



UNIVERSITY OF  
AUCKLAND  
Waipapa Taumata Rau



# STUDENT SERVICES LEVY

2025 Levy Setting Consultation



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## What is the Student Services Levy?

The Student Services Levy is the fee paid by all enrolled students to fund non-academic student support services provided by the University. In 2024 the fee is \$8.88 per point, which works out to be \$1,065.60 for a typical undergraduate taking eight papers.

There are specific categories of services that the Levy can be used to fund (as defined by the Education Amendment Act (2011), these are:

CATEGORY	DESCRIPTION
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
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
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
Finance support and advice	Providing hardship assistance and advice to students with 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
Sport, recreation and cultural activities	Providing sports, recreation and cultural activities for students

It's important to note that the categories are broad and sometimes cover a wide range of activities. For example Sport, recreation and cultural activities includes Orientation and Transition, Co-curricular activities, social events on campus and recognition programmes amongst other activities. Counselling services and pastoral care includes Te Papa Manaaki | Campus Care, Be Well Team, the Chapel and Faith Spaces, Faculty support and mentoring programmes.

The Levy 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. For example, we receive funding from the Ministry of Health that partially covers our student wellbeing services and reduces the amount we need to contribute from the Levy. Other services such as

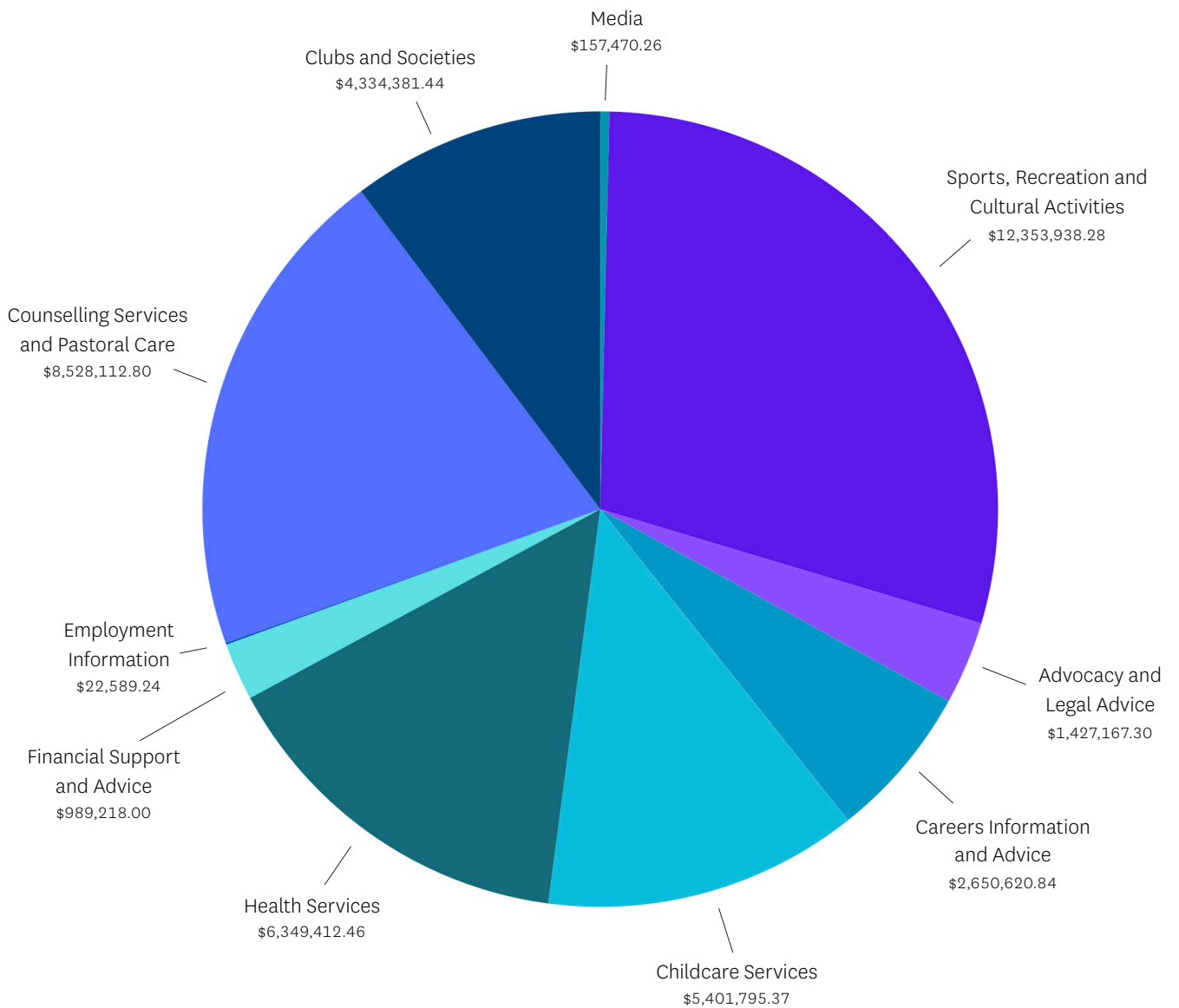
Early Childhood Centres, the Health Service and the Recreation Centre, are partially funded by fees from those students who use them.

