



## 1.0 Attendance, Apologies and Proxies

### Attendance

Jesse Martino (JM)	Committee Chair / Guild Secretary
Tony Goodman (TG)	Director Student and Corporate Services
Elizabeth O'Shea (EOS)	President – UWA Student Guild
Chloe Jackson (CJ)	Events Manager
Alex Pond (AP)	Membership and Communications Manager
Nevin Jayawardena (NJ)	SOC Council President
Danielle Fitzgerald (DF)	Student Assist Manager

### Apologies

Kieran Natalwala (KN)	Ordinary Guild Councillor
Olivia Jo (OJ)	Ordinary Guild Councillor
Tom Beyer (TB)	Education Council President
Aden Date (AD)	Guild Volunteering Manager

### Proxies

N/A

## 2.0 Welcome & Approval of Previous Minutes

Previous minutes were approved via circular.

## 3.0 Student Assist

- Danielle is working to raise the profile of Student Assist to UWA students, such as changing and updating the website.
- Emergency loans – students were always taking out the full \$200, Danielle will work with Lizzy to get students to loan less if they don't require the full \$200.

**Action: Emergency loans limit – being reviewed.**

## 4.0 Guild Volunteering

- Aden's contract finishes at the end of the month; Lizzy will be conducting interviews to replace the Guild Volunteering Manager. The Guild has been advertising both internally and externally and there has been significant interest from recent graduates.
- There is a clause in the Guilds Service Level Agreement that ensures service learning will not compete with the Guild's services.
- Will be appointing a new Guild Volunteering Chair who Lizzy will be meeting with in a few weeks, as the committee has been quite stagnant in recent years.

## 5.0 Creative & Publications

- New Pelican Magazine is underway with new editors – tracking well. Also trying to establish a Pelican website.
- Prosh is well underway and writing sessions have already commenced.
- Have been working with Events, Student Assist and Information Technology to prepare for O-Day.
- Tweaking the Guild and clubs website.
- Postgraduate Students' Association want to migrate their website from the university server to the guild server
- Instagram takeovers.

**Action: Production as usual.**

## 6.0 Events, Marketing & Sponsorship

- O-Week – movies being screened on Tuesday and Wednesday night
- Working with Education Future in order to get more students down to the O-Week events.
- Tony flagged that the Guild needs to work out a line of communication with the residents. Lizzy said that she has a meeting with the heads of colleges and Alec Cameron about that issue.
- Returners' Week
  - Planning a sports day
  - Barpop
  - Thursday night – Returners' Festival. Gold coin donation for guild members. \$40 for non-guild members.
  - The event will hold the capacity for 2000 people, but will cap it at 1500.
- Student Lifecycle Report
  - Domestic and International Student Lifecycle for 3 years.
  - Tracks what's important to students – i.e. financial, academic, and social.
  - E.g. In 3<sup>rd</sup> year, international students are feeling nervous because their visas will expire. Student Assist offers visa referral services. From this, Student Assist needs to start promoting these services.
- Chill out space – to be discussed at next meeting.

**Action: Event planning extensive for the months ahead. Student Assist to promote services tailored to Student Lifecycle Study.**

## 7.0 General Business

## 8.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am Monday February 16. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)



## 1.0 Attendance, Apologies and Proxies

### Attendance

Jesse Martino (SS)	Committee Chair / Guild Secretary
Tony Goodman (TG)	Director Student and Corporate Services
Nevin Jayawardena (NJ)	SOC Council President
Chloe Jackson (CJ)	Events Manager
Alex Pond (AP)	Membership and Communications Manager
Danielle Fitzgerald (DF)	Student Assist Manager

### Apologies

Tom Beyer (TB)	Ed Council President
Lizzy O'Shea (LO)	Guild President
Kieran Natawala (KN)	Ordinary Guild Councillor
Olivia Jo (OJ)	Ordinary Guild Councillor

### Proxies

N/A

## 2.0 Welcome & Approval of Previous Minutes

No meeting minutes to confirm and welcome to meeting.

