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**Student Services Fee**  
**2024 Year End Report**  
**Final**

## TABLE OF CONTENTS

<b>EXECUTIVE SUMMARY .....</b>	<b>3</b>
<b>BACKGROUND .....</b>	<b>4</b>
LEGISLATIVE PROVISION .....	4
ADVISORY COMMITTEE TO THE STUDENT SERVICES FEE (ACSSF) .....	5
STUDENT REPRESENTATIVES ON ACSSF .....	5
SETTING THE 2024 STUDENT SERVICES FEE.....	5
2024 SURVEYS TO ASSESS STUDENT SERVICES.....	6
<b>2024 STUDENT SERVICE FEE FINANCIAL ANALYSIS .....</b>	<b>9</b>
<b>TOTAL SOURCES OF FUNDING AND COSTS .....</b>	<b>9</b>
<b>BREAKDOWN OF 2024 BUDGETED COSTS AND INCOME BY SERVICE CATEGORY.....</b>	<b>10</b>
<b>BREAKDOWN OF 2024 ACTUAL COSTS AND INCOME BY SERVICE CATEGORY .....</b>	<b>10</b>
2024 INCOME AND EXPENDITURE COMMENTARY.....	11
STUDENT SERVICE FEE CARRIED FORWARD SURPLUS / DEFICIT .....	12
(A) ADVOCACY AND LEGAL ADVICE .....	13
(B) CAREERS INFORMATION, ADVICE AND GUIDANCE .....	14
(C) COUNSELLING SERVICES AND PASTORAL CARE .....	15
(D) EMPLOYMENT INFORMATION.....	16
(E) FINANCIAL SUPPORT AND ADVICE.....	17
(F) HEALTH SERVICES .....	18
(G) MEDIA .....	19
(H) CHILDCARE SERVICES.....	20
(I) CLUBS AND SOCIETIES .....	21
(J) SPORTS, RECREATION AND CULTURAL ACTIVITIES.....	22
<b>PRIMARY SSF FUNDED SERVICES KPIS AND STATISTICS .....</b>	<b>23</b>
ĀWHINA (CATEGORY C) .....	23
TE RATONGA RAPU MAHI - CAREERS AND EMPLOYMENT SERVICE (CATEGORIES B & D).....	25
MAURI ORA - STUDENT HEALTH AND COUNSELLING SERVICES (CATEGORIES F AND C).....	27
UNIVERSITY KIDS (CATEGORY H) .....	29
MANAWA ORA - STUDENT WELLBEING (CATEGORY C).....	30
KAHUKURA-RAINBOW INCLUSION (CATEGORY C) .....	31
TAUIRA KONENE-REFUGEE BACKGROUND (CATEGORY C) .....	32
TE AMARU-DISABILITY SERVICES (CATEGORY F).....	33
KALĀRAHI TAHUA TAUIRA - STUDENT FINANCE (CATEGORY E) .....	35
TAURIA - STUDENT INTEREST AND CONFLICT RESOLUTION (CATEGORY C) .....	37
RECREATION SERVICES (CATEGORIES I & J) .....	38
PASIFIKA STUDENT SUCCESS (CATEGORY C) .....	40
VUWSA CONTRACTS FOR SERVICE (CATEGORIES A, C, AND G) .....	42

## 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 2024. It incorporates:

- Results for the 2024 student surveys
- 2024 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

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 (37.9%), tuition fees (including Fees Free grant) (26.1%), Student Services Fee revenue (2.7%), research revenue (16.6%), commercial income (3.8%), other revenue including student accommodation, insurance proceeds and miscellaneous income (13.0%).

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 2024, 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 2024, students studying 120 points on campus were charged \$1,104.00 (GST inclusive) for the Student Services Fee and \$30 (GST inclusive) for the Student Assistance Levy. The total Compulsory Student Service Fee per student in 2024 was \$1,134.00.

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 2024 Student Services Fee**

Following discussion at ACSSF meetings, VUWSA and Ngāi Tahu facilitated input with the Student Assembly regarding options for the 2024 levy and the approach for the consultation process with the wider student population.

Various forecast options for 2024 revenue and expenditure were prepared by Finance and discussed at ACSSF meetings. VUWSA then prepared an online survey that was open between 17 July – 21 July 2023. The content of the survey was reviewed by ACSSF members. The survey focused on two main areas – firstly, to understand students' awareness of the SSF, the services it funded and the process around decision making on SSF setting. Secondly, it also asked about the options for the 2024 SSF price, their service priorities, usage and satisfaction. The survey received 1,030 responses. The survey results informed a list of recommendations which were prepared by VUWSA on behalf of the Student Assembly. These included recommendations on price and allocations, accessibility, visibility and transparency of student services.

The survey indicated that those who responded were open to a SSF price increase up to the rate of inflation, to maintain current service levels. The Student Assembly felt this struck the right balance between students' needs for service provision and affordability in a cost-of-living crisis. The Student Assembly consensus was that the SSF should only increase at the same rate as inflation with current service levels being maintained.

Student leaders on ACSSF felt that students would be unable to afford increases that were higher than CPI, and VUWSA did not support anything higher than 7%. VUWSA were concerned that if the increase went to 10% or higher, it would take away from the big issues of occupancy and the deficit from previous years, which required commitment to be dealt with, rather than passing on to future student cohorts through ongoing price increases without any increase in student services.

There was a unanimous commitment of ACSSF Committee, both staff and student representatives, to recommend a 7% increase and to include clearly in the paper the issues and risks on occupancy and the deficit.

Acknowledging the concerns raised and risks highlighted by ACSSF with regards to the pressure of increased occupancy costs and sustainability of the SSF structural deficit going forward, Te Hiwa considered the recommendation from ACSSF, and endorsed the 7% increase to the SSF for 2024 and Council approved the increase.

Given the additional cost of living pressures the 'Hardship Fund' had continued to see increased demand, so an increase from \$28 to \$30 per student for 2024 was recommended by ACSSF, endorsed by Te Hiwa and approved by Council.

## 2024 surveys to assess student services

In 2024, the Student Voice-Have Your Say survey ran in Trimester 2 between 29 July 2024 – 18 August 2024. It is a single, annual survey sent to all enrolled students and had a 23% 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	2023 Actual	2024 Actual
Te Ratonga Rapu Mahi - Careers and Employment Service	Percentage of students aware of the Careers and Employment Services	73%	73%
Mauri Ora - Student Counselling	Percentage of students aware of the Counselling Services	88%	87%
Ngā Ratonga Kohungahunga - University Kids Wellington	Percentage of students aware of the University Kids (Early Childhood Education) Services	48%	45%
Te Amaru - Disability Services	Percentage of students aware of the Disability Services	75%	73%
Kaiārahi Tahua Tauira - Student Finance Advisers	Percentage of students aware of the Financial Advice Services	75%	75%
Pūtea Āwhina - Hardship Fund	Percentage of students aware of the Hardship Fund	69%	66%
Mauri Ora - Student Health	Percentage of students aware of the Student Health Services	93%	92%
University Recreation Wellington	Percentage of students aware of the University Recreation Wellington Services	80%	85%
University Clubs	Percentage of students aware of the University Clubs	89%	73%
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%	96%
VUWSA: Representation	Percentage of students aware of the Class Representatives Services	94%	93%
VUWSA: Advocacy	Percentage of students aware of the VUWSA Advocacy Services	70%	67%
Tauria - Student Interest and Conflict Resolution	Percentage of students aware of the Student Interest and Conflict Resolution Services	54%	51%
Kahukura - Rainbow and Inclusion	Percentage of students aware of the Rainbow and Inclusion Services	72%	72%
Manawa Ora - Student Wellbeing	Percentage of students aware of the Student Wellbeing Services	80%	78%
Tauira Konene - Refugee-Background Students	Percentage of students aware of the Refugee-Background Student Services	69%	50%

