demographic / Student Sessions	2021	2022	2023
TOTAL STUDENTS	13,559 <sup>4</sup>	10,961 <sup>5</sup>	9,702
- Māori		871	811
- Pasifika		375	315
- International		512	-
Total number of appointments / sessions	58,363	55,234	49,258

### **2023 Highlights**

- In response to student feedback an ongoing goal and strategy for Mauri Ora, is to diversify the cultural make up of its workforce. To that end in 2023 the service employed:
  - A Rongoā Māori practitioner,
  - A Kaiārahi Tauira (Māori Lead Counsellor),
  - In partnership with the DVC Pasifika, Winne Laban, Mauri Ora successfully recruited 2 Pasifika Counsellors.
- Quality Improvement Accreditations: Building on the Foundation accreditation awarded by the Royal New Zealand College of General Practitioners in 2022 the service gained Bronze Tier Cornerstone accreditation in 2023. Bronze is currently the highest tier in the programme and was awarded after the completion of the Equity and Continuous Quality Improvement modules. The external auditors noted the excellent clinical outcomes for Māori and Pasifika students compared to the national average in primary care, the service delivery model change undertaken by Mauri Ora over the past 5 years, and its commitment to providing a Gender Affirming Healthcare pathway.
- Counselling Intake Triage Process: Mauri Ora Counselling trialled and implemented a new process to better assess needs and urgency for students booking initial appointments. This enabled us to better direct students to the right service (e.g., Same day, HIP, group intervention) and where needed to better prioritise urgent clinical needs as well as Māori and Pasifika students. Students also gave positive feedback and were left feeling connected and held despite the wait time.

<sup>4</sup> Students that accessed both services may have been counted twice in this figure

<sup>5</sup> Students that accessed both services have not been counted twice in this figure - Student Health saw 8,682 individual students who attended 47,110 appointments (an increase of 4.3% on 2021) : Student Counselling saw 2,333 individual students who attended 8,124 sessions (an increase of 6.7% on 2021).

- Group Therapy: Mauri ora Counselling extended their group intervention offer. An innovative EMDR group to support students facing traumatic incidents was initiated. The clinical outcomes were positive and Mauri ora will resume running it in 2024. A therapeutic group focusing on self-esteem and healthy relationships was also trialled and will be expanded this year. Preparation has also started to develop a group to better answer the need for information and support for ADHD.
- My Indici Patient Portal, Open Notes: Mauri Ora began offering a patient portal to students in 2021. This allowed them to book and cancel appointments, email their GP, request repeat prescriptions and view test results. In 2023 Mauri Ora became the first student health service to allow students to view their medical notes through the patient portal. Open notes can improve patient recall of what occurred in a consultation with their GP or nurse, promotes better health literacy and patient self-management as well as supporting shared decision making between patients and their healthcare provider(s).

## ***University Kids (category H)***

- We provide early childhood education (ECE) for up to 77 children at our Fairlie Terrace site.
- These services allow students to attend lectures, tutorials, meet with lecturers and access services such as learning support, the library, recreational services etc.
- These services are available to all under and post graduate students
- Our key objects are to provide a safe, healthy, nurturing and education environment for the young children in our care.

### **2023 students engaged with the service**

	2021	2022	2023
Number of places provided for children of students in the crèche.	95 FTE	63 FTE	54 FTE

### **2023 Highlights**

- Extension of place based learning – van allows children regularly to go out of the play space and visit other places i.e. the Zoo, Zealandia, Petone Beach, etc.
- Retention of high quality staff in acute teacher shortage crisis.
- Investment in replacing and updating play resources.

## ***Te Amaru-Disability Services (category F)***

Te Amaru-Disability Services is a leading provider of disability advice, expertise and support. We work in partnership with staff, students and the disability community to strengthen Te Herenga Waka Victoria University of Wellington's culture of inclusion, to celebrate disability and to ensure students can fully participate and achieve their aspirations. We value the expertise of people with disabilities and recognise the uniqueness of individual experience. We are committed to leading the University to being an inclusive education provider and eliminating barriers for people with disabilities wherever they exist.

