



**UWA Student Guild  
Student Services & Amenities Fee (SSAF) Acquittal  
2022**

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## EXECUTIVE SUMMARY

Arising from the COVID crisis of 2020-21, the UWA Student Guild, as an organisation, has responded with determination and resolve to support and represent the students at the University of Western Australia.

With restrictions considered limited in Western Australia, compared to the rest of the country, the Guild continued to deliver student services and a student experience to the students at the University, amidst a challenging environment. In Western Australia, we experienced restrictions which did impact our commercial operations in terms of attendance on campus.

The Guild staff, operating as a response unit, continued to support the Guild's student membership on and off campus. Remote working, online support and the maximisation of the Guild's effective communication channels became the key components of our ongoing daily operations.

Guild student membership has remained active at 96% of the 21,265 UWA student population (September 2022 SSAF Reporting).

The Guild has been focused on maintaining a conservative budget since the winddown of the Federal Government's JobKeeper supplement. As with all universities in Australia, UWA was impacted by a significant drop in international students and a reduced number of students being on campus, due to restrictions in place and changing working practices. However, there was a key focus by Guild and student representatives to boost student engagement on campus. This occurred through pursuing an events plan and engagement strategy through the Guild's Events, Volunteering, Marketing & Engagement departments. A boost to grant funding for UWA Clubs & Societies was a key component in order to draw activity back to campus.

However, these impacts have placed pressure on the Guild's revenue areas. By the end of 2022, student activity and numbers on campus have been slowly increasing and we hope that in 2023 the numbers will resume to pre-pandemic levels.

I am pleased to report that the financial shape of the Guild remains steady, and it will be well positioned to take up opportunities in 2023 as we see more consistency with student numbers rising at the University.

In addition to the SSAF funded services and support for students, the Guild continues to provide discounted food and beverages totalling \$155,444. The Guild Bookshop (formerly the Second-Hand Bookshop and rebranded in 2022) provides value back to students through its exchange service of \$22,832 in 2022.

## CONTEXT & COMPLIANCE

The UWA Student Guild (“the Guild”) agreed with the University of Western Australia (“the University”) Senate to receive a 50% supply of the total Student Services and Amenities Fee (SSAF) income, and for the benefit of the University to provide various services for students as outlined in this report.

In accordance with UWA Statute Chapter 5, 56 (2) the Student Guild is the recognised means of communication

- (a) between the students or any section of them and the governing authority of the University (the Senate); and
- (b) between the students of this University or any section of them and other tertiary institutions.

The Guild will coordinate and support the system of student representation at Senate, Academic Board, Faculty and School level.

This report has been prepared in compliance with the UWA Statute, Chapter 5, 64 (2) which requires the Student Guild to:

Submit to the Senate within one month of receipt and by no later than six months after the end of the Guild’s financial year —

- (a) a copy of the audited accounts and financial statements under (1) for the previous financial year; and
- (b) a written report on how the proportion of the Amenities and Services Fees it received under clause 62 has been applied to provide amenities and services under the categories referred to in 63.

The UWA Student Guild has been implementing a series of strategic plans to create closer alignment with the University and deliver the Guild’s objectives under the UWA Act or the Higher Education Support Act 2003 (Cth).

The Guild is contracted to supply services in the following areas:

- (a) student representation;
- (b) student societies;
- (c) social activities;
- (d) cultural activities;
- (e) sporting activities;
- (f) welfare;
- (g) catering;
- (h) commercial activities;
- (i) capital funds and infrastructure;
- (j) investments and reserves;
- (k) other services and amenities consistent with the objects and powers of the Guild as defined in clause 56; and
- (l) the administrative costs of any or all of the activities and facilities listed in (a) to (k) (inclusive).

These services create a unique student experience at UWA.

The Guild undertakes that it has spent its allocation in compliance with all relevant legislative provisions, subsidiary legislation and UWA Statute, including the *Higher Education Support Act 2003 (Cth)*, the *Higher Education Support Act 2003 Guidelines*, *UWA Act* and the *UWA Statute, Chapter 5*.

The Guild has provided three Services & Amenities reports (to the Director UWA Student Life, the Associate Director, Student Services and Engagement and the Associate Director, Student Success and Wellbeing) on progress aligned to our functions and objectives, with monthly meetings held throughout the year. The Guild also works closely with the Deputy Vice-Chancellor (Education) and other members of the University Executive. Our obligations have been met satisfactory and a strong collaborative working relationship with the University has been developed.

