



VICTORIA UNIVERSITY OF
WELLINGTON
TE HERENGA WAKA



Student Services Fee

2025 Year End Report



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What is the Student Services Fee?

The Student Services Fee (SSF) funds a wide range of student support services outside the classroom. It provides students with access to support for their wellbeing, finance needs, campus life and supports resources that enhance students experience during study.

New Zealand legislation requires that money collected through the SSF can only be used to fund student services that fit within specified categories determined by the Tertiary Education Commission (TEC). Financial reporting on the SSF reflects these categories. In addition, all income and expenditure covered by the SSF sits within defined cost centres, meaning that any surplus or shortfall at the end of each year is 'ring fenced' and carried forward to the next year.

The SSF is paid by all enrolled students and is used to fund non-academic student support services provided by the University.



How you can get involved











In 2025, discussion about the SSF took place via Student Assembly.

Each year, the methodology to seek student feedback on the SSF varies, guided by VUWSA. Methods in the past include various survey formats allowing for a mix of open-ended responses and rating of services. Discussions with student representatives usually help inform the format of surveys. To get involved and have your say for the **2027 SSF consultation**, look out for the survey which will run during the first two weeks of Trimester 2.

Email info@vuw.ac.nz or contact VUWSA at levy@vuwsa.org.nz if you would like to provide feedback in addition to the survey.

There are **specific categories of services that the SSF can be used to fund** (as defined by the Education Amendment Act 2011 and TEC).

A wide range of services are represented across the TEC-defined categories. These categories are broad and cover diverse activities, often spanning multiple services. The following outlines how our services align with each category:




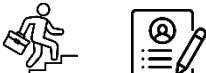



Category		Description	Student Service providers, Student Associations & Representative Groups
Advocacy and legal advice, student engagement and representation		Advocating on behalf of individual students and groups of students and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation	Tauria—Student Interest and Conflict Resolution Te Aka Tauria—Victoria University of Wellington Students Association Ngāi Tauria Postgraduate Students Association Pasifika Students' Council Student Assembly
Careers and employment information	 	Supporting students transition into post-study employment. Providing information and employment opportunities for students while they are studying.	Te Ratonga Rapu Mahi—Careers and Employment
Health, counselling and pastoral care services	 	Providing non-academic counselling and pastoral care. Providing health care and related welfare services	Āwhina—Māori Student Support Mauri Ora—Student Health and Counselling Manawa Ora—Student Wellbeing Te Amaru—Disability Services Kahukura—Rainbow Inclusion Tauria Konene—Refugee Background Wan Tautai—Pasifika Student Success Te Aka Tauria—Victoria University of Wellington Students Association
Financial support and advice		Providing hardship assistance and advice to students on financial issues	Kaiārahi Tahua Tauria—Student Finance
Media		Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media	Te Aka Tauria—Victoria University of Wellington Students Association
Childcare services		Providing affordable childcare services while parents are studying	Ngā Ratonga Kohungahunga—University Kids Wellington
Clubs and societies, sports, recreation, and cultural activities	 	Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies. Providing sports, recreation and cultural activities for students	University Recreation Services

How the 2025 Student Services Fee was set

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 who consult with other representation groups 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.