We view disability as a diverse and complex phenomenon, reflecting an interaction between an individual and their environment. We recognise that disability comes in many forms; including the Deaf and those with injuries, physical, mental, sensory, specific learning, or health impairments, and these can be experienced differently by each individual.

The work we do aims to minimise disabling experiences at the University. On an individual basis we do this by working in partnership with students, respecting their disability expertise and providing tailored advice, support and services. We also work alongside University staff to create a fully inclusive learning and teaching environment. Our work includes raising disability awareness, providing advice and expertise on accessible built spaces, technological systems, inclusive lecture delivery, policies and practices. This approach minimises disabling experiences at the University and secures the intellectual potential put at risk through experience of disadvantage.

We offer a broad range of quality services which are tailored to individual student needs. Our most popular services are:

- o **Access Suites:** quiet places to rest and study with ergonomic and disability inclusive technology
- o **Disability & Inclusion Advisers:** who are allied health and disability professionals that work with students to identify and resolve barriers to their learning and participation at the University, this often includes disability coaching and liaison with academic staff
- o **Education Access Plans:** to communicate disability needs and disability inclusive strategies to other staff
- o **Inclusive Learning Software:** Inclusive learning software is available for students to make learning and engaging more accessible

Other key services include: adaptive technology advice, sign-language interpreting, lecture information capture, accessible assessment arrangements, mobility transport, access awares for students with high disability and financial needs.

### **2023 students engaged with the service**

Student Demographic	2021	2022	2023
TOTAL STUDENTS	2,516	2,389	2,562
- Māori	-	267	281
- Pasifika	-	75	66
- International	-	56	92

## 2023 Highlights

- Utilising the successful Nuku platform, Te Amaru—Disability Services developed courses to support disabled students use of inclusive learning software; Note taking with Glean (a digital note taking app) and Study skills with Read&Write. Due to the popularity of Read&Write amongst students and staff, Digital Solutions has now taken over funding this.
- In response to an increased interest in disability from academic staff we streamlined and increased the effectiveness of Disability Inclusion Arrangements, which share the impact of a student's disability on their participation and learning, and outline inclusive strategies for success.
- Disability inclusion relies on a University wide approach and close collaboration with staff, students, and student leaders (including VUWSA and the Disabled Students' Association) was valuable in supporting disabled students to thrive.
- We championed the use of lecture content recordings to increase the accessibility of the university, in responsive to a significant number of disabled students expressing their need for this to us. We worked with academic staff, VUWSA, Te Pūrengi staff and others on this and are relieved that this is now in policy.

## Kaiārahi Tahua Tauira - Student Finance (category E)

The Student Finance Advisers provide a financial mentoring / budget advisory service to students through the Hardship Fund, one on one appointments, web and print based resources and a range of workshops to reduce financial barriers and increase students' financial capability and resilience. Delivery of the service is fully funded by the Student Service Fee (SSF) and all students are charged a separate Student Assistance Levy of \$28 (GST inclusive) that contributes to the Hardship Fund.

The Student Finance Advisers focus on the following objectives:

- Providing a high quality, confidential and non-judgemental financial advice service that meets students' needs, increases their financial capability and helps them achieve their full academic potential.
- Administering the Hardship Fund ensuring students facing short-term financial hardship receive timely and professional advice and support.
- Developing and delivering workshops and presentations that are offered to a wide range of staff and students.
- Developing and maintaining print and web-based resources to increase students' financial capability.
- Overseeing the application and review process for Scholarships on the basis of financial hardship in a thorough and timely manner to ensure fair decisions are made.
- Monitoring student loans and allowance policies, financial trends and developments and incorporate into advice for students and staff as required.
- Actively promoting the service to staff and students to raise awareness of the support available.