## 3.0 Student Assist

- Danielle mentioned a possible update to the process of the emergency loans system.

**Action: Chloe to set up a meeting with Kelvin and student representatives to discuss a possible change.**

## 4.0 Guild Volunteering

- Claire Duffy will be attending the meeting next month and will give a broad overview and update.

## 5.0 Creative & Publications

- Promotion materials for O-Day and O Week – tracking well
- Advertising the Returner's Festival – stall at orientation day and posters will be printed for this.
- Promotion to raise the profile of link week

**Action: Production as usual. Ideas for ways to diversify and innovate Facebook page and Instagram account.**

## 6.0 Events, Marketing & Sponsorship

- Orientation Week preparations are going well. Lucas is planning the oval
- Nevin said that he has received minimal complaints and concerns from clubs regarding their stall spaces.
- Advertising Returner's Festival – Hayden James has been confirmed as the headliner act. Progress for this event is tracking well.
- Returner's Week – 2 movies nights are being advertised. Facebook pages have gone live.
- Student Lifecycle Report – a report that is attached to the Guild marketing strategy that tracks the lifecycle of both international and domestic students. It includes a gap analysis that allows student representatives to see where there are gaps in services the Guild should provide, and allows clubs to tailor specific events to students.

**Action: Event planning extensive for the weeks ahead. Require helpers for a number of Guild stalls at Orientation Week. Chloe and Jesse will meet to discuss progress regarding the student lifecycle report.**

## 7.0 General Business

## 8.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am Monday March 16. Please send all proxies and apologies to the Guild Secretary at [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au).



## 1.0 Attendance, Apologies and Proxies

### Attendance

Jesse Martino (JM)	Committee Chair / Guild Secretary
Tony Goodman (TG)	Managing Director
Nevin Jayawardena (NJ)	SOC Council President
Chloe Jackson (CJ)	Director of Student Services
Alex Pond (AP)	Membership and Communications Manager
Lizzy O'Shea (LOS)	President – UWA Student Guild
Danielle Fitzgerald (DF)	Student Assist Manager
Claire Duffy (CD)	Volunteering Hub Manager

### Apologies

Kieran Natawala (KN)	Ordinary Guild Councillor
Olivia Jo (OJ)	Ordinary Guild Councillor
Thomas Beyer (TB)	Education Council President

Proxies	N/A
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## 2.0 Welcome & Approval of Previous Minutes

## 3.0 Student Assist

- Emergency loans – moved to an online form. Students Assist now able to provide budgeting advice, rather than just giving students money. Student may also be eligible for a grant, which can be established through this new system.
- A significant amount of emergency loans have not been paid back
- 10 new tablets have been ordered for survey completions

**Action: Provide feedback to the changes of the emergency loans system.**

## 4.0 Guild Volunteering

- Claire provided an overview of what the volunteering hub achieves. She stated most volunteering occurs in sport, such that 2.3m people in Australia volunteer through sport. Moreover, men aged between 35 and 45 volunteer the most (i.e. is the largest demographic of volunteers)
- Sophie Greer is working with volunteering in sport
- The national standard of volunteering highlighted the extensive amount of work the hub must do to allow clubs and faculty societies to engage more readily with volunteering.
- Internship programs – looks at people who are graduating. For example, Dorothy Sparks completed an internship and went on to become an advisor to the UN.
- Claire will be meeting with the faculty society Presidents to discuss volunteering opportunities.

## **5.0 Creative & Publications**

- Looking to use social media strategically
- Seeking to utilize Facebook and Instagram to their full potential – to show a vibrant campus.
- Valuing relevance – trying not to be too Guild obsessive

**Action: Alex encouraged all members of the committee to send photos to her to upload to Instagram.**

## **6.0 Events, Marketing & Sponsorship**

- Recruiting an Events Manager who will be starting in the near future.
- St Patrick's Day – security is booked, maximum of 250 people will be able to attend, and EMAS has been secured to do a DJ set.

