



## Student Services Committee Meeting January 2017

### 1.0 Attendance, Apologies and Proxies

#### Attendance

Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Nevin Jayawardena (NJ)	Guild President
Lina El Rakhawy (LER)	Ed Council President
Joseph Chan (JC)	Ordinary Guild Councillor
Alexandra O'Brien (AOB)	Guild Treasurer
Michael Kabondo (MK)	SOC President
Madeleine Smith (MS)	Engagement Manager
Claire Duffy (CD)	Guild Volunteering Manager
Kasey Hartung (KH)	Events Manager
Patrice Mitchell (PM)	Student Assist Manage

#### Apologies

Kasey Hartung (KH)	Events Manager
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#### Proxies

Siobhan O'Hare (SOH) for Kasey Hartung

### 4.0 Committee Business

#### 4.1 Student Assist

- – Student Assist are running RA training at the colleges
- Will be doing a 'Social Media Takeover' during semester with Engagement
  - 'Ask Us Anything'
- Student Assist have been doing a lot of networking with UWA Departments to get information about them and their services out to UWA staff members
- Sexual Harassment training is scheduled for the second week of February
  - Students gave feedback on examples that could be used
- Working with UWA staff on the Zenith Project to have a Student Assist Link on Blackboard

#### 4.2 Guild Volunteering



- A Guild Volunteering app has been created which allows students to search and favourite all volunteer roles & sign up for newsletters
  - Was done by a Volunteer for free & will be launching shortly
- Successfully applied for a National Youth Week Grant from Hackathon
  - During the event participants will work in teams to develop and apply innovative solutions with an emphasis on incorporating technology to achieve social events.
  - Theme: Eco Futures
  - Will be run from the 31<sup>st</sup> March & 2<sup>nd</sup> April in the CCZ
  - Ways to promote or ticket the event- through CareerHub & in colleges
- Program Directors are currently being interviewed and training will run 9 – 10 February
- Guild Volunteering have appointed Executives to the following positions:
  - Directors of Legal and Compliance (x 2)
  - Director of Monitoring and Evaluation
  - Director of Grants and Sponsorship
  - Director of Marketing and Engagement
- The following abstract has been submitted to the Volunteering WA's State Conference
  - The State of Volunteering in Australia Report from April 2016 finds that formal volunteer participation has faced a decline over the past 5 years. The main deterrents to volunteer engagement include work and family commitments; disability or health-related problems; and economic obstacles such as out-of-pocket expenses, including cost of fuel and parking. What can be done to remove these barriers to increase accessibility and enable more people to get involved? I will be sharing about two programs introduced by Guild Volunteering that have made it easier for university students to volunteer. Micro Volunteering allows participants to volunteer for short bursts of time while Virtual Volunteering enables individuals to volunteer anytime and anywhere with the use of technology. Drawing on the lessons learnt from these programs, this paper will empower volunteer-involving organisations to identify the reasons stopping people from volunteering and come up with innovative solutions to breaking down those barriers.

#### **4.3 Engagement (Marketing, Creative & GSC)**

- Working on doing Social Media Takeovers and Ask Us Anything sessions on Facebook
- Focusing on doing blogs this year, with a variety of different subjects. Having information for students about services the guild can provide but also 'what to do in Perth'/'Top Brunch Spots' etc

#### **4.4 Events**



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- ODAY:
  - Planning is underway and the site map is near completion
  - Closing date for applications is the 30<sup>th</sup> of January and projected to meet budget
  
- ODAY Festival:
  - Tired Lion are locked in as the headline act
  - Will add in more bands & DJs
  - Silent Disco
  - Licencing the area for 500, with another 500 in the unlicensed area
  
- OWEEL
  - Being run by IPP Maddie Mulholland
  - OWEEK schedule is comprehensive and we need Student Reps to help run the events and represent the Guild to new students

## 5 Other Business

## 6 Next Meeting

- TBC (15 February 2017)



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## Student Services Committee Meeting February 2017

