

2020 SSAF INITIATIVES – ANNUAL REPORT

Service Description / Enhancement	2020 Outcomes									
LEARNING SUPPORT AND DEVELOPMENT OPPORTUNITIES										
<p>Library Initiatives 2020: \$20,610</p>										
Extended opening hours (Education Portfolio – Library)										
Extended Library opening hours for increased student access to Library study spaces, resources and self-services.										
<p>Extended Library opening hours at Gardens Point and Kelvin Grove Libraries for student access to library study spaces, Library collections and other Library self-services.</p>	<p>Extended opening hours (see table below) were initially planned for the whole of Semesters 1 and 2 at Gardens Point, and during Swot Vac and exam weeks of both Semesters at Kelvin Grove Library</p> <p>However, due to COVID-19 restrictions this service was not offered to the full extent that was originally planned.</p> <p>In 2020, SSAF was used at the beginning of Semester 1, up until the introduction of COVID-19 restrictions, to pay salaries for two security officers to be located in the libraries during extended opening hours. Extended opening hours were provided at Gardens Point Library from 24 February to 31 March 2020. During that 37-day period, 4025 visits were made to the library during extended opening hours. The busiest time during extended hours was 10pm – 11pm on weekdays and 5pm – 6pm on weekends.</p> <p>From 1 April 2020 QUT library remained open for its standard opening hours but did not open extended hours as originally planned (due to COVID-19 restrictions). As a consequence only \$20,610 was spent on security services. The remaining SSAF allocation was returned to the University.</p> <table border="1" data-bbox="632 902 1520 1091"> <thead> <tr> <th></th> <th>Traditional Library opening hours 2020</th> <th>Extended Library opening hours 2020</th> </tr> </thead> <tbody> <tr> <td>Weekdays</td> <td>7am-10pm</td> <td>10pm-2am</td> </tr> <tr> <td>Weekends</td> <td>9am-5pm</td> <td>5pm-2am</td> </tr> </tbody> </table>		Traditional Library opening hours 2020	Extended Library opening hours 2020	Weekdays	7am-10pm	10pm-2am	Weekends	9am-5pm	5pm-2am
	Traditional Library opening hours 2020	Extended Library opening hours 2020								
Weekdays	7am-10pm	10pm-2am								
Weekends	9am-5pm	5pm-2am								
New enquiry services (Education Portfolio – Library)										
Library enquiry services to support student learning.										
<p>The Library provides enquiry services to support student learning</p> <ol style="list-style-type: none"> 1. Pro-active chat to increase the visibility of the Library chat service for students to access immediate help with finding the Library information they needed. 	<p>During 2020, the library enquiry services were provided completely online. Due to COVID-19 restrictions no face-to-face services could be offered as originally planned. Therefore, the Library was able to cover the cost of service in this area from the Library budget. As a result, SSAF was not required. All SSAF funds originally allocated for this service were returned to the University.</p>									

<p>2. A “pop-up” library enquiry service located at Gardens Point and Kelvin Grove Libraries.</p> <p>3. A pop-up library “Researching and Referencing Drop-in” service in the Learning Hubs at Gardens Point and Kelvin Grove Libraries.</p>	
<p>Postal Service (Education Portfolio – Library)</p>	
<p>Delivering Library items to students by post during COVID-19</p>	
<p>During the 2020 COVID-19 “restricted campus” period students were offered a free postage service to enable them to access physical items from the QUT Library collections. Due to the modest uptake of postage for physical items and an increase in online resources (made available by publishers during COVID-19), SSAF was not required. All SSAF funds originally allocated for this service were returned to the University.</p>	
<p>Integrated learning and careers support (Education Portfolio – Learning and Teaching Unit)</p>	
<p>2020: \$3,303,977</p>	
<p>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.</p>	
<p>Extending the Postgraduate Students’ Network (QUT Research Students Network) (International)</p>	
<p>2020: \$120,146</p>	
<p>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.</p>	
<p>Over the course of 2020 the QRSnet team coordinated a program of workshops and activities aimed at meeting identified needs of research students.</p> <p>In semester 1, 16 workshops were delivered on campus, and in response to COVID-19 restrictions, 19 workshops were delivered online. In semester 2, 16 online workshops were conducted (some offered online and on campus simultaneously) and 37 workshops were delivered on campus with a COVID19 Safe Event Plan in place.</p>	<p>Throughout 2020, the QRSNet team coordinated 82 workshops and activities (not including Weekly Coffee Break of Boardgame Café), with total attendance of 1417. COVID restrictions limited the number of workshops able to be offered in Semester 1, 2020, resulting in lower activity levels compared to 2019.</p> <p>32% of participants were coursework Masters students who had a research component in their program of study. 24% of participants were domestic students.</p> <p>100% of participants of programs either strongly agreed or agreed to some extent that they were satisfied with the workshops. 98% of participants indicated that they could apply what they had learnt in the workshops.</p> <p>Student feedback included:</p> <ul style="list-style-type: none"> • <i>“I really needed someone to reassure the knowledge that I already have about writing a literature review. The session was very helpful because not only I felt reassured but also I expanded my knowledge about strategies to tackle my lit review.” (Writing a critical literature review from an academic’s perspective)</i>

<p>The weekly QRSnet Coffee Break sessions (KG campus) and Board Games Café (GP campus), coordinated by our HDR mentors, are now well established, with consistent weekly attendance from the HDR cohort. These activities provide great opportunities for informal socialising between domestic and international students.</p> <p>Through 2020, a weekly wellness series was held at KG campus, comprising diverse programs including Yoga, Back Posture Therapy, Zumba and Dance4wellness.</p>	<ul style="list-style-type: none"> • <i>“This pre-recorded format was very well suited to me and enabled me to take my time going through the content but also look less than the allocated 2 hours for the workshop. Other than maybe sharing the link earlier I have no other comments. I would highly recommend this session to my peers for its clearly explained content.” (Supervisory Relationships from an academic’s perspective)</i> • <i>“I would like to thank the organisers and the facilitator for having this even in the pandemic situation since this really helps to maintain our mental health.” (Online Painting Workshop)</i> • <i>“Very interactive. This was my first session, but it felt like everybody knew each other and it was a good atmosphere to have. Very welcoming!” (Cooking demonstration)</i> • <i>“It was good time for myself. Thanks a lot!” (How to Become Mentally Strong and Resilient)</i> <p>Weekly wellness program events were well received by students, gaining regular participants.</p>
<p>Outbound Student Mobility (International) 2020: \$198,437</p>	
<p>QUT’s Blueprint 6 acknowledges that the real world <i>“needs graduates equipped to operate in diverse global societies and workforces”</i>. The 2020-2022 Academic Plan seeks to <i>“Expand international opportunities for students and staff through increasing the number and value of scholarships for student international experiences”</i>. The QUT International Student Mobility (outbound) programs support these aims by providing 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. https://www.student.qut.edu.au/studying/student-exchange</p>	
<p>International Student Mobility programs have been made available to more QUT students, especially those students whose course requirements do not include a study abroad or exchange element. Faculty-specific study programs have taken place overseas, including internships and study tours, to provide international real-world experiences complementary to the curriculum. This expansion in short term programs has provided more students a breadth of study options to participate in the summer and winter breaks, in addition to the semester and year-long exchange option.</p>	<p>During 2020, a total of 116 students received SSAF funded mobility bursaries (of \$1,000 or \$2,000) to help facilitate an international experience. The number of bursaries provided is significantly less than 2019 due to the restrictions to international travel imposed in response to the global pandemic. Past recipients of this bursary have consistently provided feedback indicating that the funding has alleviated the financial pressure to undertake such opportunities, which often acts as a barrier to participation.</p>