## Use

Service	Performance Measure	2023 Actual	2024 Actual
Te Ratonga Rapu Mahi - Careers and Employment Service	Percentage of students aware who engaged with Careers and Employment Services	20%	18%
Mauri Ora - Student Counselling	Percentage of students aware who engaged with Counselling Services	27%	26%
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	15%	17%
Kaiārahi Tahua Taura - Student Finance Advisers	Percentage of students aware who engaged with Financial Advice Services	14%	16%
Pūtea Āwhina - Hardship Fund	Percentage of students aware who engaged with the Hardship Fund	11%	11%
Mauri Ora - Student Health	Percentage of students aware who engaged with Student Health Services	50%	50%
University Recreation Wellington	Percentage of students aware who engaged with University Recreation Wellington Services	36%	33%
University Clubs	Percentage of students aware who engaged with University Clubs	30%	19%
Pasifika Student Success	Percentage of Pasifika students aware who engaged with Pasifika Student Success Services	68%	67%
Āwhina (Māori student support)	Percentage of Māori students aware who engaged with Āwhina Services	57%	52%
VUWSA: Representation	Percentage of students aware who engaged with Class Representatives Services	29%	28%
VUWSA: Advocacy	Percentage of students aware who engaged with VUWSA Advocacy Services	15%	16%
Tauria - Student Interest and Conflict Resolution	Percentage of students aware who engaged with Student Interest and Conflict Resolution Services	6%	8%
Kahukura - Rainbow and Inclusion	Percentage of students aware who engaged with Rainbow and Inclusion Services	6%	8%
Manawa Ora - Student Wellbeing	Percentage of students aware who engaged with Student Wellbeing Services	21%	20%
Taura Konene - Refugee-Background Students	Percentage of students aware who engaged with Refugee-Background Student Services	9%	2%

## Satisfaction

Service	Performance Measure (of those that used the service)	2023 Actual	2024 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	78%	18%
Mauri Ora - Student Counselling	Percentage of students who were satisfied or very satisfied with the performance of Counselling Services	60%	62%
Ngā Ratonga Kohungahunga - University Kids Wellington	Percentage of students who were satisfied or very satisfied with the performance of University Kids (Early Childhood Education) Services	72%	58%
Te Amaru - Disability Services	Percentage of students who were satisfied or very satisfied with the performance of Disability Services	73%	72%

Service	Performance Measure (of those that used the service)	2023 Actual	2024 Actual
Kaiārahi Tahua Tauira - Student Finance Advisers	Percentage of students who were satisfied or very satisfied with the performance of the Financial Advice Services	78%	77%
Pūtea Āwhina - Hardship Fund	Percentage of students who were satisfied or very satisfied with the performance of Hardship Fund	84%	80%
Mauri Ora - Student Health	Percentage of students who were satisfied or very satisfied with the performance of Student Health Services	70%	70%
University Recreation Wellington	Percentage of students who were satisfied or very satisfied with the performance of the University Recreation Wellington Services	86%	85%
University Clubs	Percentage of Pasifika students who were satisfied or very satisfied with the performance of University Clubs	79%	80%
Pasifika Student Success	Percentage of Pasifika students who were satisfied or very satisfied with the performance of Pasifika Student Success Services	91%	90%
Āwhina (Māori student support)	Percentage of Māori students who were satisfied or very satisfied with the performance of Āwhina Services	90%	87%
VUWSA: Representation	Percentage of students who were satisfied or very satisfied with the performance of Class Representatives Services	77%	76%
VUWSA: Advocacy	Percentage of students who were satisfied or very satisfied with the performance of VUWSA Advocacy Services	73%	77%
Tauria - Student Interest and Conflict Resolution	Percentage of students who were satisfied or very satisfied with the performance of Student Interest and Conflict Resolution Services	54%	55%
Kahukura - Rainbow and Inclusion	Percentage of students who were satisfied or very satisfied with the performance of Rainbow and Inclusion Services	78%	73%
Manawa Ora - Student Wellbeing	Percentage of students who were satisfied or very satisfied with the performance of Student Wellbeing Services	74%	69%
Tauira Konene - Refugee-Background Students	Percentage of students who were satisfied or very satisfied with the performance of Refugee-Background Student Services	89%	56%



# 2024 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 2024 are as follows:

Income	2023 Actual	2024 Budget	2024 Actual
Student Services Fee	13,410,889	14,219,000	14,494,748
Commercial Income	474,244	540,000	596,118
Government Grants	555,613	520,000	544,597
Research Revenue	51,740	30,527	30,530
Other Income	2,775,519	2,854,304	3,014,119
<b>Total Income</b>	<b>17,268,003</b>	<b>18,163,831</b>	<b>18,680,112</b>
Expenditure	2023 Actual	2024 Budget	2024 Actual
People	11,221,998	11,529,004	11,718,874
Occupancy	3,686,854	4,140,340	4,147,795
Operating	2,369,157	2,623,056	2,519,164
Depreciation	10,335	11,872	9,764
Other Overhead charges	951,209	1,063,296	1,038,532
<b>Total Expenditure</b>	<b>18,239,554</b>	<b>19,367,567</b>	<b>19,434,129</b>
<b>NET Surplus / (Deficit)</b>	<b>(971,550)</b>	<b>(1,203,736)</b>	<b>(754,017)</b>

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

## BREAKDOWN OF 2024 BUDGETED COSTS AND INCOME BY SERVICE CATEGORY

Service Category	SSF Income	Income from other sources	Total Income	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	Net Surplus/(Cost)
Advocacy and legal advice	1,195,174	-	1,195,174	860,403	55,838	58,782	-	409,955	1,384,979	(189,806)
Careers information, advice and guidance	995,404	28,800	1,024,204	815,167	92,807	116,230	-	-	1,024,204	(0)
Counselling services and pastoral care	3,316,313	1,018,831	4,335,144	3,666,370	336,634	328,079	-	-	4,331,083	4,061
Employment information	410,322	11,200	421,522	317,009	36,092	45,201	-	26,055	424,357	(2,835)
Financial support and advice	302,527	-	302,527	217,496	-	-	-	120,656	338,152	(35,624)
Health services	4,204,677	2,367,000	6,571,677	5,332,026	497,777	754,062	-	17,041	6,600,906	(29,229)
Media	182,276	-	182,276	-	-	-	-	204,531	204,531	(22,255)
Childcare services	216,000	-	216,000	216,000	-	-	-	-	216,000	-
Clubs and societies	1,112,083	-	1,112,083	70,501	-	1,068,516	174,582	-	1,313,599	(201,516)
Sports, recreation and cultural activities	2,284,224	519,000	2,803,224	1,233,947	44,148	1,769,470	35,418	446,774	3,529,756	(726,532)
<b>Total</b>	<b>14,219,000</b>	<b>3,944,831</b>	<b>18,163,831</b>	<b>12,728,920</b>	<b>1,063,296</b>	<b>4,140,340</b>	<b>210,000</b>	<b>1,225,012</b>	<b>19,367,567</b>	<b>(1,203,736)</b>