## UWA STUDENT GUILD – KEY INITIATIVES AND ACTIVITIES

The Guild achieved a series of positive outcomes in 2022, with the focus on operational delivery, event management, compliance, student engagement, catering, research initiatives and capital programs.

This section outlines the key positive outcomes for 2022 in each area that the Guild is contracted to supply services in.

### **Student Representation and Advocacy**

2022 the Guild has continued to strongly represent the student voice through its student representatives, faculty societies, departments, and the class representative system.

The Guild has undertaken several projects, and worked on updating Guild Department Rules and Regulations including:

- Guild updated and implemented significant changes to the Guild Election Regulations which were passed by UWA Senate in May 2022. These changes have made positive impact on the representative numbers and the process of the election. The changes are backed by the Western Australian Electoral Commission (WAEC), the University and the UWA Student Guild Council. The Guild worked with its external regulations' lawyers, Jackson McDonald, to make the required legal adjustments.
- Improvements to the Societies Council and Public Affairs Council regulations, and amendments to the Postgraduate Students' Association regulations, with adjustments to the insurances requirements.
- Guild Department rules have also been provisionally updated for the Sports, Access, Pride, Residential Students', and Welfare Departments and will be finalised and approved in early 2023. These updates will assist the departments to operate smoothly and run with more clarity.
- The Guild is supporting the student cohort from UWA residential colleges through engagement and orientation programs.

The Guild has continued to work with other student unions and guilds across the country as well as the National Union of Students (NUS) and the Council of Australian Postgraduate Associations (CAPA) to address issues facing students.

### **Student Clubs and Societies**

The Guild develops and encourages an active student club culture at UWA. This year some initiatives, activities and services included:

- High activity and student engagement levels, with 141 clubs and societies operating in 2022.
- O-Day 2022 - another successful year in attendance with over 8,000 people throughout the day.
- The Guild staged two Club Carnivals on Oak Lawn in 2022 with strong attendance from Clubs and Societies and student engagement.
- In 2022 the Guild welcomed 2 new clubs to the Guild's Societies Council;
  - i) The Mulligan's Golf Club

ii) Student Crafting Association & Related Foolery

The Guild also provides consistent support to clubs and societies on:

- Event Management
- Administration and finance
- Training
- Facilities
- Compliance
- Funding
- Policy development
- Communication, marketing and design
- Catering and function services

### Guild Events

The Events Department works closely with UWA student Guild Departments and Clubs to create exciting, relevant and valuable events to facilitate and build a vibrant and welcoming UWA community.

For the second year running post COVID, a record number of events were approved by the Events Team in 2022 with a total of 3636 student events. These ranged from sausage sizzles and Tav quizzes to music festivals. This is an increase of 1,403 events from 2021.

The Guild also organised low cost and free student events including O-Day (approximately 8,000 students), the “Stranger Things” Cruickshank-Routley Memorial Guild Ball, Block Party, Weekly Tav Quiz, Guild on the Green, Welfare events including free weekly Yoga & Pilates and Pups and Pints in the Tav to name a few.

Guild Events is committed to training students in all aspects of events and leadership with our two-day Student Leadership Training providing over 450 students with tangible learning experiences. The Guild also launched its Leadership training program to Student Leaders and Councillors in its training program.

The Guild trained Prosh Directors, Pelican Editors and Marketing / Promotions teams on defamation training with external legal specialists.

### Total events for 2022

	Guild Events	Club Events	Total Events	YTD Events
January	25	25	30	30
February	12	65	77	107
March	44	266	310	417
April	54	257	311	728
May	64	347	411	1139
June	77	111	188	1327
July	67	133	200	1527
August	120	368	488	2015
September	189	601	790	2805
October	62	412	474	3279
November	95	193	288	3567
December	40	29	69	<b><u>3636</u></b>

Guild theme weeks helped to inspire the student cohort across 2022 including the following;

- Club Carnival – March 2022 and August 2022
- Fringe Festival – August 2022
- Enviro Week and EnviroFest – August 2022
- Women’s Week – August 2022
- Welfare Week – October 2022
- Spring Feast – October 2022

2022 PROSH was originally scheduled to run on Wednesday 22<sup>nd</sup> March but COVID restrictions proved a challenge and the event was moved to Second Semester. Despite the reschedule and stormy weather, hundreds of UWA students descended onto Oak Lawn and throughout Perth to once again sell this year's paper. Although the weather and COVID admittedly kept a lot of people out of the Perth CBD, PROSH was still able to raise a generous amount of money (\$22,000) to support 2 charities – Trillion Trees Australia and Operation Sunshine WA.