STUDENT WELFARE, SUPPORT AND ADVICE

Expansion of Support for Students with a Disability (Student Services and Wellbeing)

2020: \$200,000

Disability Advisers consult with students each semester to assess the impact of a disability, injury or health condition on their studies and the type of reasonable academic adjustments that may be required.

Funding was provided for one additional Disability Advisor (DA) and one administrative staff member, to enable more students to receive services whilst also reducing delays in the processing of students' service plans and implementation of reasonable adjustments.

Services were enhanced by:

- Additional student appointments at Gardens Point and Kelvin Grove
- Specialist assistive technology support for students

Disability services engaged with a range of students with high and complex support needs. Students accessed reasonable adjustments including, Auslan interpreting, notetaking, assistive technology and captioning and transcription services. During 2020, these additional positions were essential due to COVID-19 to assist with the transition to online study. The additional administrative support provided training for students in assistive technology and software, coordinated the notetaking service, and managed the team of participation assistants. An additional Disability Adviser was crucial to managing high demand during peak periods and essential to helping transition students to online study. This additional support was essential and ensured that students could continue studying with minimal disruption.

Student numbers increased during 2020, in comparison with 2019, despite the pandemic.

- Sem 2, 2020 = **1,382**
- Sem 1, 2020 = **1,277**
- Sem 2, 2019 = **1,095**
- Sem 1, 2019 = **1,260**

Available retention data (2015-2019) - Equity report, Business Objects, reported that students with a disability who accessed Disability Services had consistently increased retention rates each year, with an 87.6% retention rate for continuing students in 2019.

Expansion of Personal Counselling Services (Student Services and Wellbeing)

2020: \$144,011

This project extends the availability and accessibility of personal counselling services to students.

Additional staff were employed to provide counselling services, including telephone-based services, to allow more students to be assisted in shorter timeframes.

During 2020, 5,323 personal counselling sessions were provided, a decrease from 6,687 sessions in 2019. Although less students on-campus was a contributing factor, this reduction was due primarily to changes in university assessment policy in semester 1, 2020 as a response to COVID-19. This resulted in fewer drop-in appointments accessed by students that would previously be seeking documentation for assignment extensions.

Staff at Kelvin Grove and Gardens Point campuses ensured continuity of high-quality service and prompt attention to clients. This service delivery primarily shifted to off-campus (phone & Zoom) due to COVID-19 however, Counselling Services continued to provide face-to-face service throughout the year. Face-to-face sessions became the primary delivery method in semester 2 again once COVID-19 restrictions had eased. Student issues included the full range of life complications ranging from mental health concerns to stress and relationship issues.

Additional Financial Support for Students – Bursaries and Hardship Provisions (Student Services and Wellbeing)

2020: \$836,468

Equity and Student Counselling staff assist students experiencing financial hardship with a range of supports – loans, grants, bursaries, and scholarships, combined with advice and support. SSAF funding enabled the provision of additional Emergency and Work-Integrated Learning (WIL) Bursaries, and Hardship Provisions to meet growing student needs. Financial difficulties present a significant challenge to retention and success for many QUT students.

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

Assistance was provided to students experiencing financial hardship which was likely to interfere with their studies. Staff were able to provide grants and bursaries throughout 2020 as students presented for assistance.

During 2020, 609 Emergency Bursaries were provided to 533 students and 149 WIL Bursaries were allocated to 141 students. 5 students were also supported with Hardship Grants, for debt relief. Financial stress is a known risk factor for students, and this was exacerbated by COVID-19 in 2020 leading to an almost two-fold increase in students supported through Emergency Bursaries compared to 2019. In response to COVID-19 the maximum value of Emergency Bursaries was increased from \$750 per semester to \$1,000 per semester in 2020. There was a decline in WIL Bursaries allocated in 2020 compared to 2019 due to the impact of COVID-19 on students' ability to undertake WIL units. These small grants and bursaries decrease attrition and allow students to focus on their studies. Case data and student feedback indicates appreciation for this impact.

Student feedback included:

- *“Thank you so much! This will really help me get over the line until I start getting Centrelink payments. It's also a really great relief during assignment time!”*
- *“Thank you for this financial support I greatly appreciate and has arrived to assist in my continued studies and expenses.”*

Welfare Programs in Counselling (includes the Mental Health Strategy) (Student Services and Wellbeing)

2020: \$365,816

The focus of this project is to maintain the capacity of the Welfare team to respond to the challenging needs of QUT students, particularly with respect to financial support for low-income and at-risk students. The aim is to help facilitate student retention.

The Welfare Team provides a wide range of services including:

- Financial Helpline
- Support with Centrelink and finances
- Homelessness and tenancy support
- Advice and assessment for QUT financial assistance products
- Case management & general support
- Various workshops and information sessions on welfare-related topics

During 2020, 1,420 individual welfare services were provided, down from the 2019 figure of 1,826. This is primarily due to financial assistance provided by the Federal Government throughout COVID-19 putting less financial pressure on students. Prior to this government support beginning, high levels of need were observed and responded to by the Welfare team early in 2020.

