



VICTORIA UNIVERSITY OF  
**WELLINGTON**  
TE HERENGA WAKA



# 2027 Student Consultation

Student Services Fee



# Contents

- What is the Student Services Fee? .....2
- Distribution of SSF Funding by Service Category.....5
- Allocation of SSF Funding Across Service Categories.....6
- An overview of Service Funded by the SSF.....8



# 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 the student 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 sit 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.

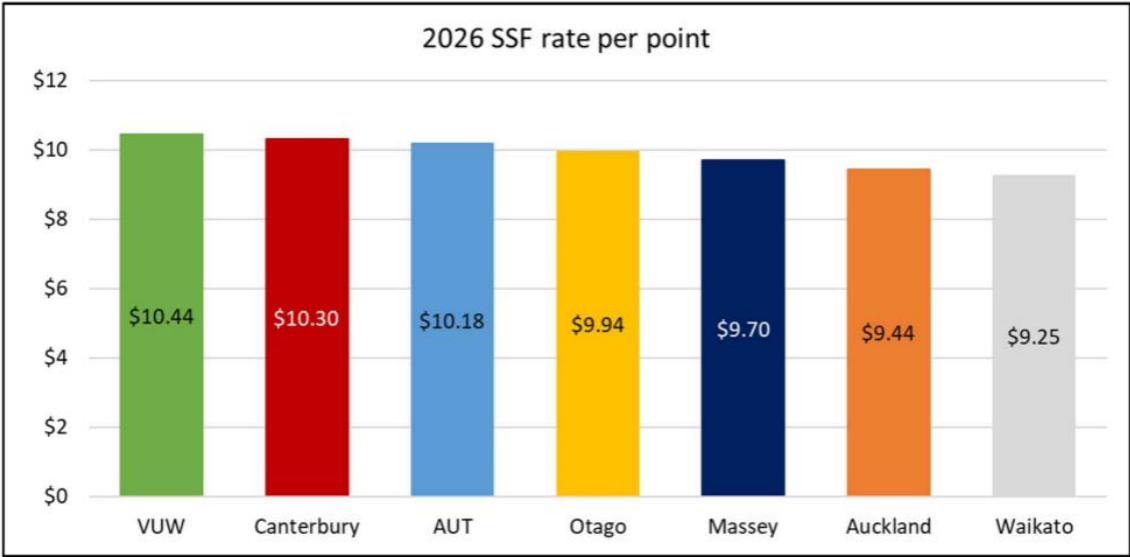
The SSF is paid by all enrolled students and is used to fund non-academic student support services provided by the University.

**To get involved and have your say for the 2027 SSF consultation, look out for the survey which will run during 30 June–12 July 2026.**













# SSF current charge

- For 2026 the VUW Student Services Fee for a Wellington based student is \$10.44 per point (including GST collected on behalf of IRD)
- A comparison of SSF rates for 2026 across NZ Universities is below:













There are **specific categories of services that the SSF can be used to fund** (as defined by the Education Amendment Act 2011 and TEC). Note that the services named below can sit in more than one category (the categories are set for reporting purposes by the New Zealand government).

The table below shows how the reporting is organised. The categories are broad and cover a wide range of activities.

Category		Description	Student Service providers, Student Associations & Representative Groups
<b>Advocacy, representation, student engagement and legal advice</b>		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
<b>Careers and employment services</b>	 	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
<b>Health, wellbeing, counselling and pastoral care</b>	 	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
<b>Financial support and advice</b>		Providing hardship assistance and advice to students on financial issues	Kaiārahi Tauria—Student Finance
<b>Student Media</b>		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
<b>Childcare services</b>		Providing affordable childcare services while parents are studying	Ngā Ratonga Kohungahunga—University Kids Wellington
<b>Sports and recreation</b>		Providing sports and recreation activities for students (including the Rec Centre, sports leagues and casual sport)	University Recreation Wellington
<b>Student Clubs</b>		Provision of administrative support and facilities for student clubs and societies.	University Recreation Wellington