**Action: Jesse will be organizing a group of student representatives to help with the set up.**

## **7.0 General Business**

- Prosh layout is this weekend; Alex invited all councillors to come along. The aim is to have Prosh printed by Friday
- Prosh will go through a number of checks and accountability measures before it is printed and released.

## **8.0 Next Meeting**

The next Student Services Committee meeting is scheduled for 10.00am Monday April 13. Please send all proxies and apologies to the Guild Secretary at [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au).



### 1.0 Attendance:

Jesse Martino (JM)	Committee Chair/Guild Secretary
Elizabeth O'Shea 15 (ES)	Guild President
Nevin Jayawardena 15 (NJ)	SOC Council President
Kieran Natalwala 15 (KN)	Ordinary Guild Councillor
Olivia Jo 15 (OJ)	Ordinary Guild Councillor
Chloe Jackson (CJ)	Associate Director of Student Services
Danielle Fitzgerald (DS)	Student Assist Manager
Beth Whitewood (BW)	Ordinary Committee Members
Andrew Huxtable (AH)	Ordinary Committee Members
Frejya Van Oyen (FVO)	Events Manager

### Apologies:

Tony Goodman (TG)	Managing Director
Alex Pond (AP)	Creative and Projects Manager
Claire Duffy (CD)	Guild Volunteering Manager
Thomas Beyer 15 (TB)	Ed Council President

### Proxies:

Jane Bromley (JB)	Education Council Vice-President
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### 2.0 Welcome and Previous Minutes

- As yet not completed – will be sent for approval by circulation
- Welcome to Beth and Andrew

### 3.0 Student Assist

- Brief Overview of Department
- Discussion on Emergency Loan – Questions from Finance circulated for discussion regarding
  - Recommendation made not to research possibility of pre contacting the Next Of Kin (NOK)
  - Recommendation made for Student Assist to take NOK details and check them against record
  - Recommendation to clearly clarify on the form what NOK is and how this information may be used for all those applying for a loan.
  - Recommendation made to continue offering 6 loans a year however SA officers will upon review offer budgeting advice where required.

**Action:** Danielle to feedback to Finance

Danielle to advise if it is 6 weeks payback time for \$150

### 4.0 Guild Volunteering

- Lizzy gives a background on Guild Volunteering and an overview of the current development of the Strategic Direction Document.
- Internships – 11 students currently participating in the program

### 5.0 Creative and Projects

- Jesse reads Alex's updates:
  - Pelican Ed 3 design is underway, scheduled to go to print next week.



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## Student Services Committee Meeting Minutes

Monday 13<sup>th</sup> April 2015 – 9am

Meeting Room 1

- Instagram followers are tracking steadily, currently at 2244
- Facebook likes at currently at 13570. Had great click through with the Volunteering Opportunities post on 7/4 - 4424 people reached, 204 click throughs to the GV website, and 543 'see more' clicks to read the full post.
- PROSH is mostly wrapped up, will be conducting a debrief and 2016 planning session in the coming weeks which will be open to all staff and students reps.
- Hackett Cafe refit has been one of our main focus areas at the moment - researching trends in furniture and cafe design, meeting with the supplier, sourcing quotes etc.
- Continuing with an array of smaller jobs (WASAC prospectus, OB forms, recycling posters, club wallpaper forms) and website redesigns.

**Action:** Nevin to discuss Geofilter with Kate and Alex

### 6:0 Events

- Introduce Freyja – New Events Manager
- Update on website – should be live next week
- DJ Comp coming up – Freyja is working with Tav, EMAS and AACA to produce
- EOSS theme require
- Chloe gives overview of lifecycle

**Action:** Freyja to create working party group for EOSS to include, Nevin and Kieran  
Chloe to generate specific lifecycle report for Council

### 7:0 General Business

- Lizzy gives an update on MyGuild
- Open forum discussion surrounding addressing pre drinking.