### 2023 students engaged with the service

Student Demographic	2021	2022	2023
Total number of engagements / sessions / appointments	2,709	2,775	5,112 <sup>6</sup>
TOTAL STUDENTS	-	-	4,738

Total Hardship Fund Income from 2023 Levies and donations	\$533,179
<b>2023 Expenditure included:</b>	
Hardship Grants to students	\$181,374
2023 Hardship Equity Grants	\$173,500
University Pharmacy Prescriptions & Student health payments	\$2,445
VUWSA Community Pantry and Sanitary Products contributions	\$22,600
VUWSA Stress Free Study Week contributions	\$12,000
Cyclone / Flooding support	\$58,910
Winter Energy Grants	\$48,850
Contribution towards Disability Awards	\$10,000
Blackbullion	\$20,130

<sup>6</sup> Includes Hardship, laptop loan, Winter Energy Grant and Cyclone/Flooding applications. Financial advice appointments; Hardship Equity grant, Wellington Doctoral Hardship Scholarship & scholarship applications with financial component; Blackbullion sign-ups; all event attendance. Note - Reporting improvement with Kurawai compared to previous years



## 2023 Highlights

- Cyclone/Flooding Support - established in February 2023 and ran until the 31st of March 2023. These grants were awarded to students who were facing financial hardship due to the impacts of Cyclone Gabrielle and the flooding that occurred in the upper North Island at the beginning of 2023.
- Winter/Dress Shirt Clothing Drives – in collaboration with VUWSA, Student Finance was able to run a free clothing drive for students on all three campuses in Wellington over winter. The clothing used in these drives were generously donated by staff members across Victoria University of Wellington. Thanks to a staff donation, during academic dress pick up for the December graduation ceremonies, student finance was able to offer students access to free dress shirts.
- Winter Energy Payments - established in July 2023 and ran until the 18th of August 2023. These grants were awarded to student flats who were impacted by increased electricity bills during the winter and/or the inability to afford increased bills so chose not to use heating. We collaborated with the foundation team to facilitate additional donations.
- Cost of Living Campaign - this campaign was designed to help get students thinking about effective cost cutting techniques they could use themselves or utilise within their households. Student Finance had a presence on all three campuses during this campaign.
- Symposium – In November 2023 the university ran and organised a symposium for student support service staff members. The student finance advisers delivered a workshop to educate staff on the financial challenges students experience, and the financial support services available through Student Finance.

## ***Tauria - Student Interest and Conflict Resolution (category C)***

The purpose of Tauria is to respond to harm that is interpersonal and/or has impacted our community. We do this by using restorative principles which, contribute to the prevention of future harm, uphold a student's mana and honour Te Tiriti.

The Student Interest team is a central point for students to receive advice and support about responding to threatening, inappropriate and concerning behaviour. Tauria provides holistic support services for the following issues to all students: threatening or aggressive behaviour; bullying or harassment; sexually harmful behaviour; unwanted attention; racism, xenophobia, homophobia, discriminatory, inequitable, or hateful behaviours; concerns for your safety or the safety of someone else; worries about someone's wellbeing or welfare; family violence; conflict and complaints.

Tauria exists by identifying concerns early, Tauria works across the University to respond and resolve issues in a supportive and non-adversarial manner. They assess risks, identify support needs, and work alongside students and other student support services to create a safe and inclusive community.

### **2023 students engaged with the service**

	2021	2022	2023
Number of cases (active and closed)	390	417 <sup>7</sup>	461
TOTAL STUDENTS	-	-	515

### **2023 Highlights**

- Tauria launched a custom built, confidential case management system which integrates with the broader Kurawai infrastructure. This was a significant milestone for the service to have a fit for purpose case management system that supports cross service collaboration and holistic advising whilst also protecting the privacy of all Tauria cases. This system also supports easier analysis of case trends, which will enable a more comprehensive understanding of the needs and challenges of the student population.
- Tauria can now access Tauria services through Puaha, which increases the awareness and accessibility of the service
- To fulfil Pastoral Care Code obligations, a number of changes were made to the complaints process and are listed below. The impact of these innovations are greater clarity and consistency of the complaints process.
  - A complaint form was developed this year and is accessible through Puaha for current students, it was then revised based on feedback from the Student Association
  - Website content provides more information about the complaints process.
  - A staff handbook for creating complaints was generated
  - Work was started on how the complaints process can be better aligned with a tikanga process
- Following the introduction of a new Student Conduct Statute, Tauria revised its case management procedures for student conduct processes to be aligned with the new statute. This impacted service delivery to ensure processes upheld natural justice and trauma informed principles.

