

Student Services and Amenities Fee (SSAF) Annual report on initiatives (2021)

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Education Portolio

Anywhere, anytime, writing support

Learning Support and Development Opportunities initiative

Sponsor: Education Portfolio, Student Success Group

Funding allocation: \$250,000

This online service allows coursework students to access academic writing support 24/7 and on demand. This service meets the needs of an increasingly diverse cohort choosing to study online, offshore, or unable to access services during business hours due to work, study, or family commitments. This will be rolled out to students in February 2022.

Integrated learning and careers support

Learning Support and Development Opportunities initiative

Sponsor: Education Portfolio, Student Success Group

Funding allocation: \$3,034,000

Student Success Group (SSG) Educators and Peer Advisors provide specialist integrated learning and careers support services and development programs through a range of service tiers, including self-help resources, group-based supports, peer-enabled supports, and 1-1 consultations. The SSG Educators and Peer Advisors also deliver specialised programs as needed to support the academic and career success of students with complex needs.

Co-Curricular activities in Semester 1,2021 resulted in 45,114 student interactions:

- 314 SSG-specific Orientation
- 1,145 Drop-ins
- 1,218 Consultations
- 10,100 Events
- 32,337 Retention Activities

Facilities Management

Refurbish GP Guild Bar

Campus Life initiative

Sponsor: Facilities Management, Capital Works

Funding allocation: \$328,000

The upgrade of the Botanic Bar aims to transform this important space to enhance the campus experience for QUT students. This upgrade created a flexible, multi-function space and brightened up the tenancy with improved lighting and new furnishings and fittings. The refreshed space offers a more vibrant, activated student environment, accommodating table tennis and pool tables. Refurbishment was completed in December 2021.

QUT International

Outbound Student Mobility

Learning Support and Development Opportunities initiative

Sponsor: International, International Relations

Funding allocation: \$25,000

The QUT International Student Mobility (outbound) programs provide opportunities to QUT students for international experiences, ranging from intensive short-term programs to semester or year-long exchange programs. These immersive international experiences enhance a student's graduate capabilities by developing international industry networks, cross-cultural competencies, and the ability to operate in culturally diverse environments.

Working with partners and providers, QUT has maintained some limited Student Mobility programmes by providing virtual experiences to students for the mid-year June/July break. QUT will look to re-establish its outbound experiences in 2022 as COVID restrictions ease.

Marketing & Communications

HiQ Initiatives

Student Welfare, Support and Advice initiative

Sponsor: Marketing & Communications, HiQ

Funding allocation: \$160,000

Improving self-help resources and providing peer to peer services for students seeking assistance from HiQ, including working with Orientation team to include a livestream option for O-week, informing students of COVID related updates and arrangements and creating content to support a number of QUT areas delivering their messages to students.

Online resources to support student services, health, wellbeing and development

Student Welfare, Support and Advice initiative

Sponsor: Marketing & Communications, Internal Communications

Funding allocation: \$52,000

Auditing, creating, and coordinating online information that supports students with their health, wellbeing, accommodation, employability and personal development. This includes improving visibility and availability of services offered through UniHub, optimising content for searchability, improving the experience for students accessing services online, and promoting awareness of services delivered on campus.

QUT Student Guild

Analysis

Campus Life initiative

Sponsor: QUT Student Guild, Administration

Funding allocation: \$35,000

The creation of a student survey to examine our members satisfaction of current service provided by the QUT Guild and other stakeholders. Through this data we intend to evaluate performance, identify key areas of opportunities for future targeted services. This is scheduled for delivery in 2022.

Clubs & Societies Program

Campus Life initiative

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$346,000

The University experience is incomplete without the culture, opportunities, and environment created by clubs and societies. From fostering relationships, to providing safe spaces with likeminded peers, and creating direct links to industry, our student groups on campus are a pivotal aspect of creating culture and togetherness. 160 clubs are affiliated with the Guild and in return they receive insurance, guidance, and funding – all of which is to ensure the protection and longevity for each of them.