### 1.0 Attendance, Apologies and Proxies

#### Attendance

Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Nevin Jayawardena (NJ)	Guild President
Lina El Rakhawy (LER)	Ed Council President
Joseph Chan (JC)	Ordinary Guild Councillor
Alexandra O'Brien (AOB)	Guild Treasurer
Michael Kabondo (MK)	SOC President
Kasey Hartung (KH)	Events Manager
Patrice Mitchell (PM)	Student Assist Manage

#### Apologies

Madeleine Smith	Engagement Manager
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#### Proxies

Zoe Mitchell for Claire Duffy (Guild Volunteering Manager)

### 2.0 Committee Business

#### Student Assist

- Jon – Busy for cases, doubled from 2016
- Food Pantry
  - Needs advice to get funding – food drives for unperishables/staples
  - Unibank - \$100 per month
- 37 networking meetings
- PSA Connect – Ask Us Anything with Engagement, Volunteering & Student Assist
- Week 1:
  - Unihall RA Training
  - Tommy Hall
  - Trinity – Student Leadership Training run by Events and Student Assist
  - Flying Start presentation run by Volunteering and Student Assist
  - Sharing ODAY stall with Welfare Department
  - Running Chill Out Zone at ODAY Festival



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- Life Hacks presentation – running Budgeting Workshop, Tenancy Workshop & Centrelink Issues
- Councillor one day a week – budget has been approved
- Zenith Program

### **Guild Volunteering**

- Performing acts for HBF Walk In The Park – already contacted EMAS, PAW, Dance UWA, MSS
  - MK to email clubs about opportunity
- Just appointed Leadership Team, GV Executive and Program Directors
- Info sessions are running during OWEEK
- Grant for National Youth Week – 31 March – 2<sup>nd</sup> April
- Hackathon – steering committee
- Youth Week Theme is Eco Futures
- PROSH
  - Going to Albany
- Relay@UWA
  - Co Chairs appointed: Harriet Calverley & Matt Schild
- Three upcoming day trips
  - St Bars
  - HD Streetwise
  - Thrive Youth Conference

### **Engagement (Marketing, Creative & GSC)**

- Lab Coat Hire Promotion
  - For free/deposit

### **Events**

- ODAY Festival is FREE for Guild Members, \$10 everyone else
- Student Leadership Training ran 31 January & 1 February
  - Had 95 students in each session
- Holi – 13 March – Nevin/Indian Society of WA

### **2 Other Business**

- Poster person has been reinstated, as requested by SOC

### **3 Next Meeting**

- TBC



## Student Services Committee Meeting 26 April 2017

### 1.0 Attendance, Apologies and Proxies

#### Attendance

Nevin Jayawardena (NJ)	Guild President
Alexandra O'Brien (AOB)	Guild Treasurer
Lina El Rakhawy (LER)	Ed Council President
Joseph Chan (JC)	Ordinary Guild Councillor
Michael Kabondo (MK)	SOC President
Kasey Hartung (KH)	Events Manager
Claire Duffy	Guild Volunteering Manager

#### Apologies

Madeleine Smith	Engagement Manager
Vinuri Gajanake (VG)	Committee Chair/Guild Secretary

#### Proxies

Kathryn Haag for Patrice Mitchell (PM)	Student Assist Manager
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### 2.0 Committee Business

#### Student Assist

- March was the busiest month on Record

	Academic	Financial	Welfare	Total
January	44	21	10	75
February	47	68	24	139
March	46	74	66	186

- 56 students utilised the food pantry in March which is what increased the Welfare cases
- Food pantry is already over budget for the year – the service is very popular and SA has requested advice from committee for fundraising ideas (see Other Business)
- Networking with University Departments including HPU, Complaints, Chaplain, Uniaccess
- Attended lots of student & department events including: MASA (5 referrals), PSA Connect