The Guild Events team were tasked with organising and running Spring Feast this year. Held in October 2022, the event saw 2,500+ patrons enjoy food from 14 external food vendors and 12 Club stalls.

The 2022 Relay for Life UWA event moved locations to James Oval this year, due to the growth in participation (500 people) and the need for walkers and runners to participate on grass. The event was a huge success and raised \$82,000 for the Cancer Council.

### **Guild Engagement – Marketing and Creative**

Marketing & Creative manages the Guild’s marketing, communications, design and digital production, as well as front-of-house services for students through the Guild Student Centre.

The focus for 2022 remained on timely information via social media and building a sense of community for students both on and off campus. This began with O-Day in February 2022, creating useful, informative orientation content for new students to get involved in campus life; and continued through the year despite experiencing COVID restrictions once again.

Highlights for Marketing & Creative in 2022 include:

- Launching digital screens in various outlets across campus to replace physical posters
- Delivering the Guild Weekly e-newsletter to all Guild members every Sunday during semester
- Allocated more resources to Instagram Stories, which proved to be the best-performing content channel by engagement as Facebook is no longer the social media app of choice for students. Instagram Stories content included orientation information, university and Guild updates, games and event promotion. Instagram engagement overall increased notably compared to previous years.
- Established a Tik Tok account
- Ran an Orientation Survey and All Student Survey in 2022
- Stocks of the 2022 Guild Diary (with covers designed by students) were once again completely depleted just a few weeks into Semester 1, proving just how popular student designs are.

The Guild website was widely utilised throughout 2022, with both pageviews and unique pageviews site-wide on average increasing by 37.15% and 34.21% respectively from the previous year. The site has been “tidied up” to make it easier for visitors to find relevant information.

The Design team fulfilled 461 jobs across 2022, including the major event projects of O-Day and PROSH, and publications Pelican (6 editions), Outspoken, & Lighthouse (2 editions).

The Guild Student Centre has settled into the new location, providing assistance to students by managing equipment hire and tenancy keys for clubs, managing lost property, answering questions, emails and messages, and generally supporting the Guild. Foot traffic through the Guild Student Centre during O'Day and the first 3 weeks of Semester resulted in the need to temporarily increase staffing levels in the GSC to cope with the demand for Guild stickers, diaries and general information.

## **Guild Volunteering**

Guild Volunteering constantly innovates and grows its network to connect our students based in Perth and across the world. This year, the team has supported multiple initiatives and expanded current programmes despite the interruption of COVID restrictions.

Our programme coordinators have dedicated themselves to keeping our weekly engagements running throughout 2022, even with COVID restrictions impacting plans for each programme.

The volunteering ambassadors refer students to our fantastic opportunities during the semesters and holidays including;

- Change Maker Village as part of the UWA Grand Challenges Summit
- Micro Volunteering
- Winter Holidays
- 24 Days of Giving
- Guild Gardens
- 80+ Excursions to Community Partners

Guild Volunteering continued the working partnership with Volunteering WA for the 13<sup>th</sup> year running with participation in Guild events such as National Student Volunteer Week and UWA Volunteer Awards.

Out of our 14 interest areas of Volunteering, students indicated education and youth, environment, health, and Skills-Based Volunteering as the areas of great interest. We have maintained our partnerships in these areas plus additional opportunities through our partners, such as Perth Children's Hospital and Ronald McDonald House.

## **Volunteering Programmes**

Continuing on from 2021, Guild Volunteering saw a move back to face-to-face interactions. We have recruited and trained 20 programme coordinators and 12 volunteering ambassadors to build confidence in students' leading excursions and personal development as part of the student leadership.

