

20 February 2025

Liam White

By email: [fyi-request-29921-b2c2359c@requests.fyi.org.nz](mailto:fyi-request-29921-b2c2359c@requests.fyi.org.nz)

Tēnā koe Liam

I refer to your information request dated 29 January 2025 made under the Official Information Act 1982 (the Act). You have requested:

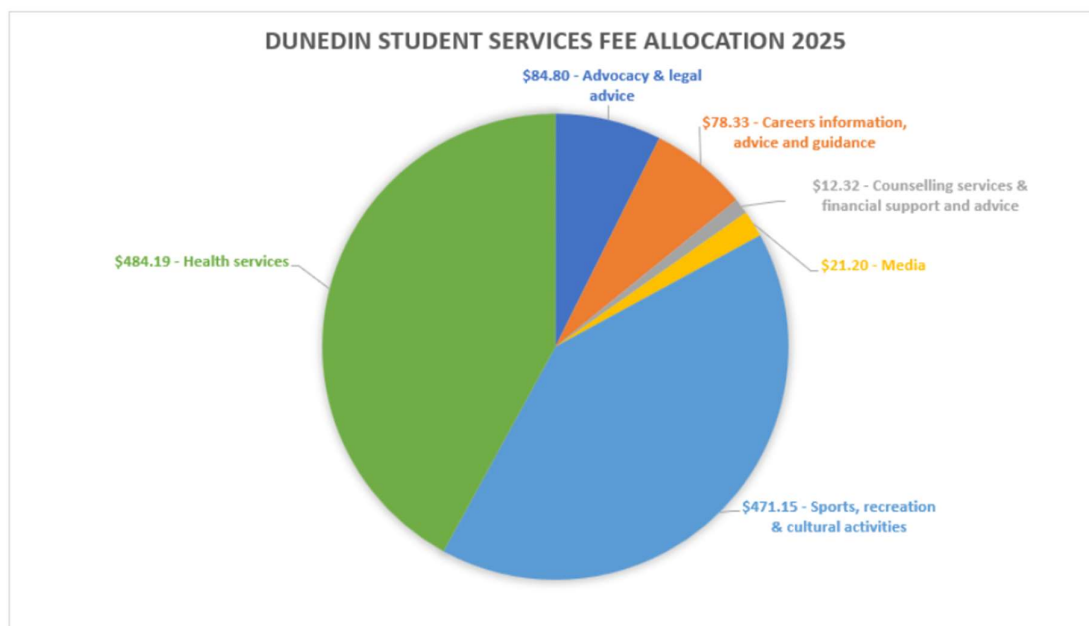
*... information regarding the income from the Compulsory Student Services Fee 2021-present, including financial reporting on how the income is spent. This includes but is not limited to where the funds are allocated and how much (both percentage and actual amount) is allocated to which services.*

*Further, I would like to formally request copies of the financial statements for all individual student services departments associated with the student levy for the same period.*

*Additionally, I request access to the budgets for these departments over the same period.*

The University of Otago's response to your request follows.

In recent years the University has published detailed information on its website regarding Student Services Fees applying at each of its Dunedin, Christchurch, Wellington and Southland campuses, here: <https://www.otago.ac.nz/student-services/student-services-fee-information>. This webpage details: the applicable fee; the services to which the fee contributes; and how the student fees collected are allocated to the student services available at each campus: updated annually for the current year. For example, this information for the Dunedin campus in 2025 is reproduced below:



The University also publishes, in its annual reports, a description of the services funded by the student services fee, an income and expenditure statement for each type of student service, and the fee charged (which we publish for each of the Dunedin, Christchurch, Wellington and Southland campuses). The University's annual reports are publicly available here:

[https://www.otago.ac.nz/about/official\\_documents](https://www.otago.ac.nz/about/official_documents)

To assist, we have **enclosed** reproductions of the relevant statements for 2021, 2022 and 2023 as requested. As the University's annual report for 2024 has not yet been published, we have **enclosed** the relevant information as it is expected to appear in the annual report for 2024.