Community Events

Campus Life initiative

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$80,000

The QUT Guild aims to boost the culture on campus and elevate the student experience via directly running on-campus events. These include events such as Paint and Sip, Doggos and Donuts, Battle of the Bands, and In Session, as well as other initiatives such as student performances. Events are offered to students for free or at a heavily discounted rate with the purpose of providing social hubs and escape outside of the lecture theatre.

This initiative supported 30 events across 2021, including club mixers, battle of the bands, live music Thursday's, semester parties and a large-scale music festival.

Management

Campus Life initiative

Sponsor: QUT Student Guild, Administration

Funding allocation: \$278,000

General administration and training of the QUT Guild through student executives and staff to support student representation. In addition, this initiative supported the drafting and amendment to the Guild Constitution and Regulations which was passed in October 2021.

Orientation & Navigation

Campus Life initiative

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$127,000

The QUT Guild places a strong focus on keeping open communication and presence with the student body. By attending events such as O'Week, running weekly assist tents, and sharing valuable student news through the internal media outlet, GLASS, the Guild strives to keep students informed and assisted. These initiatives allow the QUT Guild presence to extend beyond their reputation and actively provides students with opportunities to engage and seek clarification, raise issues, or accept help. Having an active presence is fundamental to the success of all other Guild initiatives, ensuring that those who need assistance know where to get it.

Activities in 2021 included O-Week Events (5), assist tents (8), newsletters (8), magazines (3) and Uni-writers festival events (3) where merchandise such as notebooks, pens, power banks, folders, laptop bags, stress balls, coffee cups, recharge pads, and pop-its! were made available.

Social Sport Program

Campus Life initiative

Sponsor: QUT Student Guild, Community & Culture

Funding allocation: \$60,000

QUT Guild's social sport program is an opportunity for students to stay active and make friends in a safe environment. Currently, the Guild operates social soccer, netball, touch football and volleyball – all of which is offered to QUT students at a discounted and affordable price in collaboration with QUT Sport. A total of 1,500 students involved in the Semester 2 Social Sport Program.

Representatives Networks

Learning Support and Development Opportunities initiative

Sponsor: QUT Student Guild, Academic Support

Funding allocation: \$39,000

The representation network is a program currently being built by the QUT Guild that will allow the broader student body to have a voice and influence towards matters that affect them. There are two distinct streams to this program:

- The Student Representative Network (SRN), and;
- The Volunteering Representative Network (VRN)

The SRN aims to allow students to join and be called upon to help with working parties, join committees, and collaborate with the Guild internally on issues affecting QUT and its' students. Alternatively, the VRN will be a service that students can join to volunteer their time to external charity initiatives, not-for-profit organisations, and other worthwhile causes – all of which will be set up and coordinated by the Guild's internal staff. The VRN program will be delivered in Semester 1 2022 and SRN funds have contributed towards the Student Services and Wellbeing led initiative which is continuing in 2022.

Academic Awareness Initiatives

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Academic Support

Funding allocation: \$10,000

A major aspect of the QUT Guild's role is assisting students who find themselves in academic trouble such as accusations of plagiarism and contract cheating. Even more than helping students after it's already too late, the Guild has placed a strong emphasis on teaching and prevention. As part of this, we are currently developing a series of interactive online modules, videos, and guides that will explain, define, and warn against actions that could be considered "academic misconduct". This will not only make information readily available for students, but it will break it down in a way that is easily understood and digestible, lowering the rate of academic misconduct cases at QUT. This is on track to be delivered in Semester 1 2022.

Advocacy Program

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Academic Support

Funding allocation: \$227,000

The QUT Guild advocacy program exists as an outlet for students to find help and support in a safe space that exists separate from QUT. This program includes initiatives that directly supports students through use of our advocacy officers who:

- Provide support and advice for students who are seeking clarification on educational and social advocacy issues; and
- Guide students through the process of academic misconduct allegations with information, direct assistance with paperwork and documents, and by attending meetings with students.

The initiative supported 1,510 requests for assistance by students in 2021.