## BREAKDOWN OF 2024 ACTUAL COSTS AND INCOME BY SERVICE CATEGORY

Service Category	SSF Income	Income from other sources	Total Income	Direct Cost of providing the service	Category overhead	Use of Space Allocation	Grants	3rd Party Contracts	Total Cost	Net Surplus/(Cost)
Advocacy and legal advice	1,251,348	-	1,251,348	716,354	63,223	58,859	-	393,425	1,231,861	19,487
Careers information, advice and guidance	1,009,496	34,187	1,043,684	803,966	90,227	116,572	-	-	1,010,765	32,919
Counselling services and pastoral care	3,340,726	1,040,216	4,380,942	3,563,500	306,032	328,367	-	-	4,197,899	183,044
Employment information	424,921	13,295	438,216	312,654	35,088	45,333	-	34,945	428,020	10,196
Financial support and advice	333,954	-	333,954	237,997	13,777	502	-	131,372	383,648	(49,694)
Health services	4,272,635	2,490,033	6,762,668	5,597,078	492,598	754,473	-	21,759	6,865,908	(103,241)
Media	305,784	-	305,784	-	-	-	-	330,425	330,425	(24,641)
Childcare services	219,990	-	219,990	219,990	-	-	-	-	219,990	-
Clubs and societies	1,125,714	-	1,125,714	71,093	-	1,068,517	171,606	-	1,311,215	(185,501)
Sports, recreation and cultural activities	2,210,180	607,633	2,817,813	1,293,740	37,586	1,775,171	34,814	313,087	3,454,398	(636,585)
<b>Total</b>	<b>14,494,748</b>	<b>4,185,364</b>	<b>18,680,112</b>	<b>12,816,372</b>	<b>1,038,532</b>	<b>4,147,795</b>	<b>206,419</b>	<b>1,225,012</b>	<b>19,434,129</b>	<b>(754,017)</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.

## ***2024 Income and expenditure commentary***

The 2024 full year Student Services Fee result was a net deficit of \$754k, compared to a budget deficit of \$1,204k. The favourable variance of \$450k is mainly driven by:

- \$276k higher Student Services Fee income: the budget had a lower assumption for the number of students studying in Wellington and therefore estimated less students paying the higher SSF rate per point; and the budget estimated a higher proportion of points to be capped over 150 points.
- \$160k higher other income: higher PHO health funding in Student Health and higher income from hire of facilities in the Recreation Centre.
- \$104k lower operating costs: mainly from the Post-Graduate Students' Association (PGSA) budget not spent as a result of the PGSA executive team not being existent in 2024 and the PGSA's student engagement activities did not happen.

The above items are offset by:

- \$190k higher people costs: mainly from Student Health, due to higher GP locum costs in a year of high GP turnover and a national GP shortage where recruitment of permanent staff was challenging.

## ***Student Service Fee carried forward Surplus / Deficit***

The Student Services Fee and Student Hardship Fee had a carried forward balance up to 31 December 2024 of (\$2,760,017). Te Hiwa approved a write-off of the SSF carried forward balance of accumulated net surpluses and deficits as at 31 December 2024, resulting in the carried forward balance being reset to nil from 1 January 2025.

2024 REVENUE AND COSTS BY SERVICE CATEGORY	STUDENT SERVICES FEE (SSF) REVENUE \$'000	STUDENT HARDSHIP FEE (SHF) REVENUE \$'000	REVENUE FROM OTHER SOURCES \$'000	TOTAL REVENUE \$'000	TOTAL COST (SSF RELATED AND SHF GRANTS) \$'000	NET SURPLUS/(COST) \$'000
Advocacy and legal advice	1,250,792	-	-	1,250,792	1,231,861	18,931
Careers information, advice and guidance	1,009,633	-	34,187	1,043,821	1,010,765	33,056
Counselling services and pastoral care	3,341,190	-	1,040,216	4,381,406	4,197,899	183,508
Employment information	424,916	-	13,295	438,211	428,020	10,191
Financial support and advice	320,402	505,944	81,024	907,370	957,261	(49,891)
Health services	4,273,346	-	2,490,033	6,763,379	6,865,908	(102,530)
Media	305,237	-	-	305,237	330,425	(25,188)
Childcare services	219,990	-	-	219,990	219,990	-
Clubs and societies	1,125,714	-	-	1,125,714	1,311,215	(185,501)
Sports, recreation and cultural activities	2,210,173	-	607,633	2,817,805	3,454,398	(636,593)
<b>Total</b>	<b>14,481,393</b>	<b>505,944</b>	<b>4,266,388</b>	<b>19,253,725</b>	<b>20,007,742</b>	<b>(754,017)</b>

Note: The Student Services Fee revenue in the above table, excludes \$13,355 which is interest earned and is classified within the 'Revenue from other sources' category; to be consistent with VUW's Consolidated Group Annual Report for 2024.

## 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.*

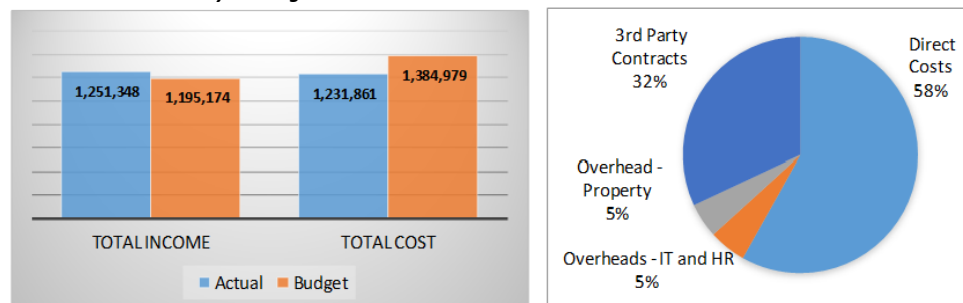
### **(A) Advocacy and legal advice**

*“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 2024 Total Costs & income breakdown**



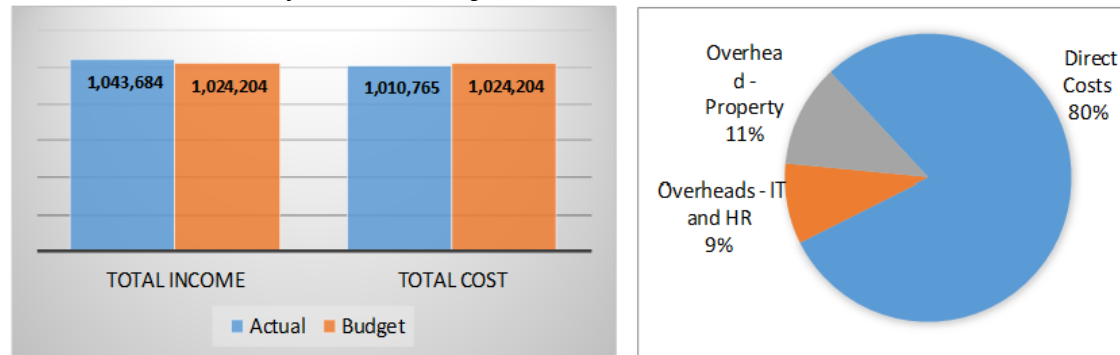
## ***(B) Careers information, advice and guidance***