These annual reports indicate that the University provides student services and also contracts with third parties to provide services. The Otago University Students' Association (OUSA) is the principal third-party provider and a comprehensive service level agreement is negotiated each year. Accordingly, we invite you to contact relevant University officers directly for any further information or analysis you may wish to receive.

We hope this information is useful.

If you are not satisfied with our response to your information request, section 28(3) of the Act provides you with the right to ask an Ombudsman to investigate and review this response. However, we would welcome the opportunity to discuss any concerns with you first.

Ngā mihi



Bill Frewen  
Manager Policy and Compliance

## STUDENT SERVICES FEE REPORT

**THIS REPORT HAS BEEN PREPARED** in accordance with clause 6 of the Ministerial Direction on Compulsory Student Services Fees 2014. This clause requires the University to publish a description of the services funded out of the compulsory student services fee, an income and expenditure statement for each type of student service, the fee charged, and the accounting requirements in its Annual Report each year.

### SUMMARY

The University provides student services and also contracts with third parties to provide services. The Otago University Students' Association (OUSA) is the principal third-party provider and a comprehensive service level agreement is negotiated each year. The highest proportion of the fee is spent on health services, and sport, recreation and cultural activities. This is consistent with student feedback on priorities.

The University publishes detailed information on the fees charged, services provided and opportunities for students to have input and provide feedback on its website.

### STUDENT SERVICES DELIVERED BY THE UNIVERSITY

#### Sport, recreation and cultural activities

Recreation and fitness programmes

Social sport

UNIPOL gym

Outdoor trips and activities

Unlimited internet use on campus for students' personal use (Internet use for academic purposes is covered by tuition fees)

Subsidised general practice health care

Specialist mental health support and counselling

Sexual safety, sexual assault support and prevention

Careers advice, guidance, planning, workshops and providing employment

information to assist students transitioning from University to the workplace

Opportunities for volunteering

Student Emergency Fund

#### Health services

#### Career information, advice and guidance; employment information

#### Financial support and advice

### STUDENT SERVICES DELIVERED BY OUSA

Advocacy and legal advice; counselling; services; careers (OUSA Student Support Centre)

Education Quality Support Network (through the coordination of the system

class representatives)

Student Support Centre campaigns

Financial support and advice

Tenancy advice

Advocacy

Pastoral care

Foodbank

Wellbeing support

Student Job Search

USNZ level sports and games tournaments

B Blues and Golds sports and cultural awards

Healthy Lifestyles programme

Club support and training

Club grants

Recreation programme

Club facilities and storage

Orientation

Capping Week and Capping Show

Bring the noise (Battle of bands competition)

