



Education and Employment Legislation Committee

RESPONSE TO QUESTIONS ON NOTICE
Education Services for Overseas Students Amendment
(Quality and Integrity) Bill 2024
Tuesday 6 August 2024

Question from SENATOR SARAH HENDERSON: Requesting International Student revenues and forecasts.

Response:

Figure 1: International Revenue
(University of South Australia)

UniSA International Revenue - Annual Report	
Year	Total Revenue*
2019	\$145,507,000
2020	\$148,503,000
2021	\$114,587,000
2022	\$112,600,000
2023	\$140,729,000
2024 Q2 FCT	\$161,681,000

*Net of Scholarships

Figure 2: International Revenue
(University of Adelaide)

University of Adelaide International Revenue*	
Year	Total Revenue
2019	\$252m
2020	\$251m
2021	\$251m
2022	\$238m
2023	\$261m
2024 Q2 FCT	\$311m

*Excluding HDR

Question from SENATOR SARAH HENDERSON: Request for international student figures breakdown on course-by-course basis

Response:

Figure 3: 2023 Student Enrolments (Head Count) – Broad Field of Education (University of South Australia)

2023 Student Enrolments (Head Count)		Coursework Award Programs		Research	Total
FOE_Broad_Code	FOE_Broad_Description	Postgraduate	Undergraduate	HDR	
01	Natural and Physical Sciences		177		177
02	Information Technology	533	548		1081
03	Engineering and Related Technologies	387	484	163	1034
04	Architecture and Building	108	123		231
05	Agriculture, Environmental and Related Studies	1	23		24
06	Health	96	612	89	797
07	Education	246	71		317
08	Management and Commerce	1028	737	42	1807
09	Society and Culture	136	321	23	480
10	Creative Arts	114	206	33	353
Grand Total		2649	3302	350	6301

Figure 4: 2023 Student Enrolments (Head Count) - Broad Field of Education (University of Adelaide)

2023 Student Enrolments (Head Count)		Coursework Award Programs		HDR, Cross Institutional, Exchange and Study Abroad	Total
	Broad Field of Education	Postgraduate	Undergraduate	HDR	
01	Natural and Physical Sciences	137	361	119	617
02	Information Technology	912	725	87	1724
03	Engineering and Related Technologies	750	495	254	1499
04	Architecture and Building	139	116	23	278
05	Agriculture, Environmental and Related Studies	95	132	70	297
06	Health	161	666	137	964
07	Education	169	120	19	308
08	Management and Commerce	1318	1234	53	2605
09	Society and Culture	113	343	64	520
10	Creative Arts	108	183	9	300
Total		3,902	4,375	835	9,112

Figure 5: 2023 Top 10 Programs by Student Head Count (University of South Australia)

Program Name	FOE_Broad_Description	Student Head Count
BInformationTechnology	Information Technology	486
IntnlMBusinessAdmin	Management and Commerce	421
MInformationTechnology	Information Technology	400
BNursing	Health	373
BBusiness	Management and Commerce	192
MEngineering	Engineering and Related Technologies	192
MTeaching	Education	176
MHealthServicesManagement	Management and Commerce	174
PhD	Engineering and Related Technologies	155
MSocialWork	Society and Culture	136
Grand Total		2705

Figure 6: 2023 Top 10 Programs by Student Head Count (University of Adelaide)

Award Name	Students Enrolled (Head Count)
B.Commerce	678
B.Computer Science	503
M.Construction Management	318
B.Business	307
M.Computing & Innovation	292
M.Data Science	242
M.Business Analytics	215
B.Information Technology	160
B.Dental Surgery	149
B.Media	135
Total	2,999

Questions from SENATOR TONY SHELDON:

- a. **What is the total revenue, and what percentage of your overall revenue, that comes in the form of commission fees that you get from business accommodation partners?**

Response:

The University of Adelaide does not receive commission fees for referrals into business accommodation partner properties.

The University of South Australia does not manage its own accommodation offering nor does it receive any commissions from business accommodation partners.