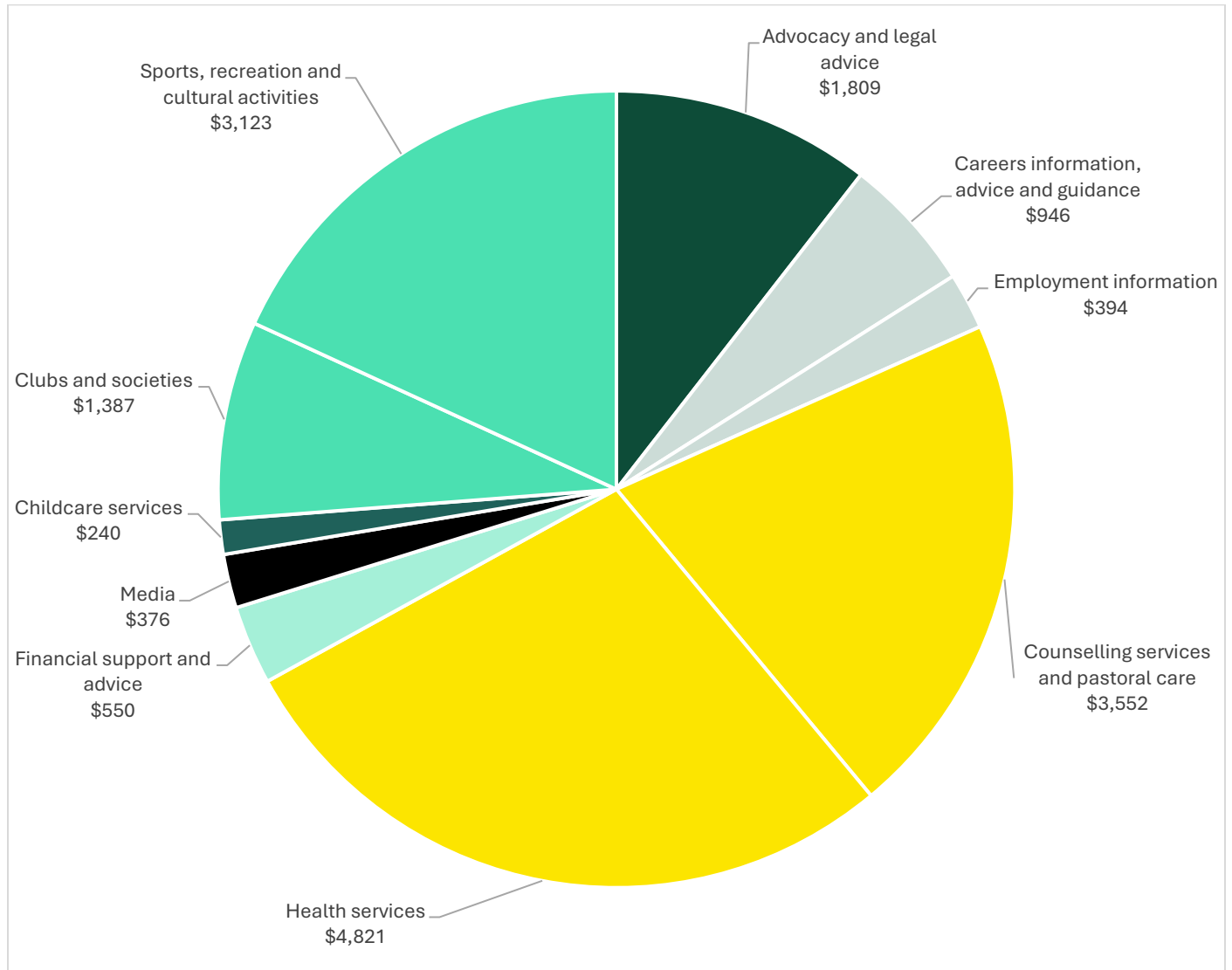
# Distribution of SSF Funding by Service Category

2026 DISTRIBUTION of SSF FUNDS TO SERVICES <sup>1</sup>		
 	<b>Health, counselling, wellbeing, and pastoral care</b>	<b>49%</b>
	<b>Sports and recreation</b>	<b>25%</b>
	<b>Advocacy and legal advice Student engagement and representation</b>	<b>11%</b>
 	<b>Careers and employment guidance</b>	<b>8%</b>
	<b>Financial support and advice</b>	<b>3%</b>
	<b>Student media</b>	<b>2%</b>
	<b>Childcare services</b>	<b>1%</b>
	<b>Student clubs</b>	<b>1%</b>
<i><sup>1</sup>based on the distribution of costs to run the Services in each area</i>		

The SSF is set at a level sufficient to cover the costs of the student services it funds. Some of these services have other revenue sources and these are taken into account.