Market days

Re-Orientation

International food festival

Music gigs

Art week

Volunteers

#### Student communication activities

Radio One 9FM, Social media presence and campaigns, Web presence

### STUDENT SERVICES DELIVERED BY THE OTAGO TERTIARY CHAPLAINCY TRUST BOARD

Counselling services; advocacy

Interfaith chaplaincy services and pastoral care

## COMPULSORY STUDENT SERVICES FEE 2021

| CSSF Category                            | Type of Service  | CSSF Income       | CSSF Expenditure  | CSSF Surplus/ (Deficit) | Other revenue    | Total Surplus/ (Deficit) |
|--|--|-------------------|-------------------|-------------------------|------------------|--------------------------|
| Advocacy and legal advice                | Accommodation support  | 124,089           | 110,116           | 13,973                  | 37,257           | 51,229                   |
|  | General student advocacy; tenancy advice (including advocating at tenancy tribunals); foodbank; hardship grants; academic advocacy (including leaves to appeal and academic grievances and ethical behaviour complaints); class rep system; wellbeing support including (if required) referrals to other agencies and accompaniment to those other agency appointments; access to University Emergency Fund grants | 766,078           | 766,078           | -                       | -                | -                        |
| Careers information, advice and guidance | Careers Development Centre   | 726,981           | 613,757           | 113,224                 | 35,490           | 148,714                  |
| Clubs and societies                      | Club development officer – supports clubs with training and advice; facilities available for room bookings and storage of club gear (Clubs and Socs and Aquatic Centre); grants committee; recreation programme; support for clubs' council  | 2,402,865         | 2,402,865         | -                       | -                | -                        |
| Counselling services                     | Clubs and Societies – other campuses   | 31,938            | 30,970            | 968                     | -                | 968                      |
| Employment information                   | Pastoral counselling & care, Chaplaincy Service  | 98,661            | 91,995            | 6,667                   | -                | 6,667                    |
| Financial support and advice             | Member of Student Job Site – gives Otago students access to jobs through SJS   | 27,314            | 27,314            | -                       | -                | -                        |
|  | Budget advice usually in conjunction with wellbeing advice (above) and often also involves foodbank parcels and/or hardship grants   | 6,000             | 6,000             | -                       | -                | -                        |
| Health Services                          | Maori counsellor   | 57,661            | 10,367            | 47,294                  | -                | 47,294                   |
|  | Subsidised general practise health care and specialist mental health support   | 4,462,802         | 5,706,361         | (1,243,559)             | 1,142,554        | (103,005)                |
|  | Te Whare Tawhara sexual violence support and prevention centre   | 386,199           | 419,209           | (33,010)                | 11,409           | (21,601)                 |
|  | Disability information & support for students impacted by mental health issues to continue in their studies  | 221,000           | 212,990           | 8,010                   | -                | 8,010                    |
| Media                                    | Radio One – student radio station on-campus  | 222,147           | 222,147           | -                       | -                | -                        |
| Other                                    | COVID-19 related revenue shortfall   | (94,716)          | -                 | (94,716)                | -                | (94,716)                 |
| Sports, recreation & cultural activities | Campus Wi-Fi   | 614,732           | 614,732           | -                       | -                | -                        |
|  | Gym membership, classes, social and competitive sport and recreational events  | 2,310,589         | 2,817,158         | (506,569)               | 5,277,877        | 2,121,808                |
| <b>Total</b>                             |  | <b>12,364,340</b> | <b>14,054,057</b> | <b>(1,689,717)</b>      | <b>1,754,496</b> | <b>64,779</b>            |

## STUDENT SERVICES FEE REPORT

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### SUMMARY

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### STUDENT SERVICES DELIVERED BY THE UNIVERSITY

#### Sport, recreation and cultural activities

Recreation and fitness programmes  
Social sport  
UNIPOL gym  
Outdoor trips and activities  
Unlimited internet use on campus for students' personal use (internet use for academic purposes is covered by tuition fees)  
Subsidised general practice health care  
Specialist mental health support and counselling  
Sexual safety, sexual assault support and prevention  
Careers advice, guidance, planning, workshops and providing employment information to assist students transitioning from University to the workplace  
Opportunities for volunteering  
Student Emergency Fund

#### Health services

#### Career information, advice and guidance; employment information

#### Financial support and advice

### STUDENT SERVICES DELIVERED BY OUSA

#### Advocacy and legal advice; counselling services; careers (OUSA Student Support Centre)

Education Quality Support Network (through the coordination of the system class representatives)  
Student Support Centre, campaigns  
Financial support and advice  
Tenancy advice  
Advocacy  
Pastoral care  
Foodbank  
Wellbeing support  
Student Job Search  
Hardship grants  
Free breakfasts  
Blues and Golds sports and cultural awards  
Healthy Lifestyles programme  
Club support and training  
Club grants  
Recreation programme  
Club facilities and storage  
Orientation  
Capping Week and Capping Show  
Bring the Noise (battle of bands competition)  
Market days  
Re-Orientation  
International food festival  
Music gigs  
Art week  
Volunteers  
Radio One 9IFM  
Social media presence and campaigns  
Web presence