## Guild Volunteering

- GV is currently doing the Acquittal for Hackathon
- National Volunteer Week 8-14 May
  - Monday, 8 May
    - 9am – launch Giver Happy Live Happy Social Media Campaign
    - 10am-10.30am – Get In\*VOL\*ved with Guild Volunteer Info Session at Guild Volunteering Meeting Room
    - 11am-11.30am – VOL101: Promotion at Guild Volunteering Meeting Room
  - Tuesday, 9 May
    - 11am-11.30am – VOL101: Recruiting at Guild Volunteering Meeting Room
    - 12pm-2pm – National Volunteer Week Volunteer Fair at the Ref Courtyard
  - Wednesday, 10 May
    - 9am – Set up Volunteer Match Making Installation (location tbc)
    - 11am-11.30am – VOL101: Retaining/Managing/Supporting at Guild Volunteering Meeting Room
  - Thursday, 11 May
    - 9am-3pm – Greener Pastures Sanctuary Day Trip (tbc)
    - 11am-11.30am – VOL101: Recognising at Guild Volunteering Meeting Room
  - Friday, 12 May
    - 11am-11.30am – VOL101: Ensuring Sustainability at Guild Volunteering Meeting Room
    - 1-2:30pm – Volunteering National Standards Workshop in the Club Collaborative Zone
  - Saturday, 13 May
    - 9am-11am – SERAG tree planting/tending day at Pelican Point
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## March 2017

- Number of opportunities listed 45 **down 21% on 2016**
- Number of unique views for opportunities 2649 **down 4% on 2016**
- Number of events listed 8 **down 11% on 2016**
- Number of unique views for events 402 **up 71% on 2016**
- Number of new walk ins 396 **up 111% on 2016**

YTD



- Number of opportunities listed 173 **up 29% on 2016**
- Number of unique views for opportunities 10407 **up 25% on 2016**
- Number of events listed 23 **up 76% on 2016**
- Number of unique views for events 1072 **up 161% on 2016**
- Number of new walk ins 537 **(no comparative data available)**

## Engagement (Marketing, Creative & GSC)

- Increased number of Catering marketing requirements
- Increased meetings with departments to discuss marketing objectives
- Creating a new Student Newsletter for International Students, consulting with ISS
- ISB coming up and Catering will be able to provide a schedule of activities
- Unibank Campaign – day of free food tbc
- Mm WILL BE AT Awards Ceremony in Canberra in late May
- GSC
  - Has had a full clean up, students no longer admitted to the back rooms
  - In agreement with OSC – students who borrow tables we would like to be able to charge a deposit. It was suggested we do Student Card
- Departmental jobs on the horizon
  - Scoping for the new website
  - Internal documentation standards
  - Guild Goals and Achievements
  - Alumni

## Events

- Guild Ball is on 7 October – VG to create working group
  - NJ suggested we tighten the run sheet so it is not too award-heavy
- EOSS – suggest we move to a week long of activities. VG to put together a team to work on EOSS activities
- March was busiest month on record with 213 events.
- KH to send MM details of events achievements
- ODAY and OWEEK debrief document – Events has not been able to complete this due to a) busiest month ever and b) being without a BSO. KH will endeavour to compile all info in May

## 2 Other Business

- Food Pantry suggestions for fundraising
  - Pay it forward – have tins at cafes where people can give coins. A permit may be required and will be investigated
  - Unibank Sponsorship – MM to advise PM
  - Funds from the Entertainment booklet – MM to advise PM

## 3 Next Meeting





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- TBC

#### 4 Actions

- NJ please send out the template for Council Reports to managers as a refresher
- KH send NJ the Student Lifecycle Report





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## **1.0 Welcoming and Opening**

## **2.0 Attendance, Apologies and Proxies**

### **Attendance**

Nevin Jayawardena (NJ)	Guild President
Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Lina El Rakhawy (LER)	Ed Council President
Joseph Chan (JC)	Ordinary Guild Councillor
Michael Kabondo (MK)	SOC President
Brittney Quay (BQ)	
Kasey Hartung (KH)	Events Manager
Chelsea Hayes (CH)	BSO Marketing
Patrice Mitchell (PM)	Student Assist Manager

### **Apologies**

Alexandra O'Brien (AOB)	Guild Treasurer
Michael Kabondo (MK)	SOC President
Zoe Mitchell (ZM)	Volunteering