Collective Program

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Social Equity

Funding allocation: \$25,000

Equity and representation are essential for all groups in society. QUT Guild has developed and maintained several collectives who advocate for change, raise awareness, and build community. The collectives are a group of students who are formed under, funded by, and offered support from the QUT Guild to organise initiatives. The Guild currently has collectives for the following communities:

Queer

International

Women

Environment

Abilities

Postgraduate

Financial Aid

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Welfare & Wellbeing

Funding allocation: \$128,000

One of the key ways in which the QUT Guild supports the success of students is by offering various streams of financial support – accessible to all those who need it – to make sure they are supplied with the essentials. These initiatives include basic assistance such as providing free top-ups for student Go Cards to ensure students can travel to and from University, and our 2 foodbanks (one on each campus) contain staple foods and hygiene products. In addition, QUT Guild also offer third-party services for students requiring additional financial and legal aid should they need to access it. In 2021 1352 students were assisted by these services.

Health Initiatives

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Welfare & Wellbeing

Funding allocation: \$100,000

The QUT Guild protects and supports students through our health specific initiatives. These initiatives focus on providing support for students to increase both their physical and mental wellbeing. The largest of these events is Wellfest; a free 6-week conference featuring key-note speakers, panel discussions, and workshops covering the areas of:

mental health

physical health

financial health

- career health
- interpersonal health
- student health

In addition to this, other smaller supplementary events include the regular "Adulting 101" workshop that focuses on teaching life skills to students, and our Little Emergency programs that provides free period products that can be accessed by anyone in need around the University campuses. A total of 45 events were held in 2021 across Wellness, Exam & Adulting 101.

Social Awareness & Engagement

Student Welfare, Support and Advice initiative

Sponsor: QUT Student Guild, Social Equity

Funding allocation: \$80,000

The social Awareness and Engagement initiatives relate to all things equality, education, and empowerment. This initiative includes the showcasing and lobbyship of marginalised groups including educational workshops for accessibility, connecting members of certain communities to each other through targeted and exclusive events, providing safe spaces such as our women's, queer, and abilities rooms, and supporting inclusive external events such as pride. These initiatives are key to providing a safe and inclusive campus where all students feel welcome and safe. 65 events were run over 2021 and culminated in the Abilities, Queer and Women's Ball held in November.

Student Services & Wellbeing

Orientation, Cultural Events & Student Club Support

Campus Life initiative

Sponsor: Student Services & Wellbeing, HiQ

Funding allocation: \$900,000

Orientation instils a culture of connectedness and a sense of belonging for new students, through a University-wide approach to orientation and the provision of a welcoming campus culture driven by QUT Connectors. Program extensions support the development of student volunteers, known as "QUT Connectors" and enhancements to cohort-specific orientation and transition program development. https://qutvirtual4.qut.edu.au/group/student/orientation

The Student Club and Project (SCAP) grants enable students to work collectively in shaping a positive and vibrant campus culture that reflects the diverse interest, values, and activities of QUT students. SCAP grants contribute to the employability capabilities of student leaders who often lead projects or activities that complement the curriculum.

https://qutvirtual4.qut.edu.au/group/student/student-life/clubs-and-social-activities/get-funding

Uni-wide events delivered in partnership with students create belonging and promote an inclusive University culture beyond the orientation period. Events such as Harmony, Day, Dragon Boat, QUT TEDx, QUT Classic Dragon, regional/national days, and international festivals acknowledge the importance of diversity within the QUT community.

https://qutvirtual4.qut.edu.au/group/student/student-life/clubs-and-social-activities/social-events#h2-1

Some highlights across 2021 were:

- 14, 000 engagements (approx. 6,500 unique students) accessed orientation activities online and on campus across semesters 1 & 2
- 142 general applications were received in 2021, with grants approved to clubs and projects totalling to \$107,755. A total of 111 clubs and projects were registered, with a combined membership of 8239 individual QUT students.
- 250 students engaged through QUT connect as volunteers

QUT Sport

Campus Life initiative

Sponsor: Student Services & Wellbeing, HiQ

Funding allocation: \$650,000

QUT Sport develops and operates programs and initiatives for the benefit of students, providing inclusive opportunities at every level of the sporting pathway across strategic sports programs and events. Students play sport and participate in healthy lifestyle offerings on campus and in the wider community, enriching the student experience whilst navigating the rigour of the academic program.