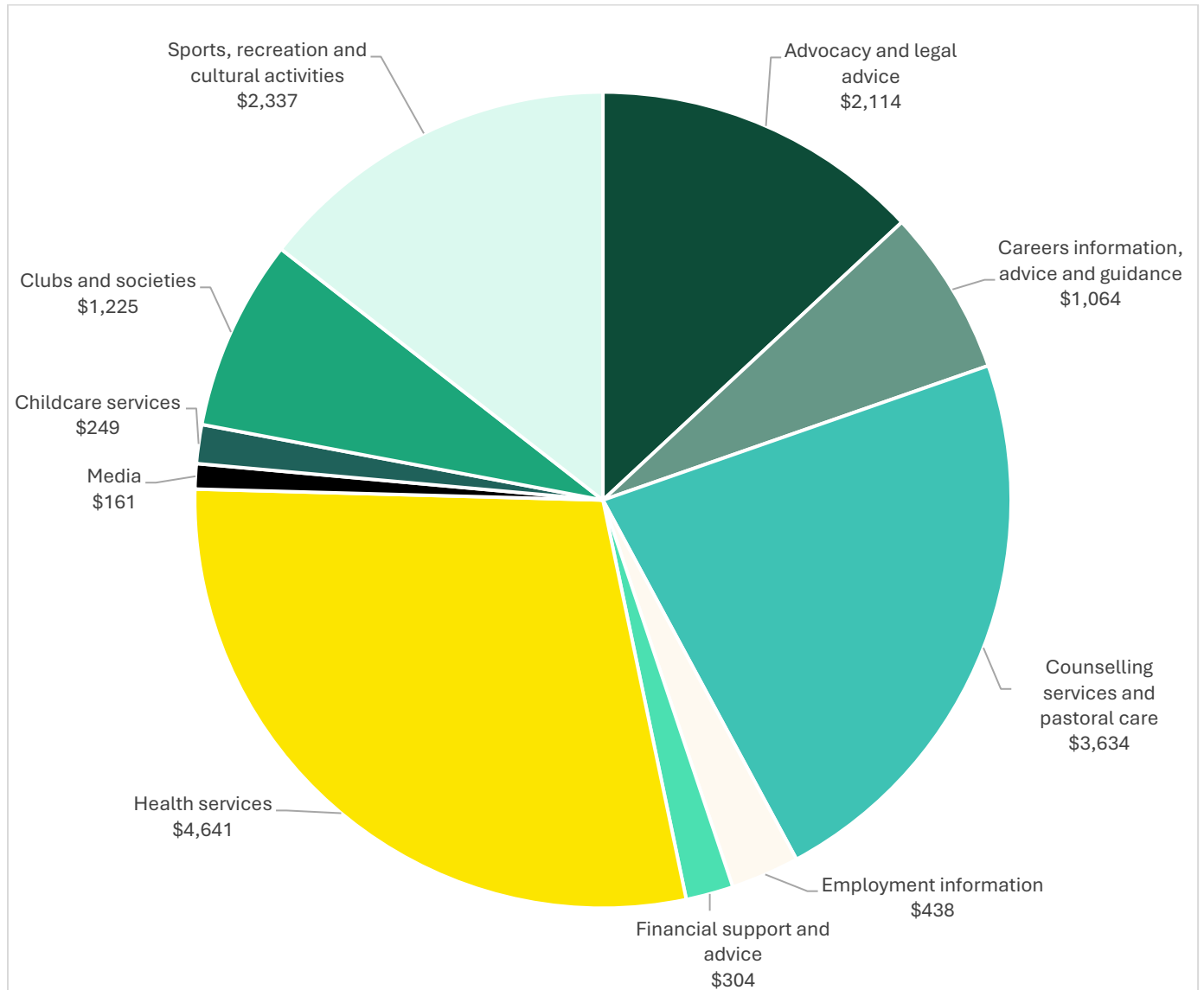
In 2025, data from the Have Your Say student satisfaction survey was also used to contribute to the price setting and allocation. For example, the 2026 SSF price allowed for additional investment in Te Amaru-Disability Services, Wellbeing services and spaces, student financial advice, and postgraduate representation which was extended to include VUWSA and Ngāi Tahu.

The SSF price is set at a level sufficient to cover most costs of the student services it funds.

2025 DISTRIBUTION of SSF FUNDS TO OUR SERVICES <i>based on the distribution of costs to run the Services in each area</i>		
	Health, counselling and pastoral care	59%
	Clubs, societies, sports, recreation	19%
	Advocacy and legal advice	8%
	Careers and employment guidance	7%
	Financial support and advice	5%
	Student Media	1%
	Childcare services	1%