### **Proxies**

## **3.0 Committee Business**

### **3.1 Student Assist**

- Working with UWA on policy updates for sexual harassment and bullying.
- Respect Now Always survey results out 1 August – report focuses on sexual harassments at Universities
- We need to make a plan about announcing and answering queries – CH
- FAQs will be distributed to UWA staff and students
- Arrange meeting on Tuesday 1 August in the morning to discuss – with NJ, CH, Megan Lee and PM
- Hannah (Women's Department) and NKJ have a draft response ready
- Attending Sem 2 Orientation activities
- Working with Welfare Department on upcoming activities and Access Collective

### **3.2 Guild Volunteering**

- National Volunteer Week, 14-20 August. Events Include Volunteer recognition Awards, Roundtable event with Clubs, and Day trips
- New Volunteer manager starts 14 August

### **3.3 Events**

- ODAY Evaluation and Debrief – KH has prepared for debrief/evaluation document for everyone to read and comment on.
  - Discussed potential sponsors to approach for ODAY. Suggestions from the table included brand names like Adidas, Nike, Kiki K, Mazda, Contiki, Raybans
  - Suggestion to have a Showbag – like the Royal Show. NJ suggested vendors who sell Showbags, requested KH follow up
- Met with UWA’s new Inclusion and Diversity Advisor, Fadzi Whande and discussed engagement with clubs and UWA
- Student leadership Training session scheduled for the week before Semester 2 starts
- Working with IPP Maddie Mulholland on Semester 2 Orientation activities
- Science union running National Science Week events in Week 3
- Planning Life Hacks week
- NJ – looking for a series of events that ‘upskill’ people looking for part time/casual jobs. EG Barista courses, Cheap RSA, Driving lessons (CH),

### **3.4 Engagement**

#### **4.0 Other Business**

- 4.1 Closed caption policy passed at May Council

#### **5.0 Actions**

- **KH requests everyone consider appropriate sponsors to approach for ODAY**

#### **6.0 Next Meeting**

17<sup>th</sup> August 2017



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Michael Kabondo (MK)	SOC President
Kasey Hartung (KH)	Events Manager
Patrice Mitchell (PM)	Student Assist Manager
Danielle Brown (DB)	Engagement Manager
Lana Robinson (LR)	Volunteering Manager

### **Apologies**

Audrey Tascon (AT)	PAC president
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### **Proxies**

Megan Lee for Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Liane Lina El Rakhawy (LER)	Ed Council President

## **3.0 Committee Business**

### **3..1 Welcome of Danielle and Lana**

### **3..2 Student Assist**

- Very busy – have now had more cases YTD than all of 2016
- Currently interviewing for new Counsellor
- Attended Life Hacks run by Guild, “Survive & Thrive”, “Soup and Support”, “How to save for your Dream Holiday” (run by Kathryn Haag)
- Attended Club Carnival
- Working with Pride Department on Marriage Equality activities
- Working with ACCESS Collective for Peer to Peer discussions on Tuesdays and Thursdays

### **3..3 Guild Volunteering**

- New Manager started in August
- National Student Volunteer Week (Week 2). Events included Interyear Tree Planting, Microvolunteering, Roundtable discussion with Clubs on best practice in Volunteering Management, Attended Science and Careers fair, Pack with PAC for the Homeless, Volunteer Recognition Awards at Cullity Gallery,

## Darlington Wildlife Reserve

### 3..4 Events

- Club Carnival was moved from Week 2 to Week 3 due to inclement weather. Was very well attended!
- National Science Week – science Union received a grant from Alumni and had a 15x30 marquee on James Oval
- Attended UWA Open day on Sunday 13 August – weather was terrible but we had a few clubs attend. UWA put us in a new location which was not ideal (on the SW side of James Oval)
- Life hacks week 2 – very well attended! Cooking demonstration had 100pax, had recipe handouts (4 x easy recipes written by Chef Drew). Worked with Student Assist on events, budgeting workshop had approx. 30 attendees
- Cruickshank-Routley ball – there is a new theme but this is top secret. All club award recipients must be in by Tuesday 3 October – NJ to confirm and follow up with SOC, PAC & Ed