<sup>7</sup> Some cases (for examples situations significantly impacting our community) required the Tauria team to engage with multiple students to complete welfare and wellbeing checks. This data is not reflected in our reporting given the limitations of the current system.

## Manawa Ora - Student Wellbeing (category C)

Manawa Ora is funded by the Student Services Fee and includes three areas – Health Promotion, Rainbow and Inclusion, and Refugee-Background Students. The provision of wellbeing, identity and specific equity group support positively impacts the academic success of students. The Pastoral Care Code reinforces a strong need for these continued services.

Health Promotion takes a prevention and intervention approach to wellbeing contributing to student agency during their student journey. Rainbow and Inclusion and Refugee-Background Student services directly support students identifying with these equity groups. Most programmes and activities are delivered by employed students for students.

- *Health Promotion* : Peer-led peer support programmes (Bubble, Storycraft, Canine Friends visits); Peer-led psychoeducation/resilience programmes (Wellbeing Workshops, Online Wellbeing Resources, Peer Wellbeing Tips, Six Ways to Wellbeing); Health promotion events with stakeholders (Advisor or Peer-led); Internships for work experience (general and health promotion); External networking to progress Health Promoting Universities' policy and practice; Referral to internal and external services.
- *Rainbow and Inclusion* : Peer support programmes (Rainbow Peer Group); 1:1 Adviser support; Referral to internal and external services; Community building events with stakeholders
- *Refugee-Background Students*; 1:1 Adviser support; Referral to internal and external services; Community building events with stakeholders.

### 2023 students engaged with the service

Student Demographic / Student Cases	2021	2022	2023
TOTAL ENGAGEMENTS – multiple engagements by individual students	560	6,108*	12,576
- Rainbow	103	377*	715
- Refugee Background	126	188*	144
- International		136*	
- Health Promotion programmes and event engagement	331	5,407*	11,717
* Change in methodology for recording engagement in 2022. Note that from 2022 some students are counted multiple times because of multiple engagements.			

### 2023 Highlights

- Survey of Student Wellbeing Leaders conducted (self-report assessment of their work with students and skills they developed).
- *Example of qualitative Data:* "It has been a great work experience in the health and wellbeing sector and have really appreciated the skills this job has taught me."
- Interns from the Faculty of Health worked on these projects:
- Bubble evaluation
- Peer Wellbeing Tips videos and infographic handouts based on wellbeing workshops
- Rainbow and Inclusion presentations and engagement with Careers Advisers from secondary schools at Open Day and Careers Advisers' Conference – 88 Careers Advisers.
- Refugee Background Adviser partnered with Salient team to support two RB students to co-edit an edition focused on refugee and migrant stories.

## Recreation Services (categories I & J)

University Recreation Wellington's purpose is to support a healthy, active and connected University of Wellington community. This is achieved through the delivery of sport, club, fitness and wellbeing opportunities. These services are provided to support students with 4 key outcomes: Hauora, Connection, Success and Preparedness. Our services are available to all Victoria University of Wellington students.

The operating model for University Recreation Wellington (URW) centres around the following;

- Provision of spaces and equipment that are safe, welcoming and accessible
- Services and programmes of a high standard, tailored with innovation to enhance the student experience
- Recreation staff are available, knowledgeable, positive and committed to supporting students

The continued focus for URW through 2023 has been student engagement. Enticing and supporting more students to visit campus and undertake the co-curricular activities that will keep them happy and healthy during their tertiary study.