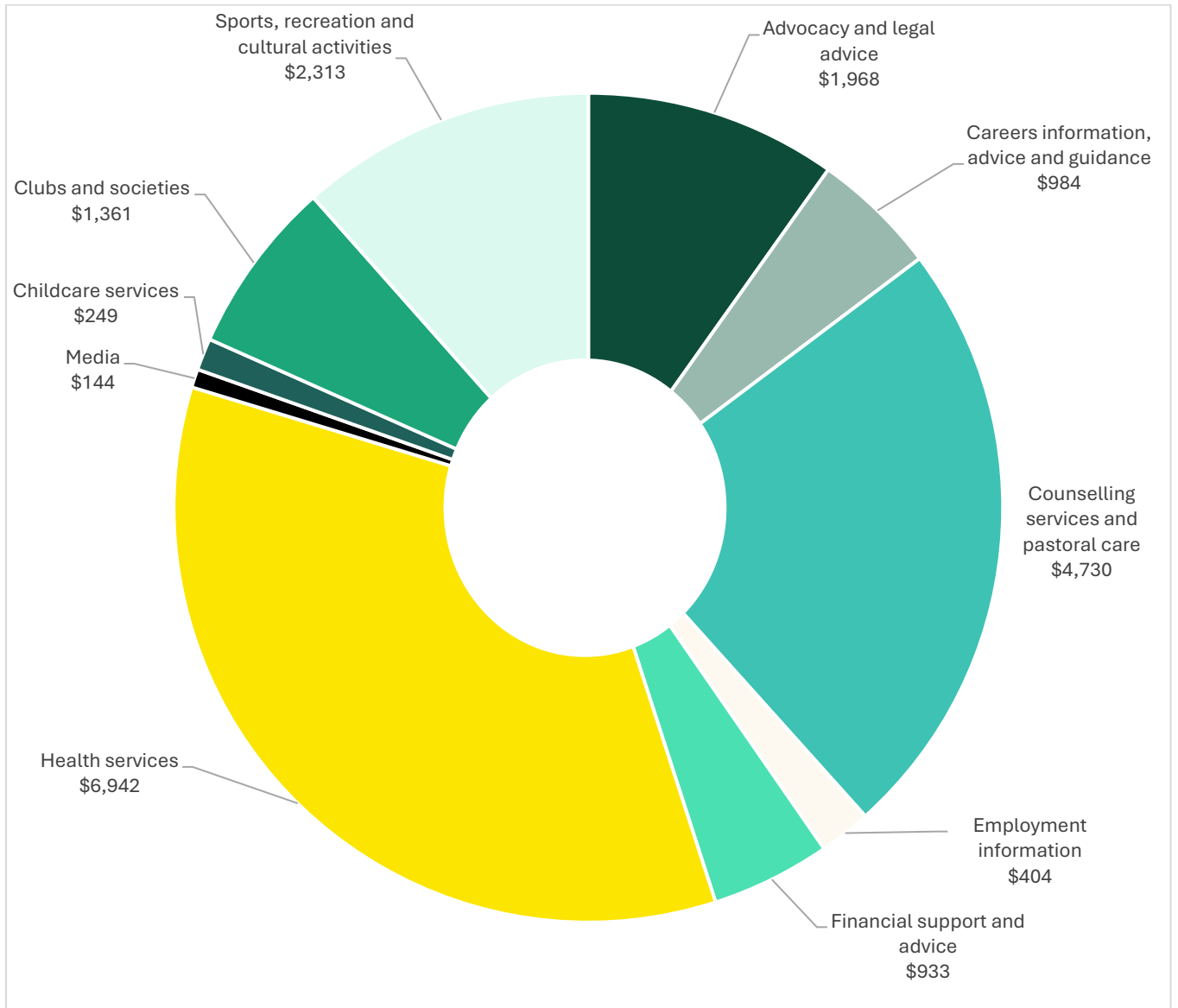
Allocation of SSF Funding Across Service Categories

The graph shows the **total student services fee contribution** (in 000s) to the services provided by the University within the ten designated categories in 2025:



In 2025, the SSF contributed a total of \$16 million to the provision of student services.

The below graph shows the **total expenditure** (in 000s) on the services provided by the University within the ten designated categories:



Disclaimer: The total SSF income amount does not directly align with total service cost figures, as some services receive revenue and funding from other sources not reflected in this SSF total.

The table below shows the 2025 split of funding (SSF vs. other funding) for each of the ten categories. It also shows the value of student services delivered across these categories, for every \$100 of SSF revenue collected.