Every year we consult with students and seek views on the types of services we should fund through the levy and how to achieve the best balance between levy funding and user-charges. We do this through two mechanisms:

- A survey open to all students.
- Consultations with elected student representatives through the Student Consultative Group (SCG).

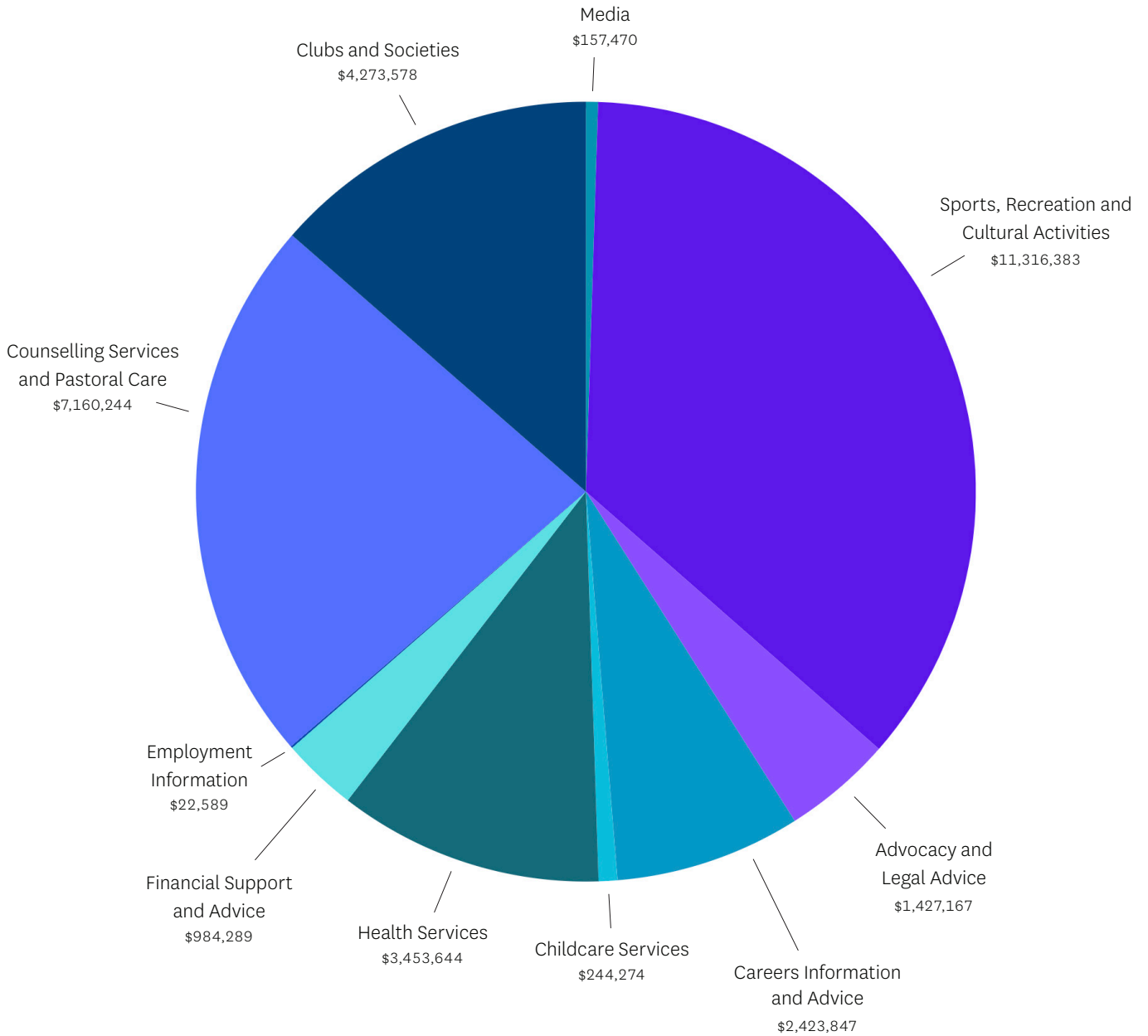
# Forecasted Expenditure of the Student Services Levy in 2024\*