### 3..5 Engagement (Marketing, Creative, GSC)

- New Engagement Manager started on 14 August
- Creative Officer Elise de Haas is on Maternity Leave, we have a new Creative Officer on Mat leave cover, Lyn Sillitto
- Diary is underway, advertising package completed and going out to all advertisers
- Working with Welfare Dept. on a recipe book
- Chelsea Hayes (Marketing BSO) on leave until 14 September

## 4.0 Other Business

### 5.0 Actions

- Fix Mailing List errors – KH
- NJ to follow up with SOC, PAC, Ed re Club Awards for the Guild Ball
- VG consider date change for next meeting as current date falls in elections period

## 6.0 Next Meeting

21<sup>st</sup> September 2017



**1.0 Welcoming and Opening**

**2.0 Attendance, Apologies and Proxies**

<b>Attendance</b>	<b>Role</b>
Patrice Mitchell (PM)	Student Assist Manager
Danielle Brown (DB)	Engagement Manager
Lana Robinson (LR)	Volunteering Manager
<b>Apologies</b>	<b>Role</b>
Audrey Tascon (AT)	PAC president
Michael Kabondo (MK)	SOC President
Kasey Hartung (KH)	Events Manager
Nevin Jayawardena (NJ)	Guild President
Alexandra O'Brien (AOB)	Guild Treasurer
Brittney Quy (BQ)	
<b>Proxies</b>	
Megan Lee for Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Conrad Hogg for Lina El Rakhawy (LER)	Ed Council President
Luke Andrew for Joseph Chan (JC)	Ordinary Guild Councillor

**3.0 Committee Business**

**3..1 Student Assist**

- Katherine is away at the moment – returning on Monday the 23<sup>rd</sup> of October
- They have hired a new counsellor who is already full booked out
- They are advertising for a new part time counsellor – although logistics of the office are questionable
- Very busy – have now doubled their YTD cases from 2016
- They are struggling to see walk in's as they are so busy and booked out. They estimate that there is a 1-2 hour wait for walk in's.
- Hopefully will have a full team by the end of November 2017
- They have no budget yet and are in the process of building a business case for Nevin to review for an extra \$5,000 to be allocated

- Food Pantry has been a huge success with 50 people visit per month and growing! The free bread on Thursday's has been a huge success and very popular
- They will be supporting the Blackstone Welfare week by bringing along Emmy
- They have been providing 'Lived Experience' training where they are training students to speak about their experiences in life. This has been a collab HPU
- They had a huge presence at Welfare week with a number of drop in options and lounge areas on Oak Lawn throughout the week
- They had a presence at 'My Big Fat Gay Wedding' this week which was very popular with over 100 attendees

### **3..2 Guild Volunteering**

- Volunteering has been very busy
- They have had a regional trip to Albany, had a couple of day trips to Homeless Connect, they have a day trip with Conquer to Cancer Ride this Sunday, they also have another 2 day trips planned in November with Homeless connect
- They have recruited the Prosh Editors and Directors – pending council approval
- They have a number of recognition events for program directors, and National Volunteer day
- They are planning to recruit for the VAC role, the Relay for Life committee and Program directors for 2018
- They are currently reviewing the strategy, budget, training and management for 2018
- Zoe has now dropped to part time as they recruit for a new member – hopefully this will be completed by December

### **3..3 Events**

- ODAY is well and truly underway. Engagement packages and stall prices have been completed and loaded onto the website for registration

### **3..4 Engagement (Marketing, Creative, GSC)**

- ODAY engagement packages have been completed which range from \$15,000 to the stall prices with a number of marketing add-ons which will hopefully bring income to the day
- 2018 Diary – the diary content is being pulled together as we speak with a number of design changes being made to make it more student friendly. We also were able to bring \$22,000 of advertising income in to assist in covering the cost of these diaries. We also added an extra 2,000 diaries to the run to a total of 16,000
- We relooked at the social media strategy for the catering department with a number of changes made to boost the engagement and promotion of our cafes on campus. We also included a run of poster production to promote these cafes and The Tavern
- We were lucky enough to have include on the UWA Field Guide for prospective new student – which we included information about the Guild and what services the Guild can offer you and where to find the Guild