SERVICES (2025)	HOW COSTS ARE FUNDED	VALUE PER \$100
Advocacy and legal advice	SSF funding 100% Other funding 0%	\$10
Careers information, advice and guidance	SSF funding 97% External funding 3%	\$7
Counselling services and pastoral care	SSF funding 77% Other funding 23%	\$22
Employment information	SSF funding 98% Other funding 2%	\$3
Financial support and advice	SSF funding 100% Other funding 0%	\$2
Health services	SSF funding 65% Other funding 35%	\$29
Media	SSF funding 100% Other funding 0%	\$2
Childcare services	SSF funding 6% Other funding 94%	\$2
Clubs and societies	SSF funding 100% Other funding 0%	\$8
Sports, recreation and cultural activities	SSF funding 79% Other funding 21%	\$16

An Overview of the Key Services Funded by the SSF

ADVOCACY AND LEGAL ADVICE, STUDENT ENGAGEMENT/REPRESENTATION, AND STUDENT MEDIA



TAURIA — STUDENT INTEREST AND CONFLICT RESOLUTION

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

The purpose of Tauria is to respond to harm that is interpersonal and/or has impacted our student communities. 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 team is a central point for students to receive advice and support about responding to threatening, inappropriate and concerning behaviour. 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.

Tauria provides support for the following issues to all enrolled students:

- threatening or aggressive behaviour
- sexually harmful behaviour
- family violence
- worries about someone's wellbeing or welfare
- racism, xenophobia, homophobia, discriminatory, inequitable, or hateful behaviours
- bullying or harassment
- unwanted attention
- conflict and complaints
- coordinating a response to a student critical incident(s)
- concerns for your safety or the safety of someone else

Where you'll find Tauria	
Kelburn, Pipitea, and Te Aro campus	In-person and online appointments

TE AKA TAUIRA — VICTORIA UNIVERSITY OF WELLINGTON STUDENTS ASSOCIATION (VUWSA)

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

VUWSA is a student led, democratic association committed to representing and advocating for students in a transparent, accountable, and inclusive way. It upholds Te Tiriti o Waitangi, recognising Māori as Tangata Whenua and acknowledging Ngāi Tauira as the official representatives of Māori students.

VUWSA engages with students through:

- O-Week
- Elections
- Student group grants
- Reception services
- Food Trucks
- Salient (student media)
- Democracy events and protests
- Class rep, delegations and interactions
- Market Days
- Menstrual Products
- Advocacy and support services

Where you'll find VUWSA	
Kelburn Campus (Student Union Building)	In-person and online appointments



ĀWHINA — Māori Student Support

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

Āwhina's main purpose is to provide a culturally safe, positive and holistic experience for taura Māori that encourages cultural confidence and academic success, all through a kaupapa Māori framework.

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

Each Kaiakiaki is assigned to a Faculty and supports the taura Māori within that Faculty. The one exception to this faculty approach is the Kaiakiaki role that is assigned to Māori postgraduate students, which necessarily spans the breadth of the University.

Within the team of Kaiakiaki, there is also Kaiakiaki Matua—Senior Māori Engagement Adviser whose role is to support the Mata Āwhirangi—Manager and the wider team, serve as the Law Faculty Kaiakiaki, and manage the internship component of Taihonoa.

Āwhina also has a Kaiarawhiti role, who develops and delivers outreach and transition programmes for schools mainly in the Wellington region. The Kaiarawhiti also leads the delivery of New Māori Student Orientation.

Where you'll find Āwhina	
Kelburn, Pipitea, and Te Aro campus	In-person and online appointments

MAURI ORA — STUDENT HEALTH AND COUNSELLING

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

Our medical and counselling professionals provide a range of services to help you manage your physical and mental wellbeing while you're at university.

At Mauri Ora — Student Health and Counselling, you can access a range of healthcare services with our nurses, doctors, health specialists, counsellors, and wellness specialists.

You need to be enrolled with us as your primary healthcare provider to make a routine medical appointment with a doctor or nurse.