The below graph shows the **total forecasted expenditure** on the services provided within the ten designated categories. This expenditure is made up from both levy contributions and other external income (e.g. Ministry of Health Funding for Wellbeing Services).



\*The amounts stated are as per the May Forecast, as this is the latest official Forecast we have at the time of publishing this information and the numbers will be subject to change.

The below graph shows the **total forecasted levy contributions** to the services provided by the University within the ten designated categories.



A total of \$42.2m is expected to be spent on the provision of Student Services by the University of Auckland in 2024. Of that total, \$31.5m comes from the levy and \$10.7m is provided from non-levy funding sources.

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The below table shows the forecasted split of funding (levy vs. direct funding) for each of the ten categories, and the value per \$100 collected from the levy spent on University services within the defined categories.

KEY AREAS OF SPEND (2024)	HOW COSTS ARE FUNDED		VALUE PER \$100
Advocacy and legal advice	SSL Funded 100%	Direct Funding 0%	\$4
Careers information, advice and guidance	SSL Funded 91%	Direct Funding 9%	\$8
Childcare services	SSL Funded 5%	Direct Funding 95%	\$1
Clubs and societies	SSL Funded 99%	Direct Funding 1%	\$13
Counselling services and pastoral care	SSL Funded 84%	Direct Funding 16%	\$23
Employment information	SSL Funded 100%	Direct Funding 0%	\$1
Finance support and advice	SSL Funded 100%	Direct Funding 0%	\$3
Health services	SSL Funded 54%	Direct Funding 46%	\$11
Media	SSL Funded 100%	Direct Funding 0%	\$5
Sport, recreation and cultural activities	SSL Funded 92%	Direct Funding 8%	\$36

\*The amounts stated are as per the May Forecast, as this is the latest official Forecast we have at the time of publishing this information and the numbers will be subject to change.

An overview of the key services and activities that are funded by the Levy is provided below (with all figures based on the 2024 forecast).

## Advocacy and Legal Advice

Key services and activities included:

- Auckland University Students Association – Advocacy and Representation (\$0.35m)
- Auckland University Students Association – Occupied spaces, repairs and maintenance (\$1.1m)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

The University funds AUSA to provide representation and advocacy services. AUSA Advocacy plays an important role in representation and advocacy for both individuals and student groups. It is important for students to have a safe and independent advocate to help them understand their options, rights and responsibilities. AUSA is a voice for students in other important ways, including representation on University Committees. AUSA has sole use of a number of spaces on campus to ensure its vital advocacy and support work can be delivered effectively, this includes AUSA House, Womxn's Space and Queer Space. A portion of the funding in this category covers the occupancy costs paid on behalf of AUSA for their physical spaces. This covers items such as property taxes, insurance and utilities.