*“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 2024 Total Costs & income breakdown***



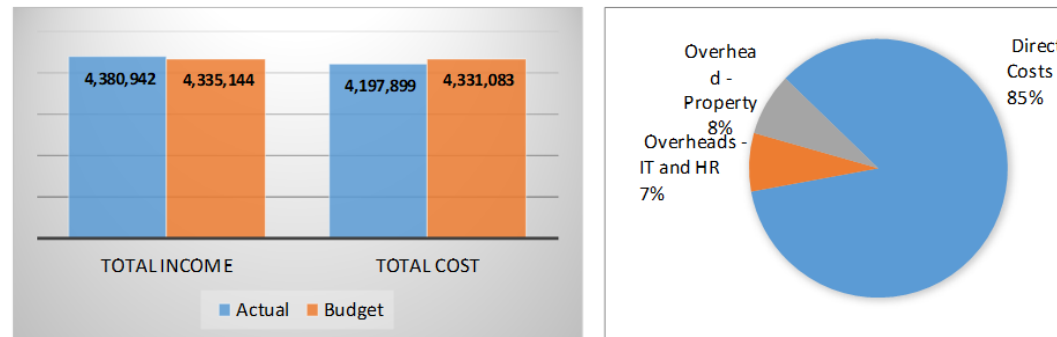
## (C) Counselling services and pastoral care

*“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 2024 Total Costs & income breakdown**

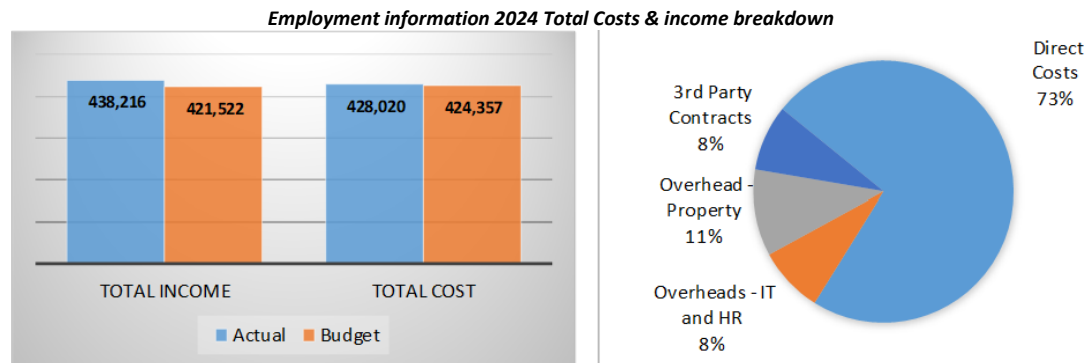


## (D) Employment information

*“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





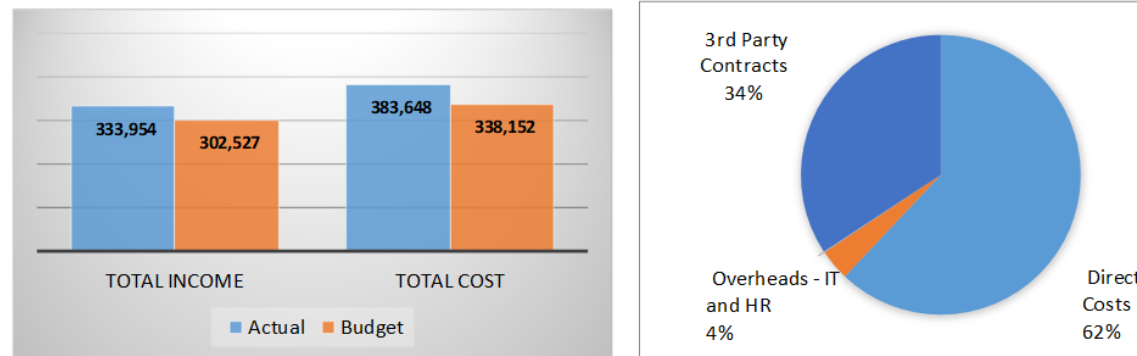
## (E) Financial Support and Advice

*“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 2024 Total Costs & income breakdown**

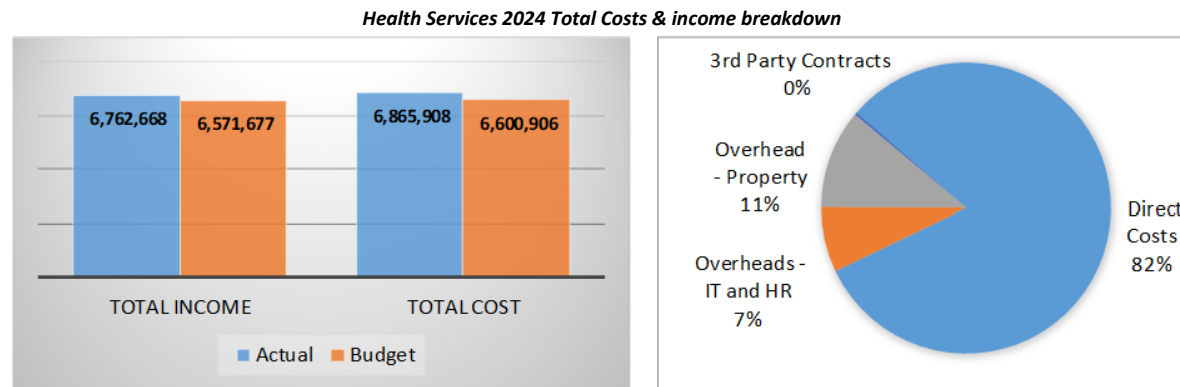


## (f) Health Services

*“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

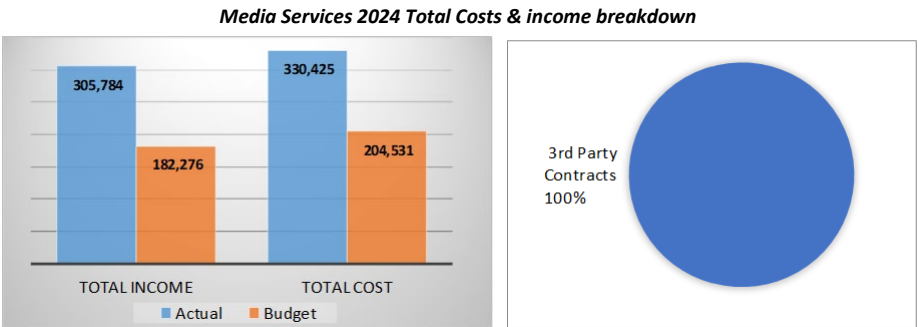


**(G) Media**

*“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.