If you're not enrolled with Mauri Ora, you can still access our counselling services, some vaccinations, and services related to applying for an aegrotat pass.

Most of our routine services are free for domestic, Manaaki, and ELTO students who are enrolled with us. The cost of healthcare for international students will usually be covered by insurance.

What services offered at Mauri Ora:

- Counselling
- General medical
- Travel consultations
- Gender-affirming health care
- Care after sexual harm
- Wellness
- Prescriptions
- Specialists
- Cervical screening
- Sexually transmitted infections (STI)
- Support in halls
- Vaccinations
- ADHD referrals
- Contraception

Where you'll find Mauri Ora	
Kelburn and Pipitea campus	In-person and online appointments
Te Aro Campus (Counselling only)	Monday – Thursday

WAN TAUTAI — PASIFIKA STUDENT SUCCESS

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

Vaka Tangata Moana (the Office of the Assistant Vice Chancellor Pasifika [OAVCP]) is mandated to deliver the University's ambition for peoples of and from the Pacific.

Through its team of Tautai (Advisers), Vaka Tangata Moana delivered culturally responsive pastoral care to support the social, educational, emotional, and cultural needs of Pasifika students. This culturally responsive pastoral care is designed to enhance the experience for Pasifika students at Te Herenga Waka with the view to strengthening their academic success.

Our work includes supporting Pasifika students to thrive academically and personally through taking a village approach. That is, Vaka Tangata Moana being the aiga (family) who -working in partnership with colleagues across the University - provide integrated, connected services for Pasifika students. This village approach is grounded in relationships, collective responsibility, and shared success.

Integral to the village approach is the building on strong partnerships with people and services across the University. At the faculty-level, this is achieved through having a dedicated Tautai (adviser) who acts as the key liaison point.

Where you'll find Wan Tautai	
Kelburn, Pipitea, and Te Aro Campus	In person and online appointments

MANU TAURITE ME TA ORANGA TAUIRA — STUDENT EQUITY AND WELLBEING PORTFOLIO

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

MANAWA ORA – STUDENT WELLBEING

Supports students to thrive by strengthening wellbeing, social connection, and equity through:

- Peer-led wellbeing support programmes (The Bubble, Storycraft)
- Wellbeing literacy online resources and tools (e.g Wellbeing Kete)
- Health and Wellbeing promotion events and communication messages
- Close collaboration with internal services providing wellbeing support
- Key role in leading the implementation of Ki te rā - Student Wellbeing Outcomes Framework

Where you'll find Manawa Ora	
Kelburn campus	In person and online appointments
The Bubble—Pipitea campus	Fridays
The Bubble—Te Aro campus	Fridays

TE AMARU – DISABILITY SERVICE

Supports disabled students to fully participate and succeed in their studies by removing barriers to learning and inclusion. This includes disability inclusion advice across the university on teaching and learning, service provision, technology, built spaces and culture. The service provides:

- Disability and Inclusion Advisers
- Accessible Assessment Arrangements
- Note-taking and other Paid Support
- Inclusive Learning Software
- Disability Parking
- Disability Inclusion Arrangements
- Sign Language Interpreting
- Specific Learning Disability Screening and Referral
- Access Suites
- Advising Disability inclusion approaches for high and complex needs and risk

Where you'll find Te Amaru	
Kelburn, Pipitea, Te Aro campus	In person (Kelburn only), and online appointments

KAHUKURA – RAINBOW AND INCLUSION

- Offers 1:1 support and advice to enrolled students
- Provides expert advice to internal stakeholders
- Collaboratively delivers community building events
- Works in partnership with Mauri Ora gender-affirming care team.

Where you'll find Kahukura	
Kelburn, Pipitea, Te Aro campus	In person (Kelburn only), and online appointments

TAUIRA KONENE – REFUGEE BACKGROUND

Works with refugee background students to ensure that the University is a safe and inclusive environment and that the student's complex needs are addressed accordingly and in a timely manner.

The RBS Adviser supports helping them in the admission process, informing them of opportunities, providing updates and guidance and connecting them to appropriate student services or faculties.

Fostering a collaborative pan-University approach, works in partnership with the professional and academic staff, and student groups.