#### Student communication activities

### STUDENT SERVICES DELIVERED BY THE OTAGO TERTIARY CHAPLAINCY TRUST BOARD

#### Counselling services; advocacy

Interfaith chaplaincy services and pastoral care

## COMPULSORY STUDENT SERVICES FEE 2022

| CSSF Category                                       | Type of Service  | CSSF Income       | CSSF Expenditure  | CSSF Surplus/ (Deficit) | Other Revenue/ (Deficit) | Total Surplus/ (Deficit) |
|---|--|-------------------|-------------------|-------------------------|--------------------------|--------------------------|
| <b>Advocacy and legal advice</b>                    | Accommodation support  | 125,000           | 125,000           | -                       | -                        | -                        |
|   | General student advocacy; tenancy advice (including advocating at tenancy tribunals); foodbank; hardship grants; academic advocacy (including leaves to appeal and academic grievances and ethical behaviour complaints); class rep system; wellbeing support including (if required) referrals to other agencies and accompaniment to those other agency appointments; access to University Emergency Fund grants | 845,573           | 847,341           | (1,768)                 | -                        | (1,768)                  |
| <b>Careers information, advice and guidance</b>     | Careers Development Centre   | 856,612           | 943,064           | (86,452)                | 91,930                   | 5,478                    |
| <b>Clubs and societies</b>                          | Club Development Officer – supports clubs with training and advice; facilities available for room bookings and storage of club gear (Clubs and Socs and Aquatic Centre) grants committee; recreation programme; support for clubs' council   | 2,332,516         | 2,332,516         | -                       | -                        | -                        |
|   | Clubs and Societies – other campuses   | 41,096            | 24,874            | 16,222                  | -                        | 16,222                   |
| <b>Counselling services</b>                         | Pastoral counselling and care; Chaplaincy Service  | 114,168           | 132,567           | (18,399)                | 29,596                   | 11,997                   |
| <b>Financial support and advice</b>                 | Budget advice usually in conjunction with wellbeing advice (above) and often also involves foodbank parcels and/or hardship grants   | 10,000            | 10,000            | -                       | -                        | -                        |
| <b>Health Services</b>                              | Major counsellor   | 88,436            | 88,436            | -                       | -                        | -                        |
|   | Subsidised general practice health care and specialist mental health support   | 5,073,957         | 5,641,138         | (567,181)               | 894,780                  | 327,599                  |
|   | Te Whare Tawhāre sexual violence support and prevention centre   | 388,206           | 325,023           | 63,183                  | 396                      | 63,579                   |
|   | Disability information and support for students impacted by mental health issues to continue in their studies  | 221,000           | 221,000           | -                       | -                        | -                        |
|   | Campus Watch   | 90,000            | 90,000            | -                       | -                        | -                        |
| <b>Media</b>  | Radio One – student radio station on-campus  | 255,800           | 255,800           | -                       | -                        | -                        |
| <b>Other</b>  | COVID-19 related revenue shortfall   | (773,491)         | -                 | (773,491)               | -                        | (773,491)                |
| <b>Sports, recreation &amp; cultural activities</b> | Campus Wi-Fi   | 629,775           | 629,775           | -                       | -                        | -                        |
|   | Gym membership, classes, social and competitive sport and recreational events  | 2,260,310         | 2,550,363         | (290,053)               | 503,729                  | 213,676                  |
| <b>Total</b>  |  | <b>12,558,958</b> | <b>14,216,898</b> | <b>(1,657,940)</b>      | <b>1,520,431</b>         | <b>(137,509)</b>         |

Income and expenditure associated with the provision of these services are separately accounted for in the University's accounting system. The compulsory student services fee levy charged per Equivalent Full-Time Student is shown below. The amounts include GST.