- **Micro-volunteering** celebrated 7 years of on-campus engagement and allows students to experience our partner organisations through crafting and material relief.
- In its third (formal) year, **Wellbeing volunteers** (or Wellbeans as they are known) have thrived on allowing volunteers to influence fellow UWA students and the wider community. The program now includes a sub-committee that help assist affiliated Guild clubs with their first aid and other duties that arise from running their events. This program runs with the support of the Welfare Department.
- **UWAG** has proven to be a huge hit with the student volunteers. UWAG is a collaboration between Guild Volunteering and Dogs' Refuge Home (DRH), seeking to connect our student volunteers with the animal shelter. The programme brings together groups of students for tri-weekly sessions to assist in caring for the dogs residing at DRH, proven to be a good stress relief activity.
- The partnership between Guild Volunteering and Chorus and Bethanie Group continued with the **Inter Generation programme**. This programme has many rewarding benefits for both the seniors and the students—bringing together the generations through social interactions.



- The Guild expanded the current program **Building Bridges**, in partnership with ASeTTS & Students for Refugees. This project connects UWA students with young people from refugee backgrounds to undertake leadership days and mentoring programmes.

## **Welfare, Support and Engagement**

In 2022, Student Assist included a team of 1x full time Student Assist Manager, 1 x full time Student Assist Officer, 2 x part time Student Assist Officers, a full time Wellbeing Counsellor and a part time Financial Officer.

The team provides support and advocacy for students regarding academic, financial and welfare matters utilising a strengths-based approach. The Student Assist team has remained a low barrier service, who like the previous team, is staffed by a dedicated and hardworking group who always ensure students are the priority.

2022 saw a slight change of focus on supporting students as online study and online exams have become the norm. Unfortunately, there was no change in students facing loss of income, issues of loneliness and raised anxiety. The team have seen a dramatic rise in students presenting with mental health concerns, homelessness, and isolation.

The Student Assist team have worked hard to support students by:

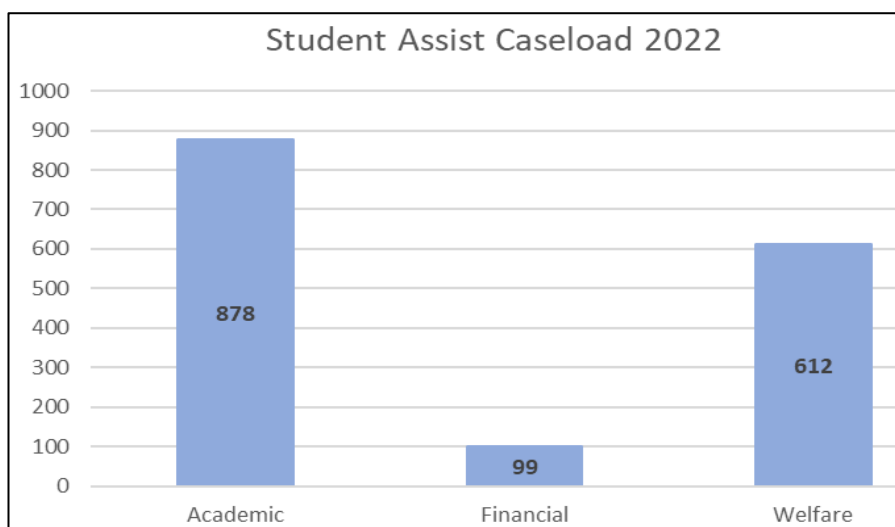
- Running Mediation workshops (twice a week)
- Running Yin Yoga workshops (twice a week)
- Attending events at College Row, headspace, The Living Room, UWA International Student Support Lounge, International Student Welcome Expo
- Facilitating “Soup and Support” during Welfare Week and “Hot Chocolate and a Chat” during exams
- Championing “Share the Dignity” campaign
- Presented Mental Health Awareness Training at 8 Student Leadership sessions (approximately 450 students throughout the year)

The Student Assist team continues to maintain significant effort to build positive relationships with Guild Student departments and teams across the University to increase communication and broaden collaborative efforts to provide the best services and supports to students.

The friendly Student Assist team enjoyed getting to know the broader student community by running the popular free ‘Soup and Support’ initiative during Welfare Week in Semester One where a free cup of warm soup and fresh bread was provided along with a friendly chat, and an introduction to Student Assist. This event was closely followed in Semester Two (and mid-winter!) by a ‘Hot Chocolate and a Chat’ initiative as part of the UWA Wellness Festival.

Similar to previous years, Student Assist highlighted ‘R U OK Day’ by baking small cupcakes and walking around Campus to offer them to students. Feedback from students was very positive indeed.