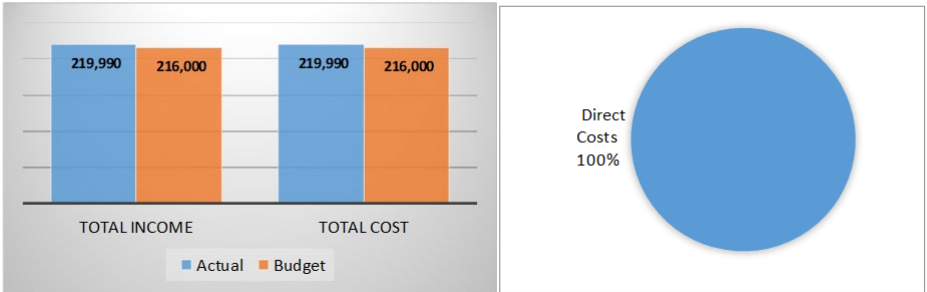


**(H) Childcare Services**

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

- providing early childhood education services for the children of students

*Childcare Services 2024 Total Costs & income breakdown*



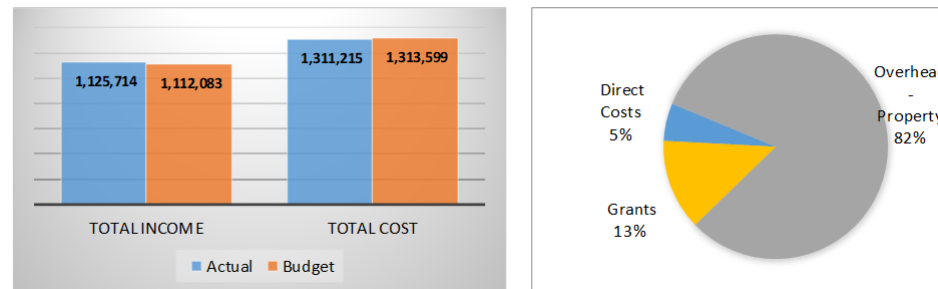
## (I) Clubs and Societies

*“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 2024 Total Costs & income breakdown**



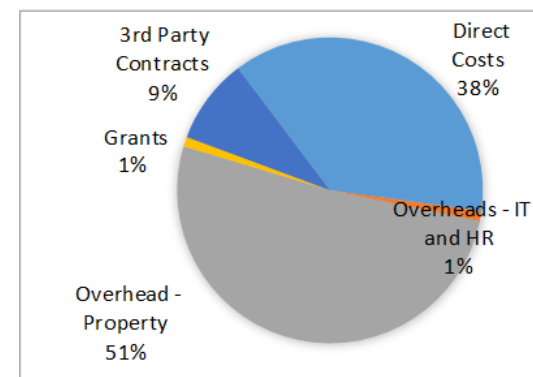
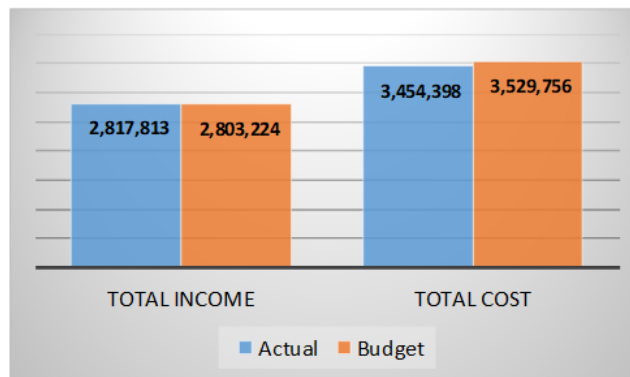
## ***(J) Sports, recreation and cultural activities***

### *“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 2024 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
- Offering fortnightly Study Wā
- Community engagement, i.e Clothes swap and Rā Māketē (Māori Market Day)

## 2024 students engaged with the service

Student Demographic	2022	2023	2024
- Undergraduate	1,854	1,686	1705
- Postgraduate	349	438	459
- PhD	93	-	-
- Other	2	32	19
- Total Māori	2,270 <sup>2</sup>	2,146	2183

<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.

## 2024 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.

### 2024 students engaged with the service

Student Demographic	2022	2023	2024
TOTAL STUDENTS	7,891 <sup>3</sup>	6,156	6854
- Undergraduate	5,826	4,862	4746
- Postgraduate taught	1,521	1,565	1546
- PhD	299	221	274
- Māori	711	498	626
- Pasifika	410	284	349
- International	1,098	1,337	1461

### 2024 Highlights

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

**Career Festival approach.** A festival approach was taken to group and theme various career and employability events and activities over a defined period (for eg., the Commerce and Law Careers Festival ran from late Feb to late March, incorporating the flagship Careers Expo, employer presentations, and careers workshops). Student engagement was extremely high across all the festival events.

**Enhanced online presence.** [The Careers 101 podcast](#) was launched with 10 episodes shared in 2024. The purpose was to provide quality careers information in a non-text format, providing more choice for students. The Careers and Employment LinkedIn page grew from 1000 to over 2600 followers at the end of the year, with numerous posts attracting a high volume of likes.

**Alumni as Mentors.** The changes to Alumni as Mentors make supported mentoring partnerships available to final-year students all year round rather than just at the very start of the year. The career mentors engaged in the programme can complement career advisors and provide a meaningful way for students to continue to receive 1-to-1 support beyond appointments.

**Wellington Plus.** The one-day Student Leadership Summit event was co-organised alongside the Wellington International Leadership Programme, and student leaders. Attracting 100 registered students, the event received overwhelming positive feedback and featured alumni guest speaker Lingy Au from the Asia New Zealand Foundation.

**Hosted the Work-Integrated Learning NZ (WILNZ) Conference.** The organising group included Alice Hodder and Andrew Tui from the Careers and Employment team. The successful conference also included a popular Student Showcase, featuring students sharing their WIL projects.

## ***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.

### **2024 students engaged with the service**

<b>Student Demographic / Student Sessions</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
TOTAL STUDENTS	10,961 <sup>4</sup>	9,702	9650
- Māori	871	811	1057
- Pasifika	375	315	446
- International	512	-	1187
Total number of appointments / sessions	55,234	49,258	52,947

### **2024 Highlights**

**Counselling Intake Process.** An outreach counsellor now triages students, assessing risk and referring them to the service most appropriate to their needs. In addition to referrals for short-term counselling, students may also be directed to:

- Same-day counselling (for acute needs).
- Same- day GP/Nurse Practitioner (for acute needs).
- A Health Improvement Practitioner.
- A Health Coach.
- Group therapy.
- An Intern Counsellor.
- Referral to the Rainbow and Inclusion Advisor and Manawa Ora services.

The intake process has supported the service's ability to assess and refer students to the most appropriate support based on their immediate needs. In 2024, there was a significant increase in demand for counselling services, further highlighting the importance of an effective triage system.

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<sup>4</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).

**Development of Group Therapy Options.** In 2024, the expansion of group therapy options provided students with additional pathways for psychological support. Key group therapy offerings included:

- Trauma Processing Group Therapy (EMDR).
- WiseMinds – a Dialectical Behaviour Therapy (DBT) skills-based group.
- Tabletop Role-Playing Group Therapy.
- Being OK, Being Me – an Acceptance and Commitment Therapy (ACT)-based group provided to students in halls of residence.

**ADHD Group Programmes.** A series of group programmes for students awaiting an ADHD diagnosis and those already diagnosed with ADHD. This initiative addresses extensive wait times for private psychiatric diagnoses and the limited public healthcare pathways available for ADHD support.

**Internships.** Mauri Ora has a long-standing internship programme for Social Work, Counselling, and Psychology students. Originally established in partnership with The University of Texas, the programme has expanded over the past 18 months to include interns from Massey University and WelTec.