## Careers information Advice and guidance

Key services and activities included:

- Career Development and Employability Services (CDES) (\$1.0m)
- Faculty career support teams (\$1.3m)
- Occupancy charges (\$54k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

CDES, along with Career Development teams within Faculties assist current students to clarify their future direction, build employability skills during their studies and confidently navigate the transition from campus to career. The funding is also used for a number of expos, career events and presentations, which provide opportunities for students to connect with employers on campus.

A priority of the Tertiary Education Strategy (updated in 2022) is 'Ensure learners, vocational education providers, employers and industry are fit for today's needs and tomorrow's expectations.' Career development for students ensures students have opportunities to develop employability skills so they are 'work ready' upon graduation.

## Childcare Services

Key services and activities included:

- Early Childhood Centres (\$0.2m)
- Occupancy charges (\$5k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

ECE centres are available to parents and caregivers across three campuses. The funding provided subsidises the costs of access to childcare services for students. Early Childhood Centres allow students with pre-school aged children to have access to cost-effective, high-quality childcare which is conveniently located for them and is suited to the student timetable.

## Clubs and Societies

Key services and activities included:

- AUSA events and Ngā Taurira Māori (\$0.4m)
- Club grants/events (\$1.0m)
- Administrative support for clubs (\$2.7m)
- Occupancy charges (100k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

We have 270 active clubs on campus supported by engagement teams in Campus Life, across the faculties and by several service divisions. Clubs receive administrative assistance and have access to a range of support and resources including spaces on campus, equipment, funding, training and development workshops. Club events are delivered throughout the year including expos, award events, social and networking events. The funding allocated to AUSA in this category is used to cover the cost of staff salaries, the remuneration of Student Council representatives and the funding of club events as part of themed weeks such as International Week and Politics Week.

Having a range of strong student clubs and associations is important in contributing to student engagement levels and creating a sense of belonging across the University. Well-run clubs and associations with strong and active memberships mean that a diverse range of events and activities are in place for students to engage in.

## Counselling services and pastoral care

Key services and activities included:

- University Health and Counselling Services (\$1.0m)
- Te Papa Manaaki | Campus Care (\$1.0m)
- Wellbeing Ambassadors and AUSA International buddies (\$0.15m)
- Faith and Chaplaincy services (\$0.4m)
- Student Support & Teams in service divisions and faculties (\$4.5m)
- Occupancy charges (\$160k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

The University provides student support teams in each faculty and in service divisions including the International Office and Campus Life. These teams are available as a first point of contact for students who need help. They can work with students to develop support plans or refer to more specialist services such as Te Papa Manaaki | Campus Care or Health and Counselling.

Pastoral care is about more than addressing issues when they arise. It is also about helping students to engage fully in University life and develop a strong sense of belonging because that is critical to a successful and enjoyable student experience. The Code of Pastoral Care also requires that universities consider the needs of Māori and equity groups and that we seek to provide safe and inclusive learning environments.

Further details on the pastoral care services that the University provides can be found at:

<https://www.auckland.ac.nz/en/students/student-support/personal-support.html>



## Employment Information

Key services and activities included:

- AUSA - Student Job Search (\$21k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

A portion of the levy is provided to AUSA to retain membership to the Student Job Search (SJS) service, the University also looks to promote opportunities for students while they are studying with us, providing students with easy access to job information.

## Financial Support and Advice

Key services and activities included:

- Hardship funds and financial advice (\$1m)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

Hardship funding assists students experiencing unforeseen financial difficulty and can cover a wide range of needs including food, travel, accommodation, medical expenses and laptop repairs. Sudden financial hardship can cause significant disruption to a student's life and their ability to study. The emergency funds are available to provide short-term relief for students who are in sudden, unexpected hardship to enable them to continue to study.