|              |          |
|--------------|----------|
| Dunedin      | \$906.00 |
| Christchurch | \$289.33 |
| Wellington   | \$219.27 |
| Southland    | \$419.21 |



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#### Health services

#### Career information, advice and guidance; employment information

#### Financial support and advice

#### STUDENT SERVICES DELIVERED BY OUSA

Advocacy and legal advice; counselling; services; careers (OUSA Student Support Centre)

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Student Support Centre campaigns

Financial support and advice

Tenancy and flatting advice

Advocacy

Pastoral care

Foodbank

Wellbeing support

Student Job Search

Hardship grants

Free breakfasts

Event support

Blues and Golds sports and cultural awards

Healthy Lifestyles programme

Club support and training

Recreation programme

Club facilities and storage

Orientation

Capping Week and Capping Show

Bring the noise (Battle of bands competition)

Market days

Re-Orientation

International food festival

Music gigs

Art week

Volunteers

Radio One 91FM

Social media presence and campaigns

Web presence

#### STUDENT SERVICES DELIVERED BY THE OTAGO TERTIARY CHAPLAINCY TRUST BOARD

Counselling services; advocacy

Interfaith chaplaincy services and pastoral care

## COMPULSORY STUDENT SERVICES FEE 2023

| CSSF Category                                       | Type of Service  | CSSF Income       | CSSF Expenditure  | CSSF Surplus/ (Deficit) | Other Revenue    | Total Surplus/ (Deficit) |
|---|--|-------------------|-------------------|-------------------------|------------------|--------------------------|
| <b>Advocacy and legal advice</b>                    | Accommodation support  | 125,000           | 125,000           | -                       | -                | -                        |
|   | General student advocacy; tenancy advice (including advocating at tenancy tribunals); foodbank; hardship grants; academic advocacy (including leaves to appeal and academic grievances and ethical behaviour complaints); class rep system; wellbeing support including (if required) referrals to other agencies and accompaniment to those other agency appointments; access to University Emergency Fund grants | 912,573           | 913,044           | (471)                   | -                | (471)                    |
| <b>Careers information, advice and guidance</b>     | Careers Development Centre   | 932,933           | 980,881           | (47,949)                | 63,895           | 15,946                   |
| <b>Clubs and societies</b>                          | Club Development Officer - supports clubs with training and advice; facilities available for room bookings and storage of club gear (Clubs and Socs and Aquatic Centre); grants committee; recreation programme; support for clubs' council  | 2,878,579         | 2,878,578         | -                       | -                | -                        |
|   | Clubs and Societies - other campuses   | 37,187            | 40,671            | (3,485)                 | -                | (3,485)                  |
| <b>Counselling services</b>                         | Pastoral counselling and care, Chaplaincy Service  | 114,168           | 146,768           | (32,600)                | 33,285           | 685                      |
| <b>Financial support and advice</b>                 | Budget advice usually in conjunction with wellbeing advice (above) and often also involves foodbank parcels and/or hardship grants   | 10,000            | 10,000            | -                       | -                | -                        |
| <b>Health Services</b>                              | Māori counsellor   | 88,436            | 88,436            | -                       | -                | -                        |
|   | Subsidised general practice health care and specialist mental health support   | 5,430,063         | 6,397,848         | (967,785)               | 1,186,053        | 218,267                  |
|   | Te Whare Tawharau sexual violence support and prevention centre  | 393,659           | 355,396           | 38,263                  | 1,518            | 39,781                   |
|   | Disability information and support for students impacted by mental health issues to continue in their studies  | 221,000           | 221,000           | -                       | -                | -                        |
|   | Campus Watch   | 90,000            | 90,000            | -                       | -                | -                        |
| <b>Media</b>  | Radio One - student radio station on-campus  | 255,800           | 255,800           | -                       | -                | -                        |
| <b>Other</b>  | COVID-19 related revenue reduced EFTS  | (578,137)         | -                 | (578,137)               | -                | (578,137)                |
| <b>Sports, recreation &amp; cultural activities</b> | Campus Wi-Fi   | 647,433           | 647,433           | -                       | -                | -                        |
|   | Gym membership, classes, social and competitive sport and recreational events  | 2,600,006         | 3,100,353         | (500,347)               | 606,113          | 105,766                  |
| <b>Total</b>  |  | <b>14,158,699</b> | <b>16,251,208</b> | <b>(2,092,510)</b>      | <b>1,890,864</b> | <b>(201,646)</b>         |