Staff at Kelvin Grove and Gardens Point campuses ensured continuity of high-quality service and prompt attention to clients. This service delivery primarily shifted to off-campus (phone & Zoom) due to COVID-19 however, Welfare Team continued to provide face-to-face service throughout the year. The Welfare Team also provides leadership, liaison and support to the Low-Income Support Officer (LISCO) Network in faculties, as well as providing advocacy, support and advice across the University regarding student welfare-related concerns.

As well as administering Equity Emergency Bursaries and Equity WIL Bursaries, the Welfare Team administers the Student Financial Assistance Scheme (SFAS), providing interest-free loans to students for education related

<ul style="list-style-type: none"> Referral to internal supports and resources <p>Referral to community supports and resources</p>	<p>expenses. In 2020, 49 (30 Domestic and 19 International) SFAS loans were made to students, down from 70 in 2019.</p> <p>Data analysis from previous years shows that clients of the Welfare service have a retention rate at a similar rate to that of other students, which is remarkable given the complex and at-risk nature of the cohort supported by this service.</p>
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HiQ Initiatives (Student Services and Wellbeing)
2020: \$191,243

Major improvements to self-help resources and information on the HiQ website for students. This supports the HiQ service and provides the 'Tier 0' support, enabling students to resolve their enquiry without having to phone, email or chat with HiQ. The aim is to provide an improved online student experience and provide efficiencies within the HiQ service model, as Tier 0 self-help is the fastest and most cost-effective service option available.

<p>In 2020, Self-Service Content Advisors in the HiQ Intranet Team (HiQ and Marketing & Communications) worked with HiQ and other QUT stakeholders to improve online information for students.</p> <p>These advisers are responsible for:</p> <ul style="list-style-type: none"> Improvements to self-help information available on the HiQ website Re-writing and editing content for student audience Collecting and analysing student feedback and HiQ website analytics for continuous improvement <p>Analysing HiQ data and enquiry information to align content with frequently asked questions</p>	<p>The self-service content advisers improved the HiQ online experience in 2020 with critical initiatives and updates including:</p> <p>Improved information relating to new students and orientation</p> <ul style="list-style-type: none"> Refreshed HiQ website Orientation section for new students including programs for online O-Week events As a result of the organisational realignment in late 2020, reorganised Orientation events content for new students to promote by study area rather than faculty to ensure a smooth transition Updates to instructional pages for Planning your course and Enrolling as part of the Orientation steps for new students Created a new Oodgeroo unit pre-Orientation program page including embedded virtual tours of their on-campus locations <p>Supporting COVID-19 information and transition to online learning for students</p> <ul style="list-style-type: none"> Supported online information updates for COVID-19 including health advice and service changes Provided flexible content support during the campus closure and reopening, making sure students had accurate details about changed services Published new section Supporting students move to online learning Published information and FAQs for students' online central exam period Supported updates for graduation ceremony conferrals and graduation process Set up comprehensive student resources for Zoom <p>Content updates to reflect changed services or processes</p> <ul style="list-style-type: none"> Updated printing services in the HiQ website as part of the QUT Printing Services closure Supported the implementation of the Unique Student Identifier (USI) including new USI section on the HiQ website and collecting the USI into the new student checklist. Students' USI is now displayed in their HiQ website Personal Profile and in the Digital Workplace student-support staff dashboard. Set up new information explaining unit attendance modes - this supports the increased flexible and online unit availabilities in 2021
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	<p>Student experience improvements</p> <ul style="list-style-type: none"> • Implemented usability improvements to student shuttle bus timetable, LaunchPad, My assignments portlets and to release a new student checklist for 2021 which has received very positive feedback from new students • New Find a club or project page format with a filterable navigation for students to easily find opportunities that match their interests.
<p>QUT Facemasks (Student Services and Wellbeing) 2020: \$35,000</p>	
<p>Provision of free QUT Facemasks through the bookshop</p>	
<p>Supporting students with provision of access to facemasks</p>	<p>With additional supporting funds provided by the University Registrar 10,000 blue QUT cotton masks were provided to the QUT bookshops on both campuses. Masks were provided free to students.</p>
<p>Enhancing Mental Health and Wellbeing Support (<i>International</i>) 2020: \$31,600</p>	
<p>International Student Services received additional funding in 2020 to support mental health and wellbeing among international students.</p>	
<p>Development of “Because YOU matter” wellbeing resources for students</p>	<p>Developed Student Wellbeing short videos – series of 9 wellbeing digital videos with key messages to enhance the student experience and wellbeing at QUT, with a support-seeking message to encourage students to access support at Student Services. Themes include;</p> <ul style="list-style-type: none"> • Your wellbeing • Connecting • Financial • Adjusting to life as a student • Study and focus • Healthy habits • Study support • Physical wellbeing • Personal safety <p>Video launch to run in conjunction with “Because YOU matter” wellness campaign during S1, 2021.</p>
<p>Supporting students with wellbeing resources</p>	<p>Improved student experience in accessing health and wellbeing services by enhancing Student Services space with self check-in and booking process to “meet students where they are”</p> <ul style="list-style-type: none"> • Equipment includes 4 x iPads with stands and hand sanitisation stations
<p>Supporting students and improving their financial wellbeing</p>	<p>\$50 Woolworths e-vouchers to be issued to students to relieve financial stress and improve financial wellbeing. Student is assessed by a Counsellors/Welfare Adviser – multiple e-vouchers issued, subject to assessment.</p>

CAMPUS LIFE

Orientation, Cultural Events & Student Club Support (Student Services and Wellbeing)

2020: \$839,215

The combination of three separate programs under the campus life title is indicative of the integration and synergies of the programs in terms of objectives, delivery, impact, and shared resources. Programs are university-wide and share a common purpose of building connectedness and belonging ultimately leading to student success. The university-wide programs have a student development approach working in partnership with students, as leaders, employees, and volunteers.

<http://www.student.qut.edu.au/enrolment-and-orientation/orientation>

Continuous improvements are made to the orientation & transition experience with programs targeted at specific cohorts and students at risk.

QUT Connect remains integral to Orientation and enabling QUT student life, promoting volunteerism as both a civil responsibility and as a developmental journey of acquiring transferable employability skills.

Semester 1 orientation events were oversubscribed with faculties and services reporting strong demand resulting in increased attendance at orientation sessions. Key achievement for Orientation and Connect was the transition to online delivery and the delivery for small scale in-person sessions and activities complying with COVID-19 restrictions. Face-to-face engagement for students were well received by new and current students throughout the year.