### 2023 students engaged with the service

- *This is only a baseline view given so many student ID's have not been matched, and does not include Club Members.*
- *Many forms of recreation do not require signing up, swiping in or registering details, meaning a sizable number of participants are not captured below.*

Student Demographic / Student Sessions	2021	2022	2023
TOTAL STUDENTS			
- Māori	248	371	329
- Pasifika	115	201	202
- International	125	292	600
- Undergraduate	1,571	2,424	2,284
- Postgraduate taught	537*	307	412
- PhD	-	226	222
Total number of individual visits to the recreational facilities	116,142		

### 2023 Highlights

- o New signage was finally erected on the ground floor of Rutherford House for the promotion of Pipitea Fitness. This will help increase awareness of our facilities at Pipitea campus, bringing colour and vibrancy to the common space at Rutherford House.
- o **Running Hub:** 2023 was the pilot year for the Running Hub, which has seen growth and success. It has been humbling to see the positive response from students who have voiced how they have enjoyed being part of this community and how it has helped their running endeavors. The success was highlighted by more students competing and placing in the

top 20 at regional and national events, Maia Flint, Running Hub member, representing New Zealand at the 2023 World Mountain and Trail Running Championships in Austria. Blues awards were presented to both Maia Flint and Victoria University Athletics Club. In 2024 we hope to continue refining what the hub will look like in future.

- **Well360 completion rates:** It was positive to see Well360 successfully delivered for the 11<sup>th</sup> year in a row with a 71% completion rate. This achievement is higher than the 55% completion rate in 2022 and 38% in 2021.
- This programme continues to help students experiencing low mood and depression focus on the four key pillars of wellness- sleep, nutrition, stress and movement. 2023 saw 58 students engage in this programme and make the decision to implement small positive changes to their lifestyle.
- The increased engagement and completion rate this year could be attributed to the fact that the Fitness Team made a concerted effort to make Well360 accessible and inclusive to all by reviewing the approach and refining models and resources.
  - *“The programme works! Definitely got me to actively think about my exercise habits and my wellbeing.”*
  - *“The programme was an easy journey for me thanks to the wonderful staff and their dedication to promote wellbeing”.*
- **Recfurly shield:** The Recfurly Shield was introduced to bring a new level of hall verse hall competition through our existing Sport Leagues. Hall teams competed across different sports offerings and challenged for the shield. The holder of the shield must defend it in every match against other hall teams. After 9 weeks of competition, the winning hall is awarded the Recfurly Shield and claim bragging rights until the next trimester! This new initiative helped to create more excitement and friendly rivalry throughout the competitions.
- **OBU Academy Lead role established:** The OBU Academy Lead role was created and approved in 2023. The role was required to sufficiently resource and support a successful OBU Academy programme that has clear strategic benefits for the stakeholder groups (VUW, OBU, JJCT). There are immediate retention and recruitment benefits for the University and OBU and bringing this role into the University will help to enhance the programme and experience for students, while also providing operational efficiencies for URW.
- The role is a 12-month fixed term position and is half funded by a donor. This pilot project centers around the role Academy lead role and has three focus areas.
- Leading a high-performing OBU Rugby Academy programme
- Contribute directly to the engagement and recruitment activities for VUW and OBU
- Providing targeted support to Māori and Pasifika students that aids retention and success

## ***Pasifika Student Success (category C)***

Pasifika Student Success is a part of the Office of the Assistant Vice-Chancellor (Pasifika). The core purpose of the Pasifika Student Success unit is to develop and deliver integrated holistic services and peer support events and opportunities within a culturally appropriate environment that meet the social, educational, emotional, and cultural needs of Pasifika students.

Pasifika Student Success is a culturally relevant innovation designed to enhance and improve the experience for Pasifika students, and to enable Pasifika students to succeed academically and complete their degrees successfully at Te Herenga Waka—Victoria University of Wellington.