- b. **What is the exact number of complaints you have received from students about the housing that is provided via your business accommodation partners?**

Response:

The University of Adelaide has not received any formal complaints from students about housing provided via business accommodation partners.

The University of South Australia has not received any formal complaints about the housing that is provided via our business accommodation partners in.

- c. **What is an exact breakdown of the categories or reasons for complaints from students about the housing provided via your business accommodation partners?**

Answer:

For both universities, please refer to response b.

- d. **What is an exact breakdown of the number and proportion of complaints by business accommodation partner?**

Response:

For both universities, please refer to response b.

- e. **What is the process for students to complain about student accommodation that is organised through your business accommodation partners?**

Response:

University of Adelaide students raise complaints directly with the relevant business accommodation partner. As part of the Service Level Agreements (sample attached) with business accommodation partner, they are required to maintain a record as part of their incident management protocols.

The business accommodation partner is required to align the accommodation rules to support consistency with key university student behaviour policy as informed by the content available on the University's Safer Campus Community [website](#).

Students may also raise complaints about student accommodation directly with the University of Adelaide through the following channels:

- the University of Adelaide Accommodation Services staff who will intervene and advocate on behalf of the student to resolve their concern/complaint
- the [Student Complaint Resolution Policy](#)
- via the Integrity Unit

At the University of South Australia, students are directed to make complaints via a centralised website: <https://i.unisa.edu.au/student-feedback-and-complaints/making-a-complaint/>. Complaints are then managed in accordance with our policies and procedures: <https://i.unisa.edu.au/policies-and-procedures/university-policies/corporate/c-17/>.

f. What steps do you take to investigate the complaint?

Response:

Complaints raised by students directly with the University of Adelaide are resolved in accordance with the appropriate policies and procedures applicable through the channels outlined above (see question e.)

At the University of South Australia, complaints are resolved following our Student Complaint Resolution policy and procedures: <https://i.unisa.edu.au/policies-and-procedures/university-policies/corporate/c-17/>.

g. What steps do you take to ensure the issues raised are appropriately addressed?

Response:

At the University of Adelaide, monthly meetings are held with accommodation partners where as part of the agenda, student experience performance is measured against existing key performance indicators.

At the University of South Australia, once complaints have been addressed the information is shared with the relevant parties with information about how to raise concerns about the manner in which the complaint was managed, or to escalate the matter internally to our Student Ombud, or externally to the appropriate agencies.

h. Are these steps codified in a University policy or are they purely discretionary? If the former, please provide these policies/guidelines.

Response:

For the University of Adelaide, the steps above are outlined in the Service Level Agreement.

At the University of South Australia, these steps are outlined in our Student Complaint Resolution policy and procedures (see question f.).

i. How many and what proportion of complaints were resolved in favour of the complainant?

Response:

For both universities, please see response to question b.

j. How many and what proportion resulted in no change or resolution?

Response:

For both universities, please see response to question b.

k. At the time of the hearing, what is the exact number of beds that are allocated for international students and domestic students, the actual utilisation of beds, and if there are any reserved?

Response:

The University of Adelaide aims to secure beds to support future intakes. In 2024, the University student accommodation bed portfolio increased from 625 beds held to 2,297 beds which equates to approximately 10% of the University's total student enrolments. The portfolio comprises of:

Table 7: Number of beds for international and domestic students (University of Adelaide)

Accommodation type	No. of beds
University Managed	405 beds
Purpose-Built Student Accommodation (PBSA) Partners	1221 beds
Affiliated Colleges	671 beds

The University acquires these beds with PBSA partners through Referral Agreements (the University confirms the number of beds and type of apartments required in the allocation by a certain date each semester. The balance of unutilised beds is returned to the provider at a specified date) and Nominations Agreements (the University provides a letter of guarantee to pay for unutilised beds/apartments).