**Expanded Scope of Nursing Practice.** The GP shortage in 2024 had a positive impact on the nursing workforce at Mauri Ora, leading to an expanded scope of practice. As a result, nurses took on broader responsibilities. Key developments included:

- Initial ADHD screening appointments.
- Expanded Medication Prescribing for Communicable Diseases.
- New Patient Appointments for Complex Health Needs.
- Independent Vaccine Prescribing for Travel.

These changes strengthened the role of nurses within Mauri Ora, reduced pressure on GPs, and enhanced patient access to timely care.

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.
- We provide pastoral care to families of young children enrolled with us, including parenting advice for those who seek this support.

2024 students engaged with the service

	2022	2023	2024
Number of places provided for children of students in the crèche.	63 FTE	54 FTE	58

2024 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.

## Manawa Ora - Student Wellbeing (category C)

Manawa Ora is funded by the Student Services Fee providing health promotion for students. The provision of wellbeing, identity and specific equity group support positively impacts the academic success of students. Manawa Ora is delivered in collaboration with staff and student leader partners with the key objectives to; support students to thrive through strengthening their wellbeing and social connection; develop and provide wellbeing tools and resources; collaboration with internal services who provide wellbeing support; lead the implementation of Ki te rā-Student Wellbeing Outcomes Framework; enhance the wellbeing of equity groups.

Services available for students include; Peer-led wellbeing support programmes (Bubble, Storycraft); Wellbeing literacy online resources and tools (Wellbeing Kete, Online Wellbeing Resources, Six Ways to Wellbeing); Health and Wellbeing promotion events and communication messages; External networking with National Tertiary Student Wellbeing Group to share best practice, Mental Health Foundation, and Crisis Resolution Service (suicide prevention); Close collaboration with internal services providing wellbeing support; Key role in leading the implementation of Ki te rā-Student Wellbeing Outcomes Framework.

### 2024 students engaged with the service – note change in structure in 2023: 2022 and 2023 figures include Manawa Ora; Kahukura-Rainbow Inclusion and Tauira Konene-Refugee Background

Student Demographic / Student Cases	2022	2023	2024
TOTAL ENGAGEMENTS – multiple engagements by individual students	6,108*	12,576	9,666
- Rainbow	377*	715	N/A
- Refugee Background	188*	144	N/A
- International	136*		N/A
- Health Promotion programmes and event engagement	5,407*	11,717	N/A
* Change in methodology for recording engagement in 2022. Note that from 2022 some students are counted multiple times because of multiple engagements.			

### 2024 Highlights

- Crafting Days for Charity (with Crafting Threads of Aroha)
- Pacific Language Weeks
- Wellbeing Kete related activities (Ki te rā initiative)
- Move-it Hour (with University Recreation)
- Mental Health Awareness Week – particularly the Expo in collaboration with VUWSA
- Promotion of vaccines and prescriptions with Mauri Ora

## Kahukura-Rainbow Inclusion (category C)

Kahukura-Rainbow Inclusion provides expert advice to internal stakeholders on a range of issues affecting Rainbow and takatāpui communities, thus supporting inclusive practice across the University. Key objectives of this service are to; support the transition of new students; foster positive relationships with internal and external stakeholders; promote inclusive practice among staff to increase their confidence in inclusive practices through providing advice, and resources.

Kahukura-Rainbow Inclusion student services include;

- Expert advice to internal stakeholders on a range of issues affecting Rainbow and takatāpui communities, thus supporting inclusive practice across the University.
- Collaboratively deliver community building events with student and community stakeholders that increase visibility of Rainbow and takatāpui communities, facilitate social connections, and promote inclusive attitudes.
- Work in partnership with Mauri Ora gender-affirming care team to affirm trans and non-binary students' gender through service navigation and referrals, assistance obtaining gender-concordant identity documents, and updating student records.
- Offer 1:1 Adviser peer-support on gender and sexuality identity development, managing wellbeing, and internal and community referrals.
- Deliver student-led peer-support groups catered to diverse Rainbow and takatāpui communities that facilitate social connectedness, proximal development, and wellbeing. .

**2024 students engaged with the service – note change in structure in 2023: 2022 and 2023 figures include Manawa Ora; Kahukura-Rainbow Inclusion and Tauria Konene-Refugee Background**

Student Demographic / Student Cases	2022	2023	2024
TOTAL Engagement / sessions / appointments			61
Total Students (who identified on enrolment)			
- Rainbow			2793
- Refugee Background			10
- International			177

### 2024 Highlights

- The addition of a rainbow self-identification question at enrolment at the end of 2023 has provided us with valuable data, including that 13% of all students identified as LGBTQIA+ or takatāpui.
- Additionally, this has enabled us to send rainbow and takatāpui students targeted communications, growing our mailing list from ~200 to over 2,600, which has likely contributed to the 45% increase in students accessing Adviser 1:1 appointments. This data will enable us to track key statistics for rainbow and takatāpui students, including academic performance and retention.
- We developed the Rainbow Inclusive Course Design and Teaching resource in partnership with rainbow and takatāpui teaching staff. This resource offers targeted and pragmatic recommendations and guidelines supporting teaching staff to ensure their courses are safe and inclusive learning environments for our rainbow and takatāpui students.
- We piloted a Rainbow Ally Programme among Te Pūrengi student services. The programme provided training on issues affecting rainbow and takatāpui communities and inclusive practice to a staff member from each service (the “allies”), who then identified and addressed areas from improvement in their respective services.
- Delivered numerous high profile events including Pride Fest, three weeks of events for students and staff show casing the support available and the strong community we have at the University, and a popular Instagram takeover.

## ***Tauira Konene-Refugee Background (category C)***

Tauira Konene-Refugee Background objectives and purposes are to; increase the engagement of current and future students who identify as members of the Refugee Background Student community; support Refugee Background students to achieve their academic potential and foster personal development; strengthen the wellbeing and emotional skill building of students; foster a more inclusive environment for Refugee Background students by increasing mentorship engagement and collaborating with internal teams and external agencies to strengthen and expand services for refugee background communities.

Services provided for students include;

- The Refugee Background Student (RBS) Adviser service 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 their holistic needs, 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, the RBS Adviser works in partnership with the professional and academic staff, and student groups.

### **2024 students engaged with the service – note change in structure in 2023: 2022 and 2023 figures include Manawa Ora; Kahukura-Rainbow Inclusion and Tauira Konene-Refugee Background**

<b>Student Demographic / Student Cases</b>	<b>2022</b>	<b>2023</b>	<b>2024</b>
TOTAL ENGAGEMENTS – multiple engagements by individual students			77
- Rainbow			10
- Refugee Background			132
- International			0
- Health Promotion programmes and event engagement			N/A

### **2024 Highlights**

- Student Leadership: Recruited an RB student as a Student Wellbeing Facilitator, while securing a role within the university, expanding student leadership opportunities.
- Hosted 32 Prospective Students: Conducted an information session, Q&A, and university tour in collaboration with the Future Students team and Pathways Ethnic Youth Hub.
- New Initiatives: Collaborated with the Student Learning Team and Careers & Employment to enhance outcomes for RB students through targeted support.
- Development of Scoring Matrix: Created a 4-section framework to assist in evaluating and comparing refugee-background students, helping selectors to assess candidates' applications.