This initiative funds students' participation in representing QUT in local intervarsity events organised amongst the three universities and Nationals, Div 1 & 2 organised by UniSport Australia. Participation cost, including uniforms and other costs, are subsidised through these funds and contributes significantly to creating an inclusive collegiate sport culture and community at QUT.

Where possible peer to peer opportunities are embedded in the program through volunteering, causal employment, WIL placements, internship, and research students. https://qutvirtual4.qut.edu.au/group/student/student-life/sport

Participation rates for 2021 were the highest on record for some social sports. Together with Pop-Up sport activities the average number of engagements with individual students per week ranged between 2,893 and 3,035 students and 2021 was the first time that Social Sport was offered during the summer semester.

QUT Sport collaborated with QUT Guild and School of Exercise Nutrition Science to deliver the Health Empowerment & Lifestyle Project (HELP) to improve wellbeing outcomes for students with a disability. The pilot is set to continue into Phase 2 in 2022.

VC's Elite Athletes Bursaries

Campus Life initiative

Sponsor: Student Services & Wellbeing, HiQ

Funding allocation: \$60,000

The Elite Athlete Program provides a proactive, flexible, and responsive approach to the needs of elite sporting students. QUT supports developing athletes across a wide range of Nationally recognised sports and is a member of the Australian Institute of Sport's Elite Athlete Education Network (EAEN).

The bursaries are a tangible and valued service to our elite athletes pursuing a dual career as a student athlete. The program has benefited from a more focused approach to our selection of athletes and sports, and the services that best align to the 'developing' athlete and the sport program at QUT. https://qutvirtual4.qut.edu.au/group/student/student-life/sport/elite-athlete-program

In 2021, 35 individual elite athlete bursaries were awarded to offset expenses incurred for sports competitions and events. A program for Elite Athletes was launched with 80 attendees. The initiative supported 315 elite athlete casual visits to YMCA gyms and the purchase of gym memberships for 26 elite athlete memberships and funded 40 Elite Athletes to attend a workshop focused on developing their personal athlete brand.

College of Excellence

Learning Support and Development Opportunities initiative

Sponsor: Student Services & Wellbeing, HiQ

Funding allocation: \$52,000

Develop College of Excellence offering to students and incorporate Excellence scholarships and recognition. Though impacted by COVID, the Project Officer supported scholarship administration and aided in the implementation of the Rewards Module.

QUT Research Students Network (QRSnet)

Learning Support and Development Opportunities initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$130,000

The QUT Research Students' Network (QRSnet) is a network support group for all international and domestic research students. It aims to build and promote self-confidence in research and personal skills, while providing a supportive learning environment at QUT. During 2021, there were 104 developmental activities delivered online and face-to-face with 1,241 students attending events across the year.

Rewards Module Implementation

Learning Support and Development Opportunities initiative

Sponsor: Student Services & Wellbeing, HiQ

Funding allocation: \$99,000

Implementation of the rewards module for students through Student and Academic Management System (SAMS) with a view to capture activity around scholarships, committee representation and volunteering opportunities. Phase 1 has been completed Phase 2 is planned for 2022.

Student Programs and Training Officer

Learning Support and Development Opportunities initiative

Sponsor: Student Services & Wellbeing, Student Services & HiQ

Funding allocation: \$69,000

This role will review current QUT Peer support programs that currently exist across the portfolio and establish a more aligned, centralised approach that is easily accessible for students. Project scoping and benchmarking activities have been completed and recommendations will be reviewed for implementation in 2022.

The role will also project funding to map and consolidate the training and development of student casuals current employed in HiQ's various roles i.e., orientation leaders, Connector, Peer Concierge, Advisors. A project deliverable would be to deliver comprehensive training that aligns to the various roles (and potential roles outside of HiQ, peer program, ambassadors) and best prepares students for entry level professional roles within QUT and the broader educational sector.