### 8.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am Monday May 11. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)  
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### 1.0 Attendance:

Jesse Martino (JM)

Nevin Jayawardena 15 (NJ)

Kieran Natalwala 15 (KN)

Olivia Jo 15 (OJ)

Beth Whitewood (BW)

Andrew Huxtable (AH)

Freyja Van Oyen (FVO)

Claire Duffy (CD)

Chloe Jackson (CJ)

Danielle Fitzgerald (DS)

Committee Chair/Guild Secretary

SOC Council President

Ordinary Guild Councillor

Ordinary Guild Councillor

Ordinary Committee Members

Ordinary Committee Members

Events Manager

Guild Volunteering Manager

Associate Director of Student Services

Student Assist Manager

### Apologies:

Tony Goodman (TG)

Alex Pond (AP)

Thomas Beyer 15 (TB)

Elizabeth O'Shea 15 (ES)

Managing Director

Creative and Projects Manager

Ed Council President

Guild President

### Proxies:

### 2.0 Welcome and Previous Minutes

- Accepted 2x previous minutes

### 3.0 Student Assist

- Discussed the Tagline “independent advice when you need it”
- Discussed the name Student Assist and agreed that it is appropriate
- Student assist will be collaborating with the Welfare department to initiate Food Bank
- The ability for students to contact student assist via skype will be introduced

### 4.0 Guild Volunteering

- National Volunteer Week is about to commence – Live Happy Be Happy is the tagline
- Friday will include a morning of volunteering
- The Albany volunteering trip with Guild Representatives will take place on 22<sup>nd</sup> May

Action: The volunteering strategy will be circulated

### 5.0 Creative and Projects

- Jesse reads Alex's updates:
  - Pelican Ed 4 is a zine edition
  - Requests feedback from the group regarding Guild Weekly
  - The PROSH debrief takes place on 22<sup>nd</sup> May – recognise that this clashes with Albany trip
  - Hackett Cafe furniture will be installed on 29<sup>th</sup> May

### 6:0 Events

- Posters can again be approved by the Student Centre Team following their training
- National Campus DJ Comp took place with 13 competing, prizes were from Red Bull and DJ Store



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## Student Services Committee Meeting Minutes

Monday 11<sup>th</sup> May 2015 – 10am

Meeting Room 1

- EOSS Update:
  - Bungee Swing on the Lawn
  - Wizard of EOSS theme

### 7:0 General Business

#### 8.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am Monday 8<sup>th</sup> June. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)  
all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)



### 1.0 Attendance:

Jesse Martino (JM)

Chloe Jackson (CJ)

Danielle Fitzgerald (DS)

Siobhan OHare

Alex Pond (AP)

Committee Chair/Guild Secretary

Associate Director of Student Services

Student Assist Manager

Events Business Support Officer

Creative and Projects Manager

### Apologies:

Tony Goodman (TG)

Thomas Beyer 15 (TB)

Elizabeth O'Shea 15 (ES)

Nevin Jayawardena 15 (NJ)

Claire Duffy (CD)

Kieran Natalwala 15 (KN)

Olivia Jo 15 (OJ)

Beth Whitewood (BW)

Andrew Huxtable (AH)

Managing Director

Ed Council President

Guild President

SOC Council President

Guild Volunteering Manager

Ordinary Guild Councillor

Ordinary Guild Councillor

Ordinary Committee Members

Ordinary Committee Members

### Proxies:

## 2.0 Welcome and Previous Minutes

### 3.0 Student Assist

- 50 Academic Cases following SM Campaign and release of results
- 301 click throughs on Appeals and Special Consideration FAQ doc
- Textbook Grant promo, Danielle is going to look into the creation of a low barrier approach to receipt of these grants. Will take to Welfare and Advocacy Committee
- Commence promotion of Ask ne Anything – International Student Promotion