## Te Amaru-Disability Services (category F)

- **Disability & Inclusion Advisers:** Allied health and disability professionals that work with students to identify and resolve barriers to their learning and participation, including disability coaching and liaison with academic staff.
- **Disability Inclusion Arrangements:** To support students to communicate disability needs and disability inclusive strategies to other staff.
- **Accessible Assessment Arrangements:** To improve equity and assess reasonable accommodations for students' whose ability to perform under timed assessment conditions is impacted by disability related need. Coordination of this service and liaison with all schools and the exams team running timed assessments.
- **Sign Language Interpreting:** Assessing the need and implementation of Sign Language Interpreting for students with a specific need.
- **Note-taking and other Paid Support:** Assessing the need and implementation of support for students with specific high needs.
- **Specific Learning Disability Screening** and Referral.
- **Inclusive Learning Software:** Inclusive learning software is available for students to make learning and engaging more accessible.
- **Access Suites:** Quiet places to rest and study with ergonomic and disability inclusive technology.
- **Disability Parking:** Assessment of need and implementation.
- **Advising Disability Inclusive approaches for high and complex needs and risk:** Including active participation in Wellbeing & Safety and RAAC meetings.
- **Provides disability inclusion advice** across the university on teaching and learning, service provision, technology, built spaces, culture.

### Key Objectives

- **Te Ara Taupuhpuhi-Disability Inclusion Action Plan.** Leads the implementation of Te Ara Taupuhpuhi-Disability Inclusion Action Plan (2023-2025) including working with responsibility holders across the University.
- **Awareness of Support and Engagement.** Maintain the awareness and engagement of current disabled students with Te Amaru-Disability Services, maintain the recruitment of future disabled students. Increase the number of Māori and Pasifika disabled students at the University and their engagement with Te Amaru—Disability Services.
- **Support and Develop.** Support and develop disabled students to achieve their academic potential and foster their identity and development.
- **Disability Inclusion and Disability Confidence.** Enhance the disability confidence and inclusivity of our university community.
- **Inclusive environment and practices.** Enhance the inclusivity of our campuses, accommodation, technology, policies and practices.
- **Service Management and Development.** Develop, monitor and manage the service's development, business continuity, finance, risk, planning and human resources.

### 2024 students engaged with the service

Student Demographic	2022	2023	2024
TOTAL STUDENTS	2,389	2,562	2802
- Māori	267	281	347
- Pasifika	75	66	128
- International	56	92	112

### 2024 Highlights

- Te Amaru-Disability Services partnered with Deaf Studies, Communications, Library, Faculties, Deaf staff and students to celebrate New Zealand Sign Language Week across the University with events, taster classes, and celebrations of students.
- Te Amaru-Disability Services partnered with communications to celebrate disabled graduates.

- Te Amaru-Disability partnered with Manawa Ora-Student Wellbeing, staff and students across the University to recognise Mental Health Awareness Week through hosting a comprehensive programme of events celebrating the theme Community is...what we create together.
- In collaboration with Manawa Ora-Student Wellbeing we supported the Disabled Students Association to re-start social engagement activities and looks forward to continuing to strength disabled student representation.
- Successful course completion rates for students who declare a disability and engage with Te Amaru—Disability Services has increased from 81.3% in 2022 to 84.5% in 2024.
- During 2023 and 2024 staff across the University were strongly encouraged to undertake Kia Ōrite Disability Confidence E-Modules with staff, including entire teams, reporting enjoying and learning from this professional development.
- We clarified and communicated support deadlines to students which saw significant improvements in managing urgent demand.
- A new Meeting the Needs of Disabled Students Policy has been developed by collating examples of similar policies at tertiary education institutions, informed by issues and innovations that have emerged during the time of the current policy, and was guided by best practice in supporting disabled students. It has been compiled by staff in Te Amaru-Disability Services and the Academic Office. The draft Policy went out for initial targeted consultation with student leaders and staff in early 2025.
- Inclusive learning software training and support continues to be popular with students and engagement data and feedback from 2024 was utilised to inform a refreshed Inclusive Technology Assistant role to provide greater support for students to integrate software into their learning strategies.
- Our Accessible Assessment Coordinator made good use of Nuku to increase the timeliness and accuracy of accessible assessment arrangements.
- Direct engagement with Nuku enabled us to provide more accurately targeted academic inclusion services directly to students and reduced the pressure on school admin and academics by sourcing information directly.
- We developed Nuku online training modules for support staff to ensure consistency of approach and quality service delivery.
- We have had several very high needs students with a level of disability unseen before and due to this enhanced service delivery to meet their needs (for example in accessible assessment information delivery through collaboration with academic staff).
- We experienced a significant challenge due to being down one adviser for most of the year while responding to increasing student demand.

## 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 \$30 (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.

### 2024 students engaged with the service

Student Demographic	2022	2023	2024
Total number of engagements / sessions / appointments	2,775	5,112 <sup>5</sup>	5,581 <sup>6</sup>
TOTAL STUDENTS	-	4,738	5,148 <sup>7</sup>

Total Hardship Fund Income from 2024 Levies and donations	\$545,904
<b>2024 Expenditure included:</b>	
Hardship Grants to students	\$235,761
2024 Hardship Equity Grants	\$169,750
University Pharmacy Prescriptions & Student health payments	\$2,964
VUWSA Community Pantry and Sanitary Products contributions	\$24,122
VUWSA Stress Free Study Week contributions	\$12,000
Winter Energy Grants	\$80,700
Blackbullion	\$20,933

<sup>5</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

<sup>6</sup> Includes Hardship, Winter Energy Grant total students supported. Financial advice appointments; Hardship Equity grant, Wellington Doctoral Hardship Scholarship & scholarship applications with financial component; Blackbullion sign-ups; all event attendance.

<sup>7</sup> Includes Hardship, Winter Energy Grant (all students). Financial advice appointments; Hardship Equity grant, Wellington Doctoral Hardship Scholarship & scholarship applications with financial component; Blackbullion sign-ups; all engagement sessions. All duplicate students were deleted between the Hardship Fund, Hardship Fund Equity Grant, Winter Energy Payment, and Advice appointment applicants.

## 2024 Highlights

**Winter Energy Payments.** Established in July 2023 and launched again in 2024. 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. The Student Finance team collaborated with the Foundation team to facilitate additional donations. Saw a large increase in donations and students supported through this initiative compared to the previous year.

**Winter/Dress Shirt Clothing Drives.** In collaboration with VUWSA, Student Finance was able to run a free clothing drive for students. The clothing used in these drives were generously donated by staff members across Victoria University of Wellington.

**Kitchenware Collective.** In collaboration with VUWSA, Student Finance ran a free kitchenware drive at the start of trimester 1 2024 to help students setting up new flats. The kitchenware used in this drive was generously donated by staff members across Victoria University of Wellington.

**Collaboration for Workshops.** Collaborated with the Wellbeing Team to introduce a new Financial Wellbeing Workshop in August. Also collaborated with the Careers and Employment Team to bring a Preparing your Finances for Graduation Workshop to students in September.

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. Tauria also plays a role in fulfilling a number of key Pastoral Care code obligations.

2024 students engaged with the service

	2022	2023	2024
Number of cases (active and closed)	417 <sup>8</sup>	461	439
TOTAL STUDENTS	-	515	610

2024 Highlights

**Special Projects and Operational Support Advisor.** This role facilitated the improvement of internal administrative systems, resulting in a new case management manual, team desk file, and updated SharePoint site, enhancing service delivery, enabling advisors to manage and access information more efficiently.