Student Representative Network System

Learning Support and Development Opportunities initiative

Sponsor: Student Services & Wellbeing, HiQ or SSG

Funding allocation: \$42,000

Continue to support the Student Representative Network System for students who represent cohorts through QUT committees and working parties. Enable improved resources that assist with communications, engagement, promotion, and recognition.

In collaboration with Learning and Teaching Unit and the QUT Student Guild, the University is aiming to develop a student representative, governance and recognition framework including;

- systems for managing and recording student representatives;
- recognition programs; onboarding and training; and
- awareness raising strategies for our student cohorts.

Scoping and benchmarking activities have begun in 2021 and the group will look to develop a strategy over the course of 2022.

Additional Financial Support - Bursaries & Hardship Provisions

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Equity

Funding allocation: \$300,060

Equity and Student Counselling staff assist students experiencing financial hardship with a range of advice and support including loans, grants, bursaries, and scholarships.

https://qutvirtual4.qut.edu.au/group/student/health-and-wellbeing/financial-help-and-support/financial-help-and-equity-support

During 2021, 241 Emergency Bursaries were provided to 227 students and 180 Work Integrated Learning (WIL) Bursaries were allocated to 160 students.

Disability Action Plan

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Equity

Funding allocation: \$58,000

Assist with the development and roll out of the Disability Inclusion Action Plan 2021-2023. A project officer has begun assisting with the collaboration of stakeholders, including the Student Guild. Stakeholder consultation has been embedded to cover key priorities - physical infrastructure, digital accessibility, teaching and learning, and training and resources. This Action Plan will incorporate QUT Values and Blueprint 6 (especially reference to diversity and inclusion). Implementation is planned for 2022.

Expansion of Personal Counselling Services

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$71,692

A dedicated identified Indigenous Counsellor to provide personal counselling services for students. The Indigenous counsellor has had a total of 266 appointments since the end of August through to end of Dec 2021 and has been able to collaborate with Oodgeroo Unit for many events and support activities.

Expansion of Support for Students with a Disability

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$130,000

Disability Services work with students each semester to assess their learning and access needs, provide adjustments to their learning programs, and collaborate with faculties to implement the students' service plans. The additional Disability Adviser position has increased capacity within the team to support students.

This year there were 3,598 disability student appointments. Disability Staff Awareness training has been promoted across QUT for Academics, and Professional Staff and a Promotional and Training Video increased awareness of services throughout the QUT community.

Expansion of Welfare Programs (Including Mental Health)

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$376,826

The Welfare team responds to the daily living and survival needs of QUT students, particularly with respect to financial support for low-income and at-risk students. During 2021, 3,626 appointments were made and increased awareness about services and modes of delivery has ensured students know what options are available to them if they need to reach out for support.

Mental Health Nurses

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$132,000

Responding to an increased demand for mental health support, QUT medical centre has recruited some mental health nurses to complement their services. Mental health nurses are available to provide student support through assessment, access to services provided by QUT and within the community including psychologists, counselling, general practitioners and digital mental health resources. Mental health nurses are also available to respond to crisis situations, if required. During 2021, there were a total of 1,548 consultations across both campuses.

Student Services Appointment System

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$199,422

Implementation of a new student services appointment management system with self-serve functionality. Counselling Management System (CMS) replacement required for managing student case notes and data. This project has allowed Student Services to identify opportunities for other student services to move to UniHub with case management functionality creating a shared reception model for student services at each campus.

In 2021, 8,509 counselling appointments were booked where 73% of these appointments had self-serve functionality.

Student Sexual Harassment and Assault Action Plan

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Equity

Funding allocation: \$50,000

Under the Student Sexual Harassment and Assault Action Plan, Equity takes a leading role in prevention, support, and reporting strategies on behalf of the University. In 2021 a project officer was appointed to assist with the collaboration of stakeholders, including the QUT Student Guild to develop initiatives.