Where you'll find Taurira Konene	
Kelburn, Pipitea, Te Aro campus	In person (Kelburn only), and online appointments



TE RATONGA RAPU MAHI — CAREERS AND EMPLOYMENT

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

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.

We host and facilitate skills and career preparation workshops, large careers expos and employer networking events throughout the year.

We liaise with faculties and contribute to academic programmes across the University, providing customised employability training and graduate destination data as required.

Our services include:

- Individual and group career advice and guidance to students
- Career pathway information for current and future students
- Manage and deliver the 'Alumni as Mentors' Programme
- 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

Where you'll find Te Ratonga Rapu Mahi	
Online Career Centre and CareerHub	24/7
Kelburn, Pipitea and Te Aro Campus	In-person and online appointments



KAIĀRAHI TAHUA TAUIRA — STUDENT FINANCE

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT

The Student Finance team specialise in financial advice.

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.

Student Finance Advisers administer the Hardship Fund, provide individualised financial advice and develop a range of resources and workshops aimed at increasing students' financial capability. In addition to providing emergency financial support there is an increasing need for enhanced student financial capability. A lack of education around personal money management, combined with high living and accommodation costs, results in a number of students arriving on campus with limited capacity to manage their money.

Through the development of a range of resources (print, web & workshops), the service aims to increase students' financial capabilities and provide them with the tools and strategies to manage their money and avoid financial crisis.

Where you'll find Kaiārahi Tahua Tauira	
Kelburn, Pipitea, Te Aro campus	In-person (Kelburn only) and online appointments



UNIVERSITY RECREATION WELLINGTON

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

University Recreation Wellington (URW) delivers a comprehensive recreation experience that supports student engagement, wellbeing and success. This includes accessible recreation and fitness opportunities, casual and social sport, performance pathways, club development, and high-quality facility provision.

Participation in recreation, sport and wellbeing activities enhances physical and mental health, builds social connection, and supports student transition into university life. These opportunities foster a sense of belonging, develop leadership and life skills, and enable students to continue co-curricular pursuits — all key contributors to improved wellbeing, engagement and retention.

URW provides inclusive opportunities ranging from casual, low-barrier activities through to competitive and performance-based sport. Fitness and wellbeing services support healthy lifestyles, while facilities offer safe, welcoming spaces for activity, recreation and connection.

The Clubhouse is a central hub for clubs, casual sport and light recreation support services. It also houses a Games Room, providing accessible, informal recreation options that complement the Recreation Centre and encourage social connection. Our services include:

Sport

- Social and casual sport leagues and events
- Representative and performance sport pathways
- Support for student-athletes
- Access to sport development programmes

Clubs, Societies & Community groups

- Find and join a club or society
- Club registration, administration and governance support
- Clubs Expo and engagement events
- Club training, development and leadership support

Fitness, Recreation and Wellbeing

- Recreation Centre access and community amenities
- Group fitness classes and exercise services
- Health, fitness and wellbeing programmes
- Games Room, and casual recreation activities and events

Facilities & Spaces

- Access to indoor and outdoor recreation facilities
- Safe, inclusive environments for activity and connection
- Multi-use spaces supporting sport, fitness and events

Where you'll find URW

Kelburn campus – The Recreation Centre and The Clubhouse
Pipitea campuses – Pipitea Fitness



NGĀ RATONGA KOHUNGAHUNGA — UNIVERSITY KIDS WELLINGTON

WHAT THE FEE COVERS AND WHY IT'S IMPORTANT

Early Childhood Services provide accessible flexible childcare for student parents enrolled at the University.

Flexible enrolment options are offered to allow students with young children to change their enrolment agreements to meet trimester schedules, timetable changes, and tutorial allocations. Casual enrolment options are also available, supporting students to meet with academic staff, access learning support, or manage fluctuating workloads/exam schedules etc.

Understanding that the pathway to graduation for student parents can complex, we maintain enrolments if a student takes a study break, needs to work part time etc.

Where you'll find Ngā Ratonga Kohungahunga
Located at 67-71 Farlie Terrace on the Kelburn Campus