### 4.0 Guild Volunteering

- Completing acquittal for DSR
- Mallebound Camp to commence 16000 tree planting and golf club painting weekend
- National Student Volunteer week 3<sup>rd</sup> – 9<sup>th</sup> August
- 8000 transcript recognised hours uploaded so far
- 60% increase in transcript recognised partners
- Tax Help will commence 27<sup>th</sup> July

### 5.0 Creative and Projects

- Guild Weekly to be redesigned following feedback from Students
- Increase in design requests
- Focus on how to promote social media

### 6.0 Events

- 77 Clubs registered for club carnival
- The student Guild and clubs will host a student experience section at UWA Open Day
- NCBC 14<sup>th</sup> August, 2 bands have registered so far



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## Student Services Committee Meeting Minutes

Monday 20<sup>th</sup> July 2015 – 10am

Meeting Room 1

- UWA are hosting the DJ Comp final
- Strive Grant have been won providing funding for a chill out zone at events
- New Event Manager will commence 27<sup>th</sup> July

### Marketing:

- Creating a communications bulletin and a targeted campaign to promote the Guild to faculties

### 7:0 General Business

- Request to include Chelsea and split marketing and events into 2 sections for next meeting

### Actions:

- Jesse to send invites for Guild Ball planning committee

### 8.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am 3<sup>rd</sup> August. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)  
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## 1.0 Attendance, Apologies and Proxies

### Attendance

Jesse Martino (JM)	Committee Chair/Guild Secretary
Chloe Jackson (CJ)	Associate Director of Student Services
Kasey Hartung (KH)	Events Manager
Chelsea Hayes (CH)	Marketing Business Support Officer
Alex Pond (AP)	Creative & Projects Manager
Claire Duffy (CD)	Guild Volunteering Manager
Elizabeth O'Shea (EOS)	Guild President
Nevin Jayawardena (NJ)	SOC Council President
Olivia Jo (OJ)	Ordinary Guild Councillor
Beth Whitewood (BW)	Ordinary Guild Councillor

### Apologies

Kieran Natalwala (KN)	Ordinary Guild Councillor
Danielle Fitzgerald (DF)	Student Assist Manager
Andrew Huxtable (AH)	Ordinary Guild Councillor

### Proxies N/A

## 2.0 Approval of Previous Minutes

## 3.0 Student Assist

- Exam timetables have resulted in an influx of emails with students concerned about back to back exams
- 2016 Planning
  - Marketing the idea that Student Assist can Support you
  - Self-defence for men and women
  - Have a presence on O-Day
  - Increase of Budgeting advice for students
- Tag Line up and running, needs to be updated on the website

## 4.0 Guild Volunteering

- More regional trips planned
- Upcoming event/Camp in Margaret River
- Discussing options for camps with PSA
- Student rep to accompany Claire on trips when she goes to monitor students who are hosting Volunteer opportunities and/or volunteering
- Microvolunteering breaking out to other locations on campus – CD working on opportunities
- Ideas for Social media for Volunteering



- including: benefits to volunteering, stats and volunteering news
- Highlight of volunteering trips with a focus on photos
- Leverage gaps i.e.: Make new friends whilst volunteering, community
- Possibility of networking sessions and mentoring opportunities
- Have program directors on high rotation
- 

#### 5.0 Creative & Publications

- Week of 28 September – 4 October was the most popular week on social media
- Finalising the Diary, to go to print by mid-to-late October.
- Suggestions from the group for the diary
  - “10 ways to meet new people”
  - Ways to get involved with the Guild (e.g. Volunteering, Support Services)
  - Fresher bucket list (e.g.: “If you do one thing make sure it is \_\_\_\_”)
  - Stickers – bigger ones for laptops, more name tags
  - Guild branded notebooks as inserts to the diary – may not be feasible
  - Guild Branded Yearly planner