Pasifika Student Success on behalf of the Office of the Assistant Vice-Chancellor (Pasifika) will deliver on the Pasifika Strategy and Operational Plan 2020-2025. The three broad aims of the Pasifika Student Success Plan are:

- Increase the percentage of Pasifika students in all faculties at Te Herenga Waka—Victoria University of Wellington – Recruitment.
- Reduce the number of Pasifika students leaving Te Herenga Waka—Victoria University of Wellington without completing the courses they are enrolled in – Retention.
- Increase the percentage of Pasifika students completing their qualification at Te Herenga Waka—Victoria University of Wellington – Successful Completion.

Pasifika Student Success will lead the Pasifika cultural frameworks and responses through support activities that raise the retention and academic achievement levels of all Pasifika students. Pasifika Student Success will provide university-wide support and advice to academics and professional staff about the cultural needs and aspects to help Pasifika students achieve their academic goals at the University.

### **2023 students engaged with the service**

Student Demographic	2021	2022	2023
TOTAL STUDENTS	1,091 <sup>8</sup>	2,221	1,275

#### **2023 Highlights**

Delivered the third annual Pasifika Week in partnership with the Pasifika Students' Council. The highlights were:

- Celebrated and normalised Pasifika excellence and presence as an integral part of the university community.
- Delivered the largest ever Pasifika Careers expo, utilizing Pasifika staff from approx. 45 diverse organisations in the Public and Private Sector.
- Student creativity displayed at the Pasifika Exhibition included visual arts, poetry and more.
- Pasifika Cultural Night which highlighted cultural performances by the Pasifika cultural students' associations
- Pasifika market for Pasifika owned businesses and Pasifika groups. This has continually proved to be one of the best events we deliver.

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<sup>8</sup> This number represents figures recorded in CRM as distinct student counts per adviser.

## ***VUWSA Contracts for Service (categories A, C, and G)***

The nine key goals of the Association are:

- Education Quality: To ensure that the University provides the best teaching and learning, research opportunities, assessment and training to students.
- Student Support: To advocate for adequate financial support, income and welfare for students in order to remove barriers to education.
- Equity and Access: To promote equity for disadvantaged students in access to and within the University.
- Services: To provide quality, cost effective services for the benefit of members, and, where appropriate, students.
- Activities: To support sporting, social and cultural activities for and by members and students, particularly through Clubs.
- Public Issues: To be the critic and conscience of the University and society, by promoting discussion and action on issues concerning students.
- Finance: To maximise the member benefits by minimising fees or user charges through internal efficiency and non-member revenue.
- Accountability: To ensure accountability to, and representation of, members
- Sustainability: To recognise the needs of current and future generations by promoting sustainable lifestyles and actions to members while ensuring the sustainable operation of the Association and University members.

Contracts with Victoria University of Wellington

- providing support in close partnership with Victoria University of Wellington to all clubs (political, cultural, faith-based, ethnic, sports and academic) and the clubs hub
- Supporting the Clubs Council as the representative body for all clubs and societies
- providing support, promotions, meeting rooms, storage spaces and resources for clubs and societies.
- Creating engagement and life on campus through monthly food trucks
- Key member of numerous University committees, such as the sexual violence prevention network, academic boards
- Supporting PGSA, including hosting the PGSA administrator in the VUWSA offices
- Promoting safe spaces and future proofing through initiatives such as sex week and sustainability week

### **2023 students engaged with the service**

Student Demographic	2021	2022	2023
TOTAL STUDENTS who used the Advocacy Service <sup>9</sup>	382	-	
Total Number of classes with Reps	925	866	
Community Pantry food packs	791	872	

With current levels of resourcing, it is a challenge to create change, most changes and innovation happen outside of the SSF contracted services for VUWSA.

VUWSA ran a record number of debates for the national election cycle, including getting students enrolled and put voting.

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<sup>9</sup> students that used the advocacy service as a walk in for a limited chat are not included in this