Other highlights and new initiatives include;

- Created **Your First Year at QUT** notebook containing directory of support service and helpful tips for getting started at QUT. Over 6000 copies were distributed in semester
- Redesigned orientation website resulted in **70% increase** in page view compared to 2019 and 26% increase on time spent on orientation page.
- **On campus** semester 2 orientation offering including 18 campus tours, and 12 welcome tent shifts were delivered within COVID-19 safe environment.
- **3497 new students attend a QUT Connect** session with 168 sessions facilitated in semester one.
- Developed an online module "**QUT101 – Support Your Future Self**" designed as a primer for Connect sessions providing the essential information online allowing Connect zoom session to focus on connecting with others and addressing specific questions. 72% agreed and 17% strongly agreed with statement - I feel more confident about starting university after completing this module.
- Module was shared with the Student Journey and Success Symposium after Orientation as an example of effective student engagement when teaching online.
- Creation of a one hour **Connect session on zoom** of which 44 sessions were delivered together with 22 on-campus sessions for 340 students in semester 2.
- Produced the first Welcome to Country video for Elder-in residence for semester two.
- Delivered four online Connect training sessions to get volunteers accustomed to their changing roles.
- 244 **New to QUT** sessions were successfully transitioned from the Conversion project to QUT Connect with over 500 attendees through both semesters.
- Continued to engage the connect community through on campus coffee catchups for volunteers and 15 **Global Cafes**, in addition to zoom trivia sessions and Q&As remotely to remain engaged. Three-day **Connect camp** was run in November for a total of 78 participants within a COVID-19 safe environment.
- **Pre-orientation program - Kickstart** achieving a record high of 290 participants, with the program model altered to accommodate a maximum of 410 commencing students.

- Kickstart continues to **attract equity target groups** with 32% first in family; 24% new to Brisbane; 22% culturally or linguistically diverse; 9% mature-aged; 12% rural, regional, or remote area; 11% women studying in a non-traditional field; 9% low SES.

Cultural Events

The challenges of COVID-19 severely impacted the traditional delivery of in-person flagship and cultural events with significant SSAF funds being returned to the central pool. Harmony Day, Ramadan dinner, QUT Classic, TEDx QUT, and Dragon Boat were cancelled, and online campaigns were deployed were appropriate.

Community day was a new event created to fill the gap in welcome week (semester 1, week 1), due to the reduced offerings on campus. The event inspired by the community's passion to unite and raise funds for the Australian bushfire appeal, raising over \$500, and engaging more than 260 students.

The transition to online events and delivery of COVID-19-safe face-to-face events commenced with semester two orientation and return to campus activities designed for small gatherings which were very well received by students craving social connection and a sense of community. Peer mentors and club leaders were enabled to coordinate these gatherings which complimented the transition to online learning for many students.

To replace the live entertainment that would normally occur during orientation week, Sunset Sessions were live-streamed every evenings of Semester 2 Orientation, featuring local artists. Pre-recorded videos seamlessly mixed with live MCs resulted in superior production quality, as well as providing a template for future online events requiring collaboration between student engagement, CIF, and AV services.

Clubs on campus was delivered in August and was the first in-person event allowed since March, establishing the protocols for COVID-19 safe events on-campus and the use of QR codes for signing-in. 44 students clubs and 10 internal departments participated throughout week 3.

The Events Coordinator continued her mentorship of entertainment industries students enrolled in KKB302 with videos produced for **Norwegian National Day** and conducted a Mindfulness trivia on zoom for **Qld Mental Health Week**. Student club QUT Vox Pox were instrumental in ensuring the reach of QUT's RU OK? campaign and it was not constrained by the restrictions of other in-person events.

As experience with online events evolved, **Mid-Autumn Moon** provided the best example of how events can respond to changing COVID-19 guidelines. Mid-Autumn Moon Festival was executed virtually, via a livestream, to ensure that the event remained COVID-19 safe. However, as local COVID-19 restrictions relaxed, watch parties in private homes of up to 10 people were encouraged to register and in return they received free Moon Cake and lantern making materials to create a more interactive event. 40 watch parties were registered with 52 unique IP addresses living streaming the event, and 5 student clubs directly involved in the production.

Student Clubs

A total of 86 general applications were received in 2020, with a total of \$45,869 grants approved to clubs and projects. 134 clubs and projects were registered with the Student Grants and Development Officer (SGDO) in 2020, with a combined membership of 9,383 individual students.

Student clubs' activities/events were severely curtailed by restrictions with many clubs leaders struggling to find the motivation to engage with their members. SGDO provide personalised support through regular check-in with student leaders and incentives for activities, many were slow to adapt to engaging with members online.

57 clubs held online activities across semester 2 Orientation Week, which included Zoom drop-in sessions, panel Q&As and trivia, with 8 clubs offering in-person events.

Training for club leaders continued online with 99 students completing MATE Bystander training; 72 club leaders completed Respect and Safety module; 34 students attended Event Management workshop (including content on delivering online events); and 94 students attended the Risk Management workshop, which included COVID-19 safety measures.

Towards the end of the year, the SGDO also provided funding support for club leaders who wanted to complete Mental Health First Aid training (delivered through Mental First Aid Australia) and 19 club leaders completed the training.

Some highlight events for the year:

- In April, AMPed hosted their first Virtual Industry Panel night with 94 attendees, the highest attendance that they had out of all their networking events.
- In August, QUT Vox Pop released the QUT RUOK Virtual Choir Project in collaboration with Aislinn Sharp (RUOK Day Ambassador and singer/songwriter), QUT Health and Safety, and Student Engagement and Sport. In December, the group had their first EP 'A Very Vox Pop Christmas' released on major music streaming channels such as Spotify and Apple music.
- The QUT Law Society and their Law Revue went ahead in September. 'Fear and Loathing in Law Vagueness: QUTLS Law Revue 2020' was written and performed by the cast of 13. The event was sold out with 190 people attending over two nights at the QUT Gardens Theatre (capacity reduced due to the COVID-19 restrictions), including staff from the QUT Law Faculty, firms and QUT students.
- In December, the GR-ID Society held their annual exhibition for final year students, which attracted 404 attendees. Despite the economic struggles this year, over 30 design industry businesses supported the event.
- The QUT Aca-demics performed in the Brisbane City Council's 'Christmas in the Valley' series.