The Student Assist food pantry has remained a significant staple of the service throughout 2022. Along with non-perishable food items located with Student Assist, students had access to free fresh bread donated by Barrett’s Bakery that was available twice a week from the Student Assist office. Students often commented on how much they loved the fresh bread deliveries, and our team has loved the smell of fresh bread in our office of a morning!



### Other Guild Services

Other support services that the Guild offers include:

- The Guild Bookshop returned \$22,832 to students through the sales of books. As mentioned previously, the Bookshop was rebranded in 2022 and is no longer referred to as the Second-hand Bookshop.
- Free tax help sessions
- Lost property centre
- Student publications
- Free student diary
- Access to discounted visa help

### Catering Services

Guild Catering continued to experience a slow return of students and staff to the campus in 2022. The main effect was a reduction in student engagement on campus. Particularly in the first half of the year with some restrictions still in place from both the University and the Western Australian State Government. This forced the catering operations to operate below sales budget expectation by \$922,000.

Core impacts on catering included:

- Online lectures during Semester 1 meant that there were less students on campus and therefore less patronage to our cafes and Tavern.
- University staff not returning to campus in numbers forecast for 2022, due the flexible working arrangements related to University COVID arrangements.
- Reduced number of events and functions through our Guild Catering department. Driven by slower than expected return to campus life.
- Increase costs for both goods and services due to supply issues within the WA economy. Reducing the overall profitability of Guild commercial operations.
- Continued shortage of available labour for our outlets due to record low unemployment rates in WA, impacting our ability to deliver services in our outlets and affecting the ability of our tenancies to deliver retail and catering services.

Through this slow post pandemic period, the Guild focussed on preparing operations for the expected return of students by providing the best possible student service and experience for students and staff on campus.

The Student Guild continued to provide better value to students across all outlets. The Guild provided discount on food and coffee to the value of \$155,444 throughout the course of 2022.

2022 was a difficult year for our commercial tenants, whom all suffered from lower sales based on the reduced student numbers on campus. Tenant profitability was affected by increases in supply costs, and continued staff shortages due to a tight labour market.

The UWA Guild recognised this and provided tenants with ongoing support through rent abatement, extension of payment terms, and assistance in promotion. This ensured that all tenants could continue to maintain financial operation and deliver services to the University in the long term.

No additional tenants were added in 2022 due to the uncertainty in entering long term leases. We are pleased to report that new leases were agreed to for the following year (2023) for both the Refectory and Guild Village locations.

### **Infrastructure and Capital Projects**

2022 was a planning year in relation to infrastructure and capital projects.

The UWA Guild undertook a tender process to engage a new architectural firm in relation to reviewing our Masterplan for the Guild precinct. The process requested submissions from 6 Architectural firms through a masterplan brief, taking into consideration the need to improve Guild services, enhance commercial activity, provide better spaces for departments and student events.

The new masterplan needed to deliver the following project planning considerations around Guild Buildings 329 and 330:

- Improvement of the Refectory in line with student and commercial needs
- Revitalisation of Guild Village space
- Improved amenities and accessibility to Cameron Hall
- Guild engagement with UWA Crawley campus
- Design of the first floor of west wing of Guild Village Building

The result was the engagement of TRCB (Taylor Robinson Chaney Broderick), an architectural and urban design studio, as the Guild Masterplan partner. Later in 2022, commencement of student workshops and consultations took place, preparing for a masterplan to encompass a vision for the Guild precinct over the next 10 years. This foundation work will determine the evolution of the Guild precinct into the central hub for students adding to the UWA student experience.

## REVIEWS & CONTINUOUS IMPROVEMENT

- The Guild invested more into Student Leadership Training program which was designed for Guild student Representatives and UWA Club and Society leaders. Across the year the Guild put 176 students through the courses.
- Guild Audit and Risk Committee with four (4) external members met three times during 2022.
- The Guild implemented 2 major surveys in 2022 to help find out more about student needs covering items such as orientations experience, lifestyle and engagement interests and demographics.
- The Guild launched its new Point of Sale equipment (BePoz) for catering operations and control. The roll-out and implementation of BePoz will continue into 2023. This new system will enable better stock control, management, tracking and analysis.
- The Guild secured a four-year Enterprise Bargaining Agreement with its employees and implemented new government working wages and practices legislative changes.

## SUMMARY

The Guild has met all its obligations delivering its contracted services and conducting the required reviews.