Income and expenditure associated with the provision of these services are separately accounted for in the University's accounting system. The compulsory student services fee levy charged per Equivalent Full-Time Student is shown below. The amounts include GST.

|              |           |
|--------------|-----------|
| Dunedin      | \$1015.00 |
| Christchurch | \$298.33  |
| Wellington   | \$225.85  |
| Southland    | \$153.69  |

### Compulsory Student Services Fee 2024

| CSSF Category                            | Type of Service   | CSSF Income                    | CSSF Expenditure                | CSSF Surplus/ (Deficit)            | Other revenue           | Total Surplus/ (Deficit)         |
|--|---|--------------------------------|---------------------------------|------------------------------------|-------------------------|----------------------------------|
| Advocacy and legal advice                | Accommodation support<br>General student advocacy; tenancy advice (including advocating at tenancy tribunals); foodbank; hardship grants; academic advocacy (including leaves to appeal and academic grievances and ethical behaviour complaints); class rep system; wellbeing support including (if required) referrals to other agencies and accompaniment to those other agency appointments; access to University Emergency Fund grants | 124,089<br>958,202             | 124,089<br>958,202              | -<br>-                             | -<br>-                  | -<br>-                           |
| Careers information, advice and guidance | Careers Development Centre  | 802,491                        | 1,021,407                       | (218,916)                          | 77,558                  | (141,358)                        |
| Clubs and societies                      | Club development officer – supports clubs with training and advice; facilities available for room bookings and storage of club gear (Clubs and Socs and Aquatic Centre); grants committee; recreation programme; support for clubs' council<br>Clubs and Societies - other campuses   | 3,022,507<br>40,239            | 3,022,507<br>39,052             | 1<br>1,187                         | -<br>-                  | 1<br>1,187                       |
| Counselling services                     | Pastoral counselling & care, Chaplaincy Service   | -                              | 163,429                         | (163,429)                          | 39,640                  | (123,790)                        |
| Financial support and advice             | Budget advice usually in conjunction with wellbeing advice (above) and often also involves foodbank parcels and/or hardship grants  | 10,500                         | 10,580                          | (80)                               | -                       | (80)                             |
| Health Services                          | Subsidised general practise health care and specialist mental health support<br>Te Whare Tawharau sexual violence support and prevention centre<br>Disability information & support for students impacted by mental health issues to continue in their studies  | 5,957,641<br>271,597<br>-      | 6,953,410<br>321,189<br>221,000 | (995,769)<br>(49,592)<br>(221,000) | 1,361,965<br>9,508<br>- | 366,196<br>(40,084)<br>(221,000) |
| Media                                    | Radio One – student radio station on-campus   | 268,590                        | 268,590                         | (0)                                | -                       | (0)                              |
| Other                                    | Revenue shortfall due to reduced EFTS   | (355,025)                      | -                               | (355,025)                          | -                       | (355,025)                        |
| Sports, recreation & cultural activities | Campus Wi-Fi<br>Gym membership, classes, social and competitive sport and recreational events<br>Locals   | 614,732<br>2,914,882<br>71,991 | 614,732<br>3,037,970<br>71,991  | -<br>(123,088)<br>-                | -<br>607,670<br>-       | -<br>484,582<br>-                |
| <b>Total</b>                             |   | <b>14,702,436</b>              | <b>16,828,147</b>               | <b>(2,125,711)</b>                 | <b>2,096,341</b>        | <b>(29,370)</b>                  |