Student feedback from SCAP Grants:

- 'The Risk Management was especially helpful to our club because certain risks are associated with holding an event amidst a global pandemic. Due to the newness of the situation, there were a lot of uncertainties and new regulations to follow. However, the Risk Management workshop covered how to safely conduct an event during COVID-19 and helped us learn how we can reduce those risks as much as possible. Prior to the event, BAMSAs communicated to Friday's our requirements to manage the risks of COVID-19. During the event, hand sanitiser was available throughout the venue and food platter was served individually. Therefore, SGDO's Risk Management workshop was extremely helpful in providing us with up-to-date information regarding COVID-19 so that we could safely conduct the event.'
- 'The MATE Bystander training was extremely important and beneficial, as I believe it's crucial to know how to correctly handle and eliminate bullying and sexual harassment in a work environment. This was important for me as being General Manager I am responsible for the well-being and safety of my team. While I did not

	<p>attend the risk assessment workshop, I believe it was highly beneficial to know how to correctly write a risk assessment and many other things. The event management workshop was extremely helpful, as I will be able to take the skills shared in the workshop and implement them in future events.'</p> <ul style="list-style-type: none"> • 'Personally, I found the event management workshop very useful as it was a great refresher as we have not had many events after COVID-19 hit. It was a good opportunity for us to learn what are the things that we should take into account during the planning and the actual event itself. Despite SSA already having organised a few events in the past, one of my main takeaways from the workshop would be preparing a post-event report. Even though we have been preparing acquittals and keeping financial records, we have never prepared a post event report. As mentioned in the workshop, a post event report seems like a great idea to keep track of how the event actually happened, and mainly a record of what went well and what went wrong. It can also be referred to our future committee members when they are planning and organising events.'
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<p>QUT Sport (Student Services and Wellbeing) 2020: \$658,645</p>	
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<p>In 2020, the QUT Sport team focused on consolidating our program pathway offerings and implementing recommendations following the outcomes of the 2019 sport review and revised strategy. With the impact of the pandemic on our programs, clubs, events and initiatives, our focus quickly turned to repositioning and prioritising engagement and support of students through a variety of innovative online offerings.</p> <p>https://www.qut.edu.au/study/student-life/sport</p>	<p>Across all QUT Sport programs and initiatives, 4,100 students were engaged in sport at QUT for 2020. Facebook audience growth of 12% to 8,732 with average reach of 1,569 per post.</p> <p>This is a fantastic outcome and a testament to the work of the QUT Sport team, a dynamic and hardworking team committed to enhancing the student experience. Despite the challenges associated with navigating the global pandemic and its impacts to sporting activities, the sporting community at QUT remains strong and stable which is only made possible by the very passionate and committed students who are the lifeblood of our program.</p> <ul style="list-style-type: none"> • Support to over 25 sport and recreation clubs through grants and training opportunities, with 10 clubs conducting weekly virtual club activities through restriction periods. • Total sport and recreation club's membership is 1,401 with 1,000 current students • Despite the cancellation of major Unisport events, QUT Sport was able to continue to provide opportunities for students to participate in campus, community, intervarsity, and National University Championship events. <p>Highlights include;</p> <ul style="list-style-type: none"> ○ Fourteen QUT students entered the 2020 Triathlon Championship, placing 2nd in men's and 4th for women's event. ○ Retained champions in the Intervarsity Sport Bowl with the QUT Tigers contingent consisting of 15 teams and 135 students who represented QUT at the collegiate level. ○ Nine QUT students took part in the inaugural North Region Beach Volleyball Intervarsity competition ○ The 2020 UniSport Virtual Distance Running Championships were open to all students, staff and alumni from any Australian or New Zealand university. The response from the QUT community was overwhelming, with team QUT forming the largest contingent with 335 race entries across 173 people. QUT team members ran over 1,245 kms, equaling nearly 150 hours of being active! ○ The first UniSport standalone event of 2020 saw universities from Australia and New Zealand compete in the League of Legends esports competition. Having won two silvers in the past four years, QUT's OCS scholarship team finally emerged victorious, claiming the gold medal and UniSport pennant.
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	<ul style="list-style-type: none"> ○ QUT Cheer & Dance competed in the National online cheer & dance by unloading videos of their routines to Unisport. ○ Annual Sport Awards were presented online in November celebrating the many successes of clubs, teams, and individuals in what proved to be a very challenging year in sport. ○ Organised the Inaugural QUT Deadly Choices Murri Netball Carnival, with over 270 Indigenous community members from juniors through to open age categories came together to play netball over a two-day event. ○ QUT Sport partnered with the Brisbane East Netball Region to support the Sapphire and Ruby Netball teams contesting the HART Sapphire Series competition run by Netball Queensland. Underpinning the Sapphire Series teams, QUT Sport expanded on its commitment to the Queensland Premier League (QPL) competition, entering both a 19s and Opens team into the series. ○ Aquatics program was able to operate in semester two, saw 55 international students attend the International Swim Safety classes for a combined total of 422 learning hours. Lunchtime swim squad had over 80 registrants attending regular sessions and satisfying the social needs for staff and students following lockdowns. ○ New initiative developed with Football Qld to deliver Inclusive football, which was well received by 65 international students, with many commenting on the positive impact this made to their wellbeing and social connections throughout the pandemic. ○ QUT Esports program successfully obtaining hosting rights from Riot Games to deliver the first Intervarsity League of Legends tournament nationally. This event brought together 13 unique universities from across the country. The Esports team also launched a Women in Gaming community, as well as the Tigers Academy League of Legends player development program. The latter supports a competitive women's team in addition to our Oceanic Challenger Series and international representative teams. To consolidate the pathway into QUT esports, the team successfully delivered another year of high school competition, engaging more than 400 students from 16 different Queensland high schools. ○ Established a new partnership with ACON Health's Pride in Sport Australia. The Pride in Sport program is the only sporting inclusion program specifically designed to assist sporting organisations with the inclusion of students, employees, athletes, coaches, volunteers and spectators with diverse genders and sexualities.
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<p>Elite Athlete Program (Student Services and Wellbeing) 2020: \$57,400</p>	
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<p>The Elite Athlete Program provides a proactive, flexible, and responsive approach to the needs of elite sporting students.</p> <p>SSAF funds in this initiative are fully distributed back to student athletes for their out-of-pocket expenses incurred during competitions.</p>	<p>With the cancellation of most sporting events, there were limited opportunities to support our elite athlete with out-of-pocket expenses incurred through competition. Approval was granted to extend the use of these funds to support athlete with personalised tutoring for specific units. Other achievement include;</p> <ul style="list-style-type: none"> ● Collaborated with QUT Health Clinics to provide nutrition and service support to elite athletes. This included access to complimentary or discounted nutrition services. ● QUT Sport also continued to fund memberships for elite athletes to access the campus-based gyms operated by the YMCA at Gardens Point and Kelvin Grove campuses. ● Despite the setbacks surrounding the COVID-19 pandemic, QUT Sport partnered with Level Playing Field in semester 2, 2020 to deliver a women's workshop focused on building the athlete brand and maximising
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https://www.student.qut.edu.au/student-life/sport/elite-athlete-program	<p>career opportunities. The workshop saw 30 female elite athletes in attendance and was recorded and distributed to the wider elite athlete community post-event.</p>
<p>Facilities Management Initiatives 2020: \$256,000</p>	
<p>External Shade Spaces – E block Kelvin Grove</p>	
<p>A funding contribution of \$33,614.59 was made by the SSAF for the improvements of (KG) E Block External Terrace (Southern End) Stage one improvements involved the installation of natural timber panels to the terrace horizontal surfaces, architecturally designed backrests, dual power, and USB outlets installed on various vertical surfaces throughout the terrace. Stage one improvements were completed mid-2020 and have been well received by the Guild and students.</p> <p>Stage two improvements started late 2020 with the design and construction documentation of an architecturally designed shade structure providing weather protection and reducing glare for intended users. Project completion date is forecast for early 2021.</p>	
<p>Contribution towards conversion of KG-C3 area between Archies & QUT Bookshop</p>	
<p>The KG-Retreat is a space designed to allow students to ‘escape’ to the zone with a variety of furnishings whilst having the conveniences of the food and drink nearby. The Retreat caters for the solo student as well as student groups wanting quiet collaboration. Design was undertaken in 2020 with the build underway in late 2020 for completion in time for Semester 1, 2021.</p>	
<p>Queer Room C Block Kelvin Grove</p>	
<p>A funding contribution of \$42,152.25 was made by the SSAF to provide new facilities for the Queer Room and Women’s Room at (KG) C Block Level 2. The new spaces were delivered in 2020 and included kitchenettes, new lighting power and data. Both spaces have been received well by the Guild and end users.</p>	
<p>Students Food promotions</p>	
<p>Funds contributed towards the QUT Retail ‘Food For Thought’ promotion provided 7852 meals to current QUT students between 17 September and 13 November. Meals ranging from \$10 to \$15 were available from campus retailers across Gardens Point and Kelvin Grove. The promotion was a huge success, with meals often ‘selling out’ within the first hour, and being run at a time of financial vulnerability for many students.</p>	
<p>Replace broken Students Lockers</p>	
<p>A funding contribution of \$233.16 was received from the SSAF to replace the LCD display at (GP) D Block Student keyless locker system.</p>	
<p>STUDENT GUILD 2020: \$838,400</p>	
<p>Student Rights, Advocacy and Welfare</p>	
<p>Advocacy for students (Student Assist)</p>	<p>Student Assist staff: Three dedicated staff specialised in supporting students with how to navigate the processes around exclusions, academic and student misconduct, withdrawals, show cause, special considerations, grade reviews and enrolments.</p>