The number of beds within our current provision that are currently available to support our international and domestic students are as follows:

Table 8: Utilisation of beds for international and domestic students (University of Adelaide)

Accommodation type	Total bed allocation available per semester	Domestic students (utilisation)	International students (utilisation)
Affiliated Colleges	671	536	135
University Managed	405	81	324
Purpose-Built Student Accommodation Partners	1221	122	1099
Total	2297	739	1558

Given the flexible nature of the agreements, the University does not have access to preferred partner provider utilisation records, but there is currently approximately a 9% vacancy rate in commercially-run student housing in the CBD and the University has not experienced any capacity concerns to date, including the availability of beds to support its Trimester 3 intake next month.

The University of South Australia has arrangements in place with two external providers for the provision of reserved beds for international students to access: Lincoln College and Scape. Lincoln College will reserve up to 24 beds for UniSA students to access, and Scape's Bank Street location will reserve up to 350 beds for international students to access. Access to these beds is time sensitive and aligned with the two main intakes for new students in February and July each year, meaning that they are reserved until a certain point and then if the reserve number is not met, the beds are made available to other students on a first-come, first-served basis.

Further information or queries

Name: Professor Jennie Shaw
Position: Deputy Vice-Chancellor and Vice-President (Academic)
Organisation: The University of Adelaide

Name: Professor Jessica Gallagher
Position: Deputy Vice-Chancellor and Vice-President (External Engagement)
Organisation: The University of Adelaide

Name: Ms Gabrielle Rolan
Position: Pro Vice Chancellor: International
Organisation: The University of Adelaide



Service Level Agreement

THE UNIVERSITY OF ADELAIDE AND PARTNER
FINAL DRAFT VERSION 5.0

SERVICE LEVEL AGREEMENT

This document serves to define the minimum student service and support expectations of the University of Adelaide to assist **partner** to deliver the University of Adelaide student experience within its residential communities.

Partner was selected as a preferred partner of the University of Adelaide through a formal expression of interest partner based on its submission and subsequent discussions in which **partner** demonstrated a commitment to the delivery of a high-quality residential student experience in alignment with the expectations of the University.

Based on the University's assessment, all **partner** properties in Adelaide (**partner properties**) are now included and represented as part of the University of Adelaide's student accommodation provision with University managed properties, affiliated independent residential colleges and **other partner properties**.

It is the University's intention to ensure that regardless of which property within the University's student accommodation provision a student chooses to reside in, the University of Adelaide residential student experience is the same.

The Service Level Agreement (SLA) will provide the Key Performance Indicators (KPI) by which **partner** will be assessed and measured during the term of the partnership agreement.

Student Services

- *Application Management*
 - Upon receipt of an application for an accommodation place a **partner property** in Adelaide regardless of whether the application is received via the university student accommodation portal or as a direct booking, University of Adelaide applicants will receive an acknowledgement receipt as a minimum standard within three business days from submission.
 - All accommodation applications must be assessed, and a decision made and effectively communicated with respect to whether an accommodation offer can be extended, or the applicant offered a position on a waitlist within five business days.
 - If the University of Adelaide applicant chooses to reject the accommodation offer extended to them by **partner**, an attempt may be made to offer the applicant an alternative room type.
 - If the applicant elects not to proceed with **partner**, all effort should be made on the behalf of **partner** to refer that student back to the University of Adelaide Student Accommodation Service for further assistance.
 - All applications received through the university student accommodation portal should be tracked and recorded for monthly reporting purposes to identify the number received, offers extended, offers accepted and rejected and the number of applicants referred to the University of Adelaide Accommodation Service for further assistance.

- *Bed Management*

- Accepted accommodation offers will be regarded as a confirmed booking and will require the immediate assignment of the confirmed bed type against the bed allocation held by the University of Adelaide for the period in which the University of Adelaide student is confirmed to arrive.
- If the confirmed booking cancels prior to the anticipated date of arrival an adjustment should be made to the bed allocation held by the University of Adelaide for the period in which the University of Adelaide student is confirmed to arrive, returning one bed back to the allotment for resale.
- **Partner** will maintain a tracking process which will enable the company to provide a weekly update of the number of offers held, confirmed bookings held against the University of Adelaide bed allocation, and the number of places by bed type that remain available for leasing with the allotment.