# Allocation of SSF Funding Across Service Categories

The below graph shows the **total student services fee contribution** (in 000s) to the services provided by the University within the ten designated categories (set by the NZ government) in 2026.



In 2026, the SSF contributed a total of \$17 million to the provision of student services.

**Amounts include people (staff), operating (opex), and space usage (occupancy) costs.**

The table below shows the 2026 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 (2026)	HOW COSTS ARE FUNDED	VALUE PER \$100
Advocacy and legal advice	SSF funding 100% Other funding 0%	\$11
Careers information, advice and guidance	SSF funding 97% External funding 3%	\$5
Counselling services and pastoral care	SSF funding 76% Other funding 24%	\$21
Employment information	SSF funding 97% Other funding 3%	\$2
Financial support and advice	SSF funding 100% Other funding 0%	\$3
Health services	SSF funding 67% Other funding 33%	\$28
Media	SSF funding 100% Other funding 0%	\$2
Childcare services	SSF funding 6% Other funding 94%	\$1
Clubs and societies	SSF funding 100% Other funding 0%	\$8
Sports, recreation and cultural activities	SSF funding 84% Other funding 16%	\$18

# An overview of Service Funded by the SSF

*An overview of the key services and activities that are funded by the SSF is provided below (with all figures based on 2026 allocations).*

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



## TAURIA — STUDENT INTEREST AND CONFLICT RESOLUTION

- 5 full-time equivalent staff are employed by this Service.

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 honours Te Tiriti o Waitangi. 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
- 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

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.

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

- Approximately 18 full-time equivalent staff are employed by VUWSA, including the student executive elected members.

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
- Democracy events and protests
- Class rep, delegations and interactions
- Market Days
- Menstrual Products
- Advocacy and support services



### **ĀWHINA — Māori Student Support**

- 10 full-time equivalent staff are employed by this Service.

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.

Āwhina has nine Kaiakiaki Māori Engagement Advisers based across the university — most are based on Kelburn campus in Level 2 of Ngā Mokopuna but there is also one based at each of Te Aro Campus, the Law School, and Pipitea Campus. 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.

## MAURI ORA — STUDENT HEALTH AND COUNSELLING

- Approximately 50 full-time equivalent staff are employed by this Service – GPs, counsellors, Hauora Navigators, allied health professionals and non-clinical professional support staff.

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 us, you can still access our counselling services, some vaccinations, and services related to applying for an aegrotat pass. You can book medical and counselling appointments at our Kelburn and Pipitea campuses, and counselling appointments at Te Aro campus.

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

## WAN TAUTAI — PASIFIKA STUDENT SUCCESS

- 7 full-time equivalent staff are employed by this Service.

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.

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.

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

### **MANAWA ORA – STUDENT WELLBEING**

- 2 FTE full-time equivalent staff are employed by this Service, plus casual support staff.

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

### **TE AMARU – DISABILITY SERVICE**

- Approximately 10 FTE full-time equivalent staff are employed by this Service, plus casual support staff.

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, 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

### **KAHUKURA – RAINBOW AND INCLUSION**

- 1 full-time equivalent staff are employed by this Service, plus casual support staff.

Offers 1:1 support and advice, provides expert advice to internal stakeholders, collaboratively delivers community building events, works in partnership with Mauri Ora gender-affirming care team.

### **TAUIRA KONENE – REFUGEE BACKGROUND**

- 0.5 full-time equivalent staff are employed by this Service.

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.



### TE RATONGA RAPU MAHI — CAREERS AND EMPLOYMENT

- 9 full-time equivalent staff are employed by this Service.

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
- 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 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
- Develop employer relationships; pro-actively sourcing employment opportunities for students and graduates and connect students to the NZUni Talent jobs board.



### **KAIĀRAHI TAHUA TAUIRA — STUDENT FINANCE**

- 3 full-time equivalent staff are employed by this Service.

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 individualized 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.



### UNIVERSITY RECREATION WELLINGTON

- Approximately 12 full-time equivalent staff are employed by this Service.

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:

The following services can be accessed:

#### **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



### **NGĀ RATONGA KOHUNGAHUNGA — UNIVERSITY KIDS WELLINGTON**

- 12 full-time equivalent teaching staff are employed by this Service.

Early Childhood Services provide accessible flexible childcare for students enrolled at the University, as well as staff with young children.

Flexible enrolment options are offered to allow students 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.