	<p>Internal improvements:</p> <ul style="list-style-type: none"> • Introduction of Zoom: There was a significant increase in demand for student support in relation to the above issues during 2020. To meet this demand and ensure we continued to offer essential support to students during the lockdown, the advocacy team introduced the use of Zoom to meet with students and give them advice remotely. Retaining this option in the future will also be helpful for students living externally or working full time who have difficulty coming to campus. • Updated Case Management System: A new Student Case Manager system from MSL was introduced to streamline and improve the efficiency of data collection and to identify important themes and systemic issues with student cases by allowing the Advocacy officers to record vital information at each stage of a case's lifecycle. One example of the usefulness of this new system was that it allowed the Advocacy Officers to quickly identify that contract cheating was becoming more prevalent in the Faculty of Science and Engineering. This then enabled the Student Assist team to inform elected officers of the issue, meet with faculty representatives and develop an academic integrity campaign for 2021 to better educate students about the importance of honesty and integrity at QUT. • Student Feedback: Student feedback forms were also introduced and sent to all students who accessed the advocacy service. Out of the 96 submissions received, the feedback was overwhelming positive with 99% of students stating that they would use the service again, 96% of students saying they were 'very satisfied' with the knowledge and assistance rendered by the Advocacy Officers and 100% of the students saying that they would recommend the service to their peers. <p>Additional support:</p> <ul style="list-style-type: none"> • Department Expansion: The Student Assist department expanded to include financial and legal support for students with issues around budgeting, bills, banking, investments, debt management, rental contracts, housing and employment. Previously, the areas of law that students could request assistance for were very limited so expansion in this area to include more case work was extremely beneficial for students, particularly as many are in the casualised work force and renting, undertaking contracts and engaging with legal systems for the first time in their lives. • Online support: Advocacy Officers hosted two Facebook live Q&A sessions on the QUT Guild Facebook page. During the first Q&A, students had the opportunity to ask Advocacy Officers questions about their studies and get advice on any grievances they had with QUT. As of the 17th December 2020, the video has been viewed more than eleven thousand times and the Advocacy Officers receive numerous emails from students who had discovered the Advocacy service after watching the Q&A sessions. The second Q&A session educated students on the importance of academic integrity. Students were able to ask questions to a Guild Advocacy Officer and elected officer about academic misconduct, such as contract cheating and collusion. The recording has now been viewed over one thousand times.
Food support during COVID-19	<p>While funding was initially allocated to the highly successful Free Breakfast program that ran throughout 2019, after two weeks the service had to cease due to COVID-19. This funding was then diverted to general food support for students who faced financial hardship due to the restrictions associated with the virus.</p> <p>The new food support came in three tiers:</p> <ul style="list-style-type: none"> - the food bank, a service already offered for students, without barriers to access; - grocery care packs - grocery store vouchers