Surveys are now in place for users and complaints handlers to determine satisfaction levels with services, and a range of improvements have been made to improve student experience which include improvements to webpage content, access to online forms and Unihub appointments. In addition, the project officer aided in the revision of Sexual Assault and Sexual Harassment (SASH) Action Plan.

Welfare - Finance Project Officer

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Services

Funding allocation: \$46,000

This initiative aims to develop a package of student-focussed, self-help and information-based resources promoting financial survival and skill development (fact sheets, media bites, embedded sessions within faculties where WIL is required).

The hiring of the project officer provided increased support to students in financial hardship via provision of bursaries, loans, emergency accommodation and food support. Two online 'Let's Talk About Jobs' Q&A Sessions and a 'Financial Wellbeing' tent was included in QUT's Wellbeing Week activities.

In addition, the increased support allowed the development of a package of informative finance focussed messages aimed at supporting international students to develop money management skills, raise awareness of risks, and increase self-help to avoid crisis. These messages also covered essential information when working in Australia, including work rights and work safety. Messages were posted weekly in the IS Newsletter and aligned with QUT's Modern Slavery Response.

Welfare - personalised compliance reminder service

Student Welfare, Support and Advice initiative

Sponsor: Student Services & Wellbeing, Student Administration

Funding allocation: \$7,000

In the two weeks before semester 1 and semester 2 census dates, personalised telephone calls are made to students in danger of being cancelled because they are non-compliant with Government fee legislation. The service provides advice and assistance to help students understand the actions they can take to meet their financial and other compliance obligations and stay enrolled.

In Semester 2, 2021, 97.4% of students at risk of compliance related course cancellation were retained, exceeding the nominated target of 95% student retention. This service is planned to continue for both Semester 1 and 2, 2022.

Student Services and Amenities Fee Allocations

Below are the total allocations made to areas by top-level area and by area/initiative(s).

Initiative Sponsor	2021 Allocation
Education Portfolio	\$3,284,000
Facilities Management	\$328,000
International	\$25,000
Marketing & Communications	\$212,000
QUT Student Guild	\$1,535,000
Student Services & Wellbeing	\$3,373,000
Total	\$8,757,000

As at December 2021

Row Labels	Sum of Allocation as at Dec 1
Education Portfolio	\$3,284,000
Anywhere, anytime, writing support	\$250,000
Integrated learning and careers support	\$3,034,000
Facilities Management	\$328,000
Refurbish GP Guild Bar	\$328,000
International	\$25,000
Outbound Student Mobility	\$25,000
Marketing & Communications	\$212,000
HiQ Initiatives	\$160,000
Online resources (student services, health, wellbeing and development)	\$52,000
QUT Student Guild	\$1,535,000
Academic Awareness Initiatives	\$10,000
Advocacy Program	\$227,000
Analysis	\$35,000
Clubs & Societies Program	\$346,000
Collective Program	\$25,000
Community Events	\$80,000
Financial Aid	\$128,000
Health Initiatives	\$100,000
Management	\$278,000
Orientation & Navigation	\$127,000
Representatives Networks	\$39,000
Social Awareness & Engagement	\$80,000
Social Sport Program	\$60,000
Student Services & Wellbeing	\$3,373,000
Additional Financial Support - Bursaries & Hardship Provisions	\$300,060
College of Excellence	\$52,000
Disability Action Plan	\$58,000

Expansion of Personal Counselling Services	\$71,692
Expansion of Support for Students with a Disability	\$130,000
Expansion of Welfare Programs (Including Mental Health)	\$376,826
Mental Health Nurses	\$132,000
Orientation, Cultural Events & Student Club Support	\$900,000
QUT Research Students Network (QRSnet)	\$130,000
QUT Sport	\$650,000
Rewards Module Implementation	\$99,000
Student Programs and Training Officer	\$69,000
Student Representative Network System	\$42,000
Student Services Appointment System	\$199,422
Student Sexual Harassment and Assault Action Plan	\$50,000
VC's Elite Athletes Bursaries	\$60,000
Welfare - Finance Project Officer	\$46,000
Welfare - personalised compliance reminder service	\$7,000
Grand Total	\$8,757,000