## Health services

Key services and activities included:

- University Health Services (\$3.0m)
- Disability Services (\$0.4m)
- Occupancy charges (\$80k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

The University provides primary healthcare services to students to help prevent and overcome personal difficulties relating to their physical and mental wellbeing. The funding is used to partially fund GPs and nurse salaries to deliver health services, along with more specialist services including Health Coaches, Health Improvement Practitioners and Mental Health specialists. UHCS is a low-cost service which aims to keep healthcare accessible to all students who need it.

Student Disability Services (SDS) who provide support for students with a wide range of impairments, both visible and invisible. These supports range from ensuring the campus can be safely accessed by all students, to advising and assisting individuals and departments in how to access a range of specialist equipment such as adaptive technology and specialist services such as New Zealand Sign Language Interpreters. The University is committed to ensuring that all students can reach their potential irrespective of any disability.

## Media

Key services and activities included:

- Craccum (\$0.15m)
- Faculty journals (\$7k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

This funding allocation is used by AUSA to produce AUSA's weekly paper 'Craccum' and other specialty student journals and publications such as 'Interesting' (Faculty of Arts), 'Part II Blog' (Faculty of Engineering) and the 'Science Research' magazine (Faculty of Science). A strong student voice is essential at the University. Publications produced by and for students allow students to showcase their achievements and share authentic insights into life as a student with one another.

## Sports, Recreation & Cultural Activities

Key services and activities included:

- Recreation Centre (\$7.8m)
- Sport tournaments and activities (\$1.3m)
- Orientation (\$0.3m)
- AUSA events (\$0.3m)
- Recognition awards and events programme (\$0.2m)
- Student events including Faculty Support (\$1m)
- Occupancy charges (\$250k)

### **WHAT THE FEE COVERS & WHY WE THINK IT'S IMPORTANT:**

The University offers a full range of sporting competitions at social, competitive and elite levels, and a comprehensive recreation centre. Along with the physical and mental health benefits of exercise, participation in sport and recreation while at university has been shown to result in better grades, career outcomes and a stronger sense of belonging.

The University along with AUSA, offers a broad range of recreational, cultural and recognition-based events for students to participate in while on campus. The events are designed to appeal to a range of interests and span cultural, music, performance, sport and skill development and are largely free to attend. Student events are designed to help students make friends and develop a sense of belonging.

# **Proposed increase to the Student Services Levy for 2025**

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AUSA has requested additional funding from the University to support its activities. The University will continue to discuss longer-term funding arrangements with AUSA but in the meantime University management support a funding increase of \$250,000 for additional student voice activities and advocacy services.

In 2025 the new Recreation Centre will be open. The allocation of funding to Sport and Recreation (included in the Sport, Recreation and Cultural Activities category), will enable a student membership price of \$200 (the price for staff will be \$1,040 and for community members will be \$1,500).

The University, like the rest of New Zealand, continues to face inflated costs. CPI has been at between 4% and 5% since the 2024 Levy was set and some costs, such as wages and salaries, have been higher than CPI. To cover the cost of inflation across all services, and to fund the additional expenditure above, the University is proposing a maximum 4% increase in the Student Services Levy for 2025. This would see the fee increase from \$8.88 per point to \$9.24 per point, meaning for a typical undergraduate student taking eight papers the fee would be a maximum \$1,108.22 in 2025, up from \$1,065.60 in 2024.

The final fee will be determined later this year following the completion of the consultation period and consideration of feedback by the Finance committee.

## **Consultation**

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The University is inviting feedback on the above allocations and welcomes your opinions. To provide your feedback please complete the [Student Services Levy survey](#) which will be open until 25 August 2024.

Survey feedback will be discussed at the [Student Consultative Group](#) in August, prior to final decisions by University Council in October.

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