	<p>Free Breakfasts: – Two weeks of free breakfasts completed before COVID-19 lockdown.</p> <p>Food bank: – Although this service had to cease for the duration of lockdown due to the Guild office closing temporarily, it was replaced by food hampers from ISeeCare. Once the Guild offices reopened, further funding was allocated to the food banks to meet increasing demand. This service has provided essential support to students experiencing food insecurity such as providing long-life goods and basics to supplement other goods.</p> <p>Grocery care packs:– This service provided a more diverse range of options than available in the food bank. Packs were distributed to approximately 30 students a week for 18 weeks, at \$2,500 per week. During the lockdown in March and April, this was the primary food support service offered. Additionally, the Guild partnered with charity organisations to offer this service.</p> <p>Grocery store vouchers: – As a means of allowing students the freedom to purchase what they want and need, grocery store vouchers were offered.</p> <p>5698 students used QUT Guild’s food support services described above, making them one of the most sought-after services in 2020. 3011 students (53%) received a Coles/Woolworths voucher, 2420students (43%) received a Food pack, and a small minority 4% accessed the Kelvin Grove Foodbank. As the GardensPoint Foodbank only opened late 2020, no data has yet been recorded.</p> <ul style="list-style-type: none"> • <i>“I would like to say thank you for you guys. And thanks for coming back to us again :) I could survive for the past few months since COVID-19 has happened because you guys did such an amazing job for the students who really needed help. As one of the international students in AUS, it was definitely horrible time to stay at home alone with no family. But it could be worse if there was no support from you guys at all. Thank you so much QUT guild! Will love you forever!”</i> • <i>“This is such a great help! I really appreciate the guild’s fantastic support system during some difficult times.”</i> • <i>“This would help me out so much in my upcoming 5 weeks of placement (free of pay)!”</i>
CV Support	<p>The Guild have contracted external partners to provide workshops and 1-2-1 interviews to help with development of CVs, preparation for interviews in addition to advice and support on what to wear. We are also working with a local charity provider and our own Environment team to provide clothing for students to use should they not have the appropriate formal wear for their interview. The consultants are also working with the Student Rights team to prepare new content for the “Adulting 101” sessions to help students develop life skills to make their journey at university less stressful and more fulfilling.</p>
Transport Support	<p>Given the financial hardship faced by students during 2020 thanks to the COVID-19 restrictions, increased support for Go Card top ups was given.</p> <p>This support was critical for those who also may have lost their concession fares by virtue of dropping units to ease the stress caused by the pandemic and the uncertainty. Students lessening their workload to better their mental health usually are not eligible for concession fares so this substituted that concession.</p>

	Out of the total 20,210 go card vouchers that were distributed just over half of the recipients were International Students (56%) This makes up nearly a quarter (22%) of the total International Student population at QUT.
Mental Health Campaign	<p>The Guild facilitated an array of events to support students' mental health during 2020, an especially tough year. Most notably, this included a stall on R U OK? Day which was backed by a Guild-created campaign "Not Great, Thanks For Asking". The aim of this campaign was to encourage a dialogue around the importance of mental health after R U OK? Day. It highlighted the social pressure placed on students to be 'ok' and that it is in fact fine to not be doing very well. Along with the stall, this campaign signposted the resources at QUT and in the broader community as well as educating students on how to be a mental health ally and look after their own mental health while studying.</p> <p>The Guild also made 5,000 Jacaranda pins that were handed out to students at the stalls and through our commercial outlets on campus. Wearing a pin can mean many things, such as: I live with challenges that are not obvious; I'm dealing with a mental health issue; I'm doing my best; or I understand that maintaining good mental health can be a challenge and I'm here to help in any way I can. This campaign was also supplemented by several workshops and events that promoted relaxation and fun for students including:</p> <ul style="list-style-type: none"> - Kokedama making workshops - Two sip-and-paint events - The return of Doggos and Donuts - Exam snacks and Llamas
Little Emergencies	<p>The Guild believes that no one should be forced to manage a period without the proper supplies and items they need. Such is the case for those who are in a financially unstable situation or those who may simply get caught off guard.</p> <p>This initiative is easily one of the most well-known that the Guild runs, thanks to the broad support from all students. Last year the Guild had the opportunity to develop our Little Emergencies program by partnering with local Brisbane charity Share the Dignity, an organisation that helps provide period products to those in need and is currently conducting research on the issue of period poverty with QUT. This funding has gone towards the purchase of two Share the Dignity vending machines, one on each campus. It will also include the supply of pads and tampons to re-stock the machines for the next three years. The machines are being installed currently near or in toilets located within the HiQ centres on each campus.</p>
Accommodation Start-Up Packs	This service was created to ensure that students moving out of home for the first time could have some of the basics covered. It is also common for students to move to Brisbane from regional Queensland, inter-state or overseas, and not have the option to share the costs of essential household items by moving in with friends. These packs include basic crockery, plates, pans, cutlery, etc.
Gender and Sexuality	
Pride Events	Given the uncertainty around venue capacities, we did not hold a large Pride Event as we have done in previous years. Instead, we held a Drag Queen Trivia night in July and a Rumble event in September. Both of these were repeats of previously popular events run by the Guild.

LGBTQIA+ and Women's Rooms Refurbishment	The Guild worked with FM to refurbish two rooms in X Block so that they feel clean and fresh, ready for the installation of new equipment (fridge, kettle, TV etc) so that the students in these communities have a place at GP that they can relax, feel safe and welcomed. This is a real step forward in the short term in X block so that the GP students have a space that mirrors the popular KG spaces.
Clubs and Societies, Events & Sport	
Clubs and Social Sport Coordinator	<p>The Clubs and Social Sport Coordinator is an integral member of the QUT Guild team and the student experience at QUT.</p> <p>Social Sport – The coordination of the QUT Guild's Social Sport program includes managing fixtures, taking team registrations and organising students who register as a single player into teams. Ongoing management of the seasons includes communicating with convenors and referees/umpires and managing issues such as cancellations, no-shows and adjustments to the schedule for various reasons. The role also supports students who have been injured and might have a claim to get support paying for treatment for their injury.</p> <p>Clubs –The coordinator plays a critical role in keeping track of club compliance with Guild requirements, such as AGM documentation, room bookings, equipment hire and general enquiries about running a club. This support staff member has greatly improved the club experience and is working hard to bring better processes to the QUT Guild in terms of club management, taking inspiration from other university unions around the country.</p>
Club and student activities insurance	<p>The Guild provides insurances that cover students in a wide range of activities on and off campus. This includes:</p> <ul style="list-style-type: none"> - Public liability cover for clubs, societies and collectives to undertake activities on and off campus in areas that require cover for protection against loss for equipment and injury to other patrons. - Motor insurance so that elected officers and clubs can use the minibus for events and club activities. This allows clubs to engage in more activities without the expense of hire vehicles. - Insurance against injuries suffered whilst undertaking Guild activities or social sports. - Professional indemnity insurance to protect students working in advocacy giving advice. - Equipment insurance to protect the equipment used by clubs in their events and activities. - Directors insurance to protect the elected officers against loss from their role in supporting the Guild and University.
Club funding, additional support and Club Support Equipment	<p>The Guild Clubs and Societies Committee oversees the affiliation of clubs to the QUT Guild and the distribution of funding to all affiliated clubs and societies. Funding typically supports large events, equipment, marketing materials and day-to-day costs such as website subscriptions and rehearsal/practice spaces.</p> <p>Given 2020's unpredictability, we had to deviate from the usual four-round funding structure, made of two major rounds and two minor rounds. After restrictions lifted and students could return to campus, the Campus Culture Vice-Presidents, assisted by other student staff, operated monthly funding rounds to support the return to regular events for clubs. The monthly rounds, occurring from July through to November, provided funding opportunities more regularly to ensure clubs could get funding faster for their relaunches. Over 70 clubs participated in the club funding process.</p>