- As part of the UWA Branding and Marketing structure we have been allocated to be a client of there's which means we have 1 contact to meet with moving forward for any communication with UWA marketing
- The engagement department have reinvigorated their strategy for 2018 which Nevin and Megan have a copy off
- Creatively we have produced 2 editions of Pelican, Postscript, Outspoken and completed the layout of Damsel

#### 4.0 **Other Business**

##### 5.0 Actions

- Megan to look at the logistics and lay out of the Guild offices
- Patrice to email Megan about budget allocation for 2018 – in particular the growing services for 2018 and how they can be supported
- Each department to complete a strategic overview including recommendations, how the committee can support them in day to day activities, what has worked and what hasn't work in 2017. This strategic overview should also include how the Student Service Committee meetings can benefit them in 2018 including what they need from the student and what they want from the students on the committee.

#### 6.0 **Next Meeting**

10<sup>th</sup> of November 2017



**1.0 Welcoming and Opening**

**2.0 Attendance, Apologies and Proxies**

<b>Attendance</b>	<b>Role</b>
Vinuri Gajanake (VG)	Committee Chair/Guild Secretary
Nevin Jayawardena (NJ)	Guild President
Patrice Mitchell (PM)	Student Assist Manager
Danielle Brown (DB)	Engagement Manager
Lana Robinson (LR)	Volunteering Manager
Kasey Hartung (KH)	Events Manager
<b>Apologies</b>	<b>Role</b>
Audrey Tascon (AT)	PAC president
Michael Kabondo (MK)	SOC President
Alexandra O'Brien (AOB)	Guild Treasurer
Brittney Quay (BQ)	
Lina El Rakhawy (LER)	Ed Council President
Joseph Chan (JC)	Ordinary Guild Councillor

**3.0 Committee Business**

**3.1 Student Assist**

- Huge numbers for the year – approximately 1900 cases YTD.
- SA would like to get from the SS Committee next year –
  - Student feedback on the perception of the department
  - How the department can be more approachable
- (NJ) one of the priorities of the Guilds 2018 Strategic Plan (4 Priorities – increasing student support, increasing engagement and participation, representation of the Student voice, providing better student spaces on Campus) is Student Assist
- Bettering student communications, working with Engagement on more detailed brochures/information for students (walk-ins) who are not able to get an appointment immediately

**3.2 Guild Volunteering**

- Zoe Mitchell (BSO Volunteering) last day today. At this stage replacement has not yet been found.
- Two upcoming day trips in December plus some Volunteer recognition events
- Plans for 2018 include;
  - New engagement strategy, looking at increasing/raining the profile of GV

- Working with clubs, societies, SOC and PAC and working on ways to help them with volunteer management etc.
- Work with Student assist and meet with club welfare officers to collaborate on future events

### **3..3 Events**

- In 2018 we are hoping to run more cultural events, and work with Guild Engagement and relevant student reps/clubs on appropriate social media posts around these events
- More collaboration with SOC and PAC
- Aim to work with SOC on a Clubs Conference – an event that brings club execs, members and freshers together and has opportunities for them to meet with various Guild Departments (Tavern, Engagement, Events, Volunteering, Student Assist). This will also be ideal for everyone how Guild can help them in what they do.

### **3..4 Engagement (Marketing, Creative, GSC)**

- Redefining the branding strategy for the Guild
- Working on logos for all the café's
- Developing the tone and voice of the Guild for digital and face to face
- Breaking up parts of Guild Weekly to hit all key demographics of students including first year, second years, post grads etc.
- Student rep profiles on social media to personalize the Guild (suggestion from VG)
- There is currently an Engagement Survey running

## **4.0 Other Business**

### **5.0 Suggestions for the Student Services Committee for 2018**

- Student Services departments have developed suggestions for how the meeting could run in 2018, this has already been emailed to Guild VP and President Elect. Suggestions include:
  - All departments email a summary report to the committee or secretary at least a week before the meeting.
  - All departments have at least 3 questions for discussion for the group
  - Dates to be set and maintained for the year

## **6.0 Next Meeting**

With new committee in 2018