#### 6.0 Events

- Oktoberfest – all plans set in place and ready for the event. Running the event in conjunction with KAOS German Club. Student Reps required to dress up and assist with decorations, Jesse to request student assistance
- Guild Ball
  - Sold out within 24 hours and 3 extra tables were added, the event is now for 300pax
  - Cruikshank Routley Nominations open
- EOSS2 planning underway. Committee met just before Elections. Theme is Retro Beach Party
- Request for anyone who has any ideas for events or suggestions to get in touch with the Events Department

#### 7.0 Marketing & Sponsorship

None

#### 8.0 General Business

None

#### 9.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am 26<sup>th</sup> October. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)  
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Student Services Committee  
Meeting Minutes  
Monday 26 October 2015 – 10am  
Meeting Room 1

## 1.0 Attendance, Apologies and Proxies

### Attendance

Jesse Martino (JM)	Committee Chair/Guild Secretary
Chloe Jackson (CJ)	Associate Director of Student Services
Kasey Hartung (KH)	Events Manager
Alex Pond (AP)	Creative & Projects Manager
Claire Duffy (CD)	Guild Volunteering Manager
Elizabeth O'Shea (EOS)	Guild President
Nevin Jayawardena (NJ)	SOC Council President
Olivia Jo (OJ)	Ordinary Guild Councillor
Beth Whitewood (BW)	Ordinary Guild Councillor

### Apologies

Kieran Natalwala (KN)	Ordinary Guild Councillor
Danielle Fitzgerald (DF)	Student Assist Manager
Andrew Huxtable (AH)	Ordinary Guild Councillor
Chelsea Hayes (CH)	Marketing Business Support Officer

### Proxies N/A

## 2.0 Approval of Previous Minutes

These will be circulated after this meeting

## 3.0 Student Assist

- Increasing number of Academic Cases
- Cases often take 6 to 8 weeks to work through
- DF has resigned and this is her last week.
- Patrice Mitchell will now be the new Student Assist Manager
  - PM is a specialist in International Students
- Ask Me Anything campaign
  - Scheduled this week, Topic is Special Considerations
  - FAQ will be circulated via the website and Social Media
- Post Exams – FAQ on Appeals and Reviews to be posted again on Social Media

## 4.0 Creative & Publications

- September busiest month online
- Maddie Mulholland as Guild President post had a reach of 45,000
- Pelican Editor Applications open
- Prosh & Relay have been advertised in Guild weekly
- NJ interested in being involved in Prosh in 2016



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Student Services Committee  
Meeting Minutes  
Monday 26 October 2015 – 10am  
Meeting Room 1

5.0 Events

- Guild Ball photos received 87,000 click throughs
- Guild Ball Video is being edited now
- UWA Orientation Week is being changed how it is run and CJ has been attending steering committee meetings.
  - There will be a refocus on International Students
  - Possible activities include: Quid ditch, City Bus Tours
  - Guild Presence at College Orientations
- The Guild will be collaborating with the colleges on Returners festival
- Guinness World Record attempt in Semester 1
- Poster Policy approved and passed

6.0 Volunteering

- Looking to do an AMA campaign about finding your Volunteer Hours and what having them Transcript recognised means
- Pop Up micro volunteering during exams. Working on locations but possibly Reid Café and Catalyst.
- Volunteering Camp to Margaret River for Bioblitz. 13-15 November. Pitched at PSA Students.

7.0 Marketing & Sponsorship

- Marketing Strategy finalised
- Someone is reviewing/auditing the Guild websites
- Having posters up and around campus for events ready for Post Grad students
- Working on getting Guild information to faculties

8.0 General Business

None

9.0 Next Meeting

The next Student Services Committee meeting is scheduled for 10.00am 23 November. Please send all proxies and apologies to [secretary@guild.uwa.edu.au](mailto:secretary@guild.uwa.edu.au)