	<p>At the beginning of the year, funding went towards promotional materials for O-Week and events in the first few weeks of semester one. This included an International Mother Language Day event held by the QUT Bangladeshi Association. Later in the year, after restrictions eased, many funding requests were for relaunch style events, these notably included clubs such as the Taiwanese Students' Association and QUT Business Analysis and Data Science (QUT BANDS).</p> <p>In addition to the direct funding, equipment was purchased at the request of the clubs to support club events and activities. This included table covers, marquees, money tins, eskies, picnic blankets, hand sanitiser and more.</p>
Clubs and Societies Awards Night	<p>The Guild hosted the inaugural Clubs and Societies Awards Night where the Campus Culture Vice-Presidents and the events and club support teams awarded prizes to those who successfully navigated COVID-19 restrictions and altered events and activities to continue engaging their members. The categories included best online event and best networking event, as well as many more.</p>
Student Performances	<p>Students in the creative industries were heavily impacted as COVID-19 restrictions shut down venues and limited performance space and opportunities. This funding was made available to allow students to perform in the two Guild bars and gain some exposure and income whilst showcasing their talents. Through this, the Guild have found some stellar performers who have landed ongoing bookings, as well as discovered new artists through events like 'Battle of the Bands'. Subsequently, some clubs have booked artists hosted by the Guild for their own events.</p> <p>In all there were 35 student artists with over 30 performances and included artists such as Hope D who went on to secure the 69th spot in the Hottest 100.</p>
Orientation merchandise	<p>Providing freebies to students on campus is a staple of what the Guild does for students. This includes the student diaries as well as the Guild branded merchandise that has become incredibly popular, particularly the keep cups, notebooks and water bottles.</p> <p>While students stop at the Guild stalls during O-Week or other events to collect these free items, it allows our representatives an opportunity to speak to them about their rights at university, that they are a member of their student union and what services we offer for free.</p>
Online events	<p>During the lockdown, students being isolated was a huge concern for the Guild. While working from home arrangements were in place, the Guild facilitated a range of online events, including virtual movie nights, club executive catch ups, trivia nights with prizes and information sessions to help students understand their rights and responsibilities while at university.</p>
Free Summer Semester Social Sport	<p>After a difficult first semester funds were allocated to a free season of social sport which provided opportunities for netball, soccer, touch football and volleyball. Providing this season allowed for those who had a particularly tough lockdown to get out of the house and mingle with their friends again, or meeting new ones, and getting people active again after being inside for so long. In the long-term the Guild would look to run the social sport program for free, allowing all students to participate all the time without financial barrier and promoting physical health.</p>

Relaunch	Due to the ongoing uncertainty and fluctuation in COVID-19 restrictions, the planned activity for a “Back to Campus” relaunch was not possible. As such the Guild contracted production specialists to allow the preparation for orientation events in Semester 1 that will allow a better experience for students that come back to campus or arrive on campus for the first time. This will enhance the events and provide additional support for the student performances in O week and Guild week. The specialists will also work on an upcoming large event in Semester 1 2021 for new and returning students.
G Block Refurbishment	Money has been committed to the project to contract architects to prepare schematic design in preparation for refurbishment to G block in mid-2021 so that the Guild will have a central presence on campus that is easy for the students to find with all amenities co-located.
Student Publications	
Environment Booklet	A large project undertaken by the 2020 Environment Officers. This 60+ page publication includes information for how students can reduce their greenhouse gas emissions personally and how they can divest from fossil fuels with their purchases, by recommending ways to avoid brands and industries that negatively impact the planet.
Student Professional Development	
Student Professional Development	Given students are typically elected to student leadership roles with no experience, it’s important to support them in their roles and improve their skills so they can execute their role in the best way possible. Funding has been provided to ensure Student Guild leadership has access to leadership and team management development opportunities.
Postgraduate Student Engagement	
Specialised Club Funding	Funding was therefore allocated to encourage groups or clubs for postgraduate students to form and to engage the cohort with events, activities and other initiatives. Ultimately, this was to create lasting structures for future students to access.
International Student Engagement	
International Hangs	The QUT Guild continued in 2020 the popular event International Hangs, the weekly event (though not in 2020 due to COVID-19). This has become a very popular event for international students to mingle and make friends, as well as enjoy various cuisines together and learn of each other’s cultures.
English Translations	The Guild investigated the possibilities of translating key documents in other languages to increase the support to international students. Faced with a dilemma as to which documents and which languages to start with we found a neat solution, Recite Me. The website bolt on provides all manner of accessibility tools for international students as well as various other challenges such as sight or hearing. The package allows users to translate websites, including any documents or PDFs on the site, into any one of 103 languages. It will also audio describe in 30 different languages. This means that all the support and advocacy documents on the Guild site can be read by students in languages other than English, which may be more comfortable if they are new to speaking English.
International Christmas	The Guild partnered with an external provider to offer international dinners to QUT students alongside UQ International students at a Christmas celebration in the City on the 20th December. In addition to this we have made arrangements for semester one activities for International and regional students to have access to free day trips to introduce them to Queensland and make connections with their fellow students in activities such as bush walking, kayaking and beach cricket on the Gold Coast.

First Nations Student Engagement	
Cultural Festival	The First Nations festival is planned for Semester 1 2021 and the commitments have been made to ensure it brings together the Indigenous cohort with a feeling of fun and togetherness.
Student Staff Support	
Membership Services Manager	This role was introduced to manage the student staff and be a means of communication between the various teams within the Guild, particularly events, finance and the student staff. This role plays an ongoing critical role in the development of the students into a functioning team and has greatly improved the efficiency of processes and communication methods within the Guild. This allocation funds the wages of this new staff member for roughly the last quarter of 2020, when they were hired.