**Custom built, confidential case management system.** Integrating with the broader Kurawai infrastructure this significant milestone is a fit for purpose case management system supporting cross service collaboration and holistic advising whilst also protecting the privacy of all Tauria cases. This system enables us to have a holistic view of a student’s engagement with support services and record Tauria’s engagement in a more efficient and cohesive manner.

**Website refresh.** Providing students with consistent and accurate information about the service and how it connects with other Te Pūrengi services.

**Partnership with the Mental Health Coordinators.** Collaboration built the refined and updated ‘Recognise, Respond and Refer’ training, which will enable a collaborative approach to training delivery in 2025.

<sup>8</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.

## Recreation Services (categories I & J)

The core purpose of University Recreation Wellington (URW) is to foster a healthy, active, and connected community at Victoria University of Wellington. This is achieved by delivering high-quality sport, club, fitness, and wellbeing opportunities that enrich the student experience and support their overall success and wellbeing.

URW provides:

- Safe, welcoming, and accessible spaces and equipment to encourage student participation.
- Tailored services and programmes of a high standard, designed to meet the evolving needs of students with a focus on innovation.
- Dedicated and knowledgeable staff who are committed to delivering a positive and supportive experience for all students.

The services are designed to enhance students’ academic performance, overall wellbeing, and university experience. Participation in recreation activities not only contributes to physical health but also fosters community connection, stress relief, and personal development—key factors in improving student engagement and retention.

URW’s services are available to all Victoria University of Wellington students. This inclusive approach ensures that students from diverse backgrounds and needs have access to activities that support their physical, mental, and social wellbeing.

### 2024 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	2022	2023	2024
TOTAL STUDENTS			
- Māori	371	329	337
- Pasifika	201	202	177
- International	292	600	642
- Undergraduate	2,424	2,284	2,299
- Postgraduate taught	307	412	363
- PhD	226	222	264
Total number of individual visits to the recreational facilities			

### 2024 Highlights

**Introduction of Spin.** At the start of the year, we proudly introduced spin classes to our group exercise timetable for the first time. This was made possible by securing a bulk purchase of second-hand bikes in late 2023, enabling us to diversify our offerings and align with the services provided by commercial competitors. To celebrate the launch, we offered free spin classes for the first two weeks, which received an overwhelmingly positive response from our members. Throughout the year, we have actively listened to member feedback and worked hard to enhance this service. We are thrilled to now include spin classes as part of our *combo* and *group exercise* membership options, eliminating the additional cost barrier and making the programme more accessible to all. We believe that this change will drive further growth for our spin programme in 2025. We are excited to see spin classes continue to grow and become a valued staple in our group exercise timetable.

**Women's Only Opportunity.** This fully booked, 5-week workshop was all about helping women feel strong, capable, and confident in the gym. From beginners to regular gym-goers, every session brought supportive energy and undeniable sisterhood vibes, making it a standout experience for everyone involved. With guidance from our female fitness adviser, participants learned to perfect key lower body movements like squats, deadlifts, lunges, Bulgarian split squats, and hip thrusts, setting a solid foundation for their fitness journey. Beyond the workouts, we dived into nutrition, mindset, and exercise fundamentals, creating an inclusive and inspiring space for all fitness levels. A key highlight for us was seeing women who had never picked up a barbell or dumbbell moving with perfect technique and confidence at the end of each session. We are looking forward to expanding and delivering this opportunity again in 2025.

**Mātātoa Scholarship funding.** In collaboration with the Scholarships office, we were excited to expand the Mātātoa scholarship suite in 2024. In addition to the existing \$21 fund (3x \$7k scholarships) which has been retained for returning students, we have now introduced Mātātoa scholarships as part of the school leaver scholarship suite. The new Mātātoa school leaver scholarships proved very popular with 213 applying for 2025 study. The decision-making committee were very impressed with the mix of students applying, the high calibre of sporting and academic performance, and their desire to continue with their sporting endeavours at VUW in 2025. 18 school leaver and 7 returner Mātātoa scholarships were awarded for 2025. This growth and clear the interest from prospective sporting students, further demonstrates the influence sport and can have in attracting new students to VUW.

**Running Hub.** Moving into it's second year in 2024, the Running Hub continues to be an exciting collaboration that is enhancing the student experience for a small cohort, while also providing strategic value to Te Herenga Waka. Partnering with our VUW Athletics Club, Athletics Wgtn, and running stakeholders, the Running Hub aims to provide a community of connection and support that enables our best young runners to develop further. Wellington has a strong history in running and we have an opportunity to build on this with the Hub, as we partner across the city, reconnect with Alumni, and develop an opportunity that is appealing for secondary school runners. Our strong relationship with Athletics Wellington has resulted in our attendance at high profile College Sport Wellington events, ensuring the VUW brand is visible, and our running support is well promoted to future students.

Pasifika Student Success (category C)

The Pasifika Student Success team provides pan university services, and for all levels from undergraduate to postgraduate. These dedicated services are provided to Pasifika students studying at Te Herenga Waka—Victoria University of Wellington. 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.

2024 students engaged with the service

Student Demographic	2022	2023	2024
TOTAL STUDENTS	2,221	1,275	1303

2024 Highlights

- **Developed and delivered a first year Pasifika preparation programme** in the week before Orientation week 2025. The aim was to better prepare first year Pasifika students for the transition into tertiary education. The participation exceeded our expectations, and we managed to attract 100+ Pasifika students most days. Academic sessions such as mock lectures and mock tutorials Meet the faculty staff sessions Study skills sessions from Student Learning tailored to Pasifika student needs Parents and community members were invited to attend and participate with their son/daughter to understand what their child will be doing at university.
- **Delivered the 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. 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 Pasifika Careers Expo promoted Pasifika peoples in various organisations and government departments and included Pasifika alumni. Pasifika high school students also attended. More than 3000 people attended the events throughout the week
- **Celebrated Pacific Language Weeks in collaboration with Pasifika cultural students’ associations,** which included: Flag raising ceremonies in Hunter Courtyard Launches in Wan Solwara with interactive and cultural workshops and arts and crafts activities Ngatu/tapa making for Tongan Language Week Ei katu making for Cook Islands Language Week



Learning a fatele for Tokelauan Language Week Samoan Language Week collaboration with Samoan Studies and the Library Services. This is an ongoing celebration where students of Samoan Studies get marked on their presentations during that week. All events for Pacific Language Weeks were open to non-Pasifika students and staff.

- **Delivered 6 Pasifika Roadshows throughout the Wellington Region**, with workshops in Lower Hutt, Porirua, Upper Hutt, Wellington, Horowhenua, and Wairarapa, which included: Faculty staff who developed presentations, Collaboration with local councils and having the Mayors attend the evening sessions Faculty expo, outlining study options and providing relevant information to community members
- **Pasifika Graduation Celebration 2024** Opportunity to celebrate Pasifika excellence and success at the university. Celebrated the achievement of 125 Pasifika graduates for 2024, including 6 PhD graduates.

## 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

### 2024 students engaged with the service

Student Demographic	2022	2023	2024
TOTAL STUDENTS who used the Advocacy Service <sup>9</sup>	-		-
Total Number of classes with Reps	866		1400
Community Pantry food packs	872		N/A

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