- *Arrival Process*

- **Partner** will ensure that the allocated bedroom/apartment is effectively prepared prior to a University of Adelaide students' arrival to mitigate the risk of the student experiencing a delay in access their bedroom/apartment on arrival.
- If the University of Adelaide student is entering a multi share apartment on arrival, **Partner** will ensure that housemates are notified in advance of the University of Adelaide students' entry into the apartment to enhance the student's arrival experience.
- **Partner** will ensure that all University of Adelaide students are personally escorted to their allocated bedroom/apartment after the check in formalities have been completed to ensure the quality of the allocated bedroom/apartment meets the student's expectation.
- **Partner** will ensure that all University of Adelaide students complete an ingoing inspection report to effectively establish the condition of the allocated bedroom/apartment to avoid the possibility of a dispute at the completion of the student's tenancy and ensure that any cleaning or maintenance matters identified on arrival are addressed promptly by **Partner**.
- **Partner** will ensure new University of Adelaide residents complete on or within the first week or prior to arrival an online or face to face security briefing session conducted by staff responsible to the provider to orientate new arrivals with the safety and security provisions within their building, including but not limited to, rules, policy, reporting mechanisms and access to first responders and emergency services.
- **Partner** will ensure new University of Adelaide residents complete an online or face to face orientation session conducted by staff responsible to the partner to orientate new residents with the amenity and facilities available within the building, including the dissemination of information (provided by the University) which provides an introduction to University of Adelaide on campus support services, within the first seven days in residence.

Student Support

- *Student Engagement*

- **Partner** will deliver a regular program of social activities, life impact sessions and other residential community-based events within the building throughout a calendar year to enable University of Adelaide residents to meet other students within the building and foster a strong connection with their residential community.
- In addition to the annual calendar of events, **Partner** will provide the University of Adelaide Accommodation Service to opportunity to 'plug in' specialist Student Life support through inhouse events which are made exclusively available to University of Adelaide residents.

The minimum expectation in this regard is as follows:

- Post arrival - Respectful Relationships with the University's Counselling team in week two of the relevant teaching term.
- Mid semester break - Vacation period
- SWOTVAC - The first day of SWOTVAC

- *Incident Management Protocols*

- Conduct incidents - **Partner** will maintain a record of any breaches to their tenancy agreement, or the Rules of the building as defined by its community handbook, involving a University of Adelaide student which results in the **Partner** initiating a written warning or notice of eviction.

In circumstances whereby **Partner** determines the breach of a tenancy agreement, or the Rules of the building as defined by its community handbook is a result of a personal wellbeing or compromised financial position, **Partner** will endeavour to refer that student to the University of Adelaide Accommodation Service for university assessment and connection with specialist Student Life support.

- Medical and wellbeing incidents - **Partner** will maintain a deidentified record of all medical incidents which have required intervention from **Partner** involving University of Adelaide students.

In circumstances whereby a **Partner** determines the student's personal health and wellbeing is compromised, the **Partner** will endeavour to refer that student to the University of Adelaide Accommodation Service for university assessment and connection with specialist Student Life support.

- Critical incident response protocol - If a University of Adelaide student is identified by **Partner** to be suffering from a significant injury or medical emergency that threatens their life or has the potential to render them incapacitated and unable to manage their personal affairs, this will constitute a critical medical incident and is likely to require intervention from emergency services.

If a University of Adelaide student reports to **Partner** that they have been the victim of a serious crime that has the potential to negatively impact on their emotional and personal wellbeing or the consequences of which may prevent them from continuing with their

university study temporarily, or over a short to long term, this will constitute a critical incident and is likely to require intervention from the South Australian Police.

If a significant threat to life is caused in a Partner building such as a legitimate fire, excluding false alarm activations, a bomb threat, or a similar occurrence, this will constitute a critical incident requiring an emergency response.

If a University of Adelaide student is identified by Partner to be deceased, this will constitute a critical incident and will require intervention from emergency first responders.

Under each of these circumstances, Partner is expected to initiate their own response management protocols to ensure the appropriate first response emergency services are activated and on route to the building. As soon as the relevant first response emergency service is on route, all effort should be made by Partner to contact the University of Adelaide Accommodation Service to brief the University on the circumstance.

- Report of a Missing Person - If a University of Adelaide student is reported to be missing, the Partner will initiate its own protocols to investigate and locate the missing person.

In the event that the person is not located within a 24-hour period from the report being received, the Partner will contact the University of Adelaide Accommodation Service to brief the University on the circumstances to enable the University to deploy specialist Student Life support if required.

In circumstances whereby the missing person has a history with the Partner that suggests that person might be in a state of physical or emotional duress, the Partner should immediately (earlier than the standard 24-hour threshold) contact the University of Adelaide Accommodation Service to brief the University on the circumstances.

- Integrity Unit - The University of Adelaide is committed to providing a safe and respectful environment for all members of our community.

In circumstances whereby a University of Adelaide student seeks advice, support, or reports to a Partner a matter that constitutes a breach of the Partner and or University code of conduct pertaining to sexual misconduct or inappropriate (nonconsensual) behaviour, the Partner should initiate its own management response protocols before encouraging the student to disclose or report the incident or concern through the University's Safe Campus Community website.

Students can choose to make a disclosure or a complaint, depending on how much information they would like to provide and how they would like the University to respond.

- Critical Incident Response Group - In the event of a critical incident a critical incident management response group will be convened to ensure regular updates can be shared between the University and the Partner subject to the level of information not extending the traditional parameters established between the student, their education and student accommodation provider.

The core critical incident management response group will consist of:

- Associate Director Wellbeing & Access, Student Life, The University of Adelaide
- Director, Student Accommodation, The University of Adelaide

- SA State Operations Manager or equivalent, **Partner**

On occasions it may be necessary to include:

- Manager, International Student Support, The University of Adelaide (when the incident relates to an international student)
- Executive Director, Integrity Unit, The University of Adelaide (when the incident falls under the jurisdiction of the University Integrity Unit).

As soon as the core critical incident management response group is formed, only group members will be responsible for providing relevant updates on the situation to other core critical incident management group members and communicating with family members and emergency response or medical practitioners or other relevant authorities in the best interest of the impacted student.

Other members of the **Partner** company or the University of Adelaide must direct all enquiries to the core critical incident management response group for appropriate and timely action.

Student Safety and Security

Partner will provide staff employed by the **Partner** provider or a suitably qualified third-party contractor to be available on site (24/7) to activate first response procedures in the case of a critical incident or emergency.

Partner will ensure access control technology is in place to secure entrances to the facility and individual dwellings and security surveillance cameras in strategic positions throughout the facility to provide visibility of vulnerable access points and common areas throughout the building.

Partner will ensure access to staff employed by the provider to be available on site (24/7) to regularly engage and monitor the wellbeing of residents, integrated with training and specialist mental and emotional health wellbeing programs delivered to the University of Adelaide residential community onsite by specialist Student Life support units.

Student Recruitment

An expanded student accommodation provision enables the University of Adelaide to actively promote secure access to quality student accommodation as a significant point of difference between the University and other G08 institutions around Australia.

To maximise this opportunity the accommodation message will be proactively and consistently led in offshore markets by the Accommodation Service through the Live to Succeed campaign.

The Live to Succeed accommodation briefings will be scheduled at the beginning of each calendar year with cities being strategically identified and included in the twelve-month program based on historical performance data and advice from the University's student recruitment team.

The Live to Succeed format will offer a two-hour accommodation briefing for students and their parents with a similar session designed for education agents to maintain a high level of product awareness and knowledge amongst the University's representatives in key offshore cities.

Whilst led by the Accommodation Services, **Partner** under the terms of the agreement by which the University secures access to beds across the **Partner** properties in Adelaide, will be invited to attend and participate to promote the nature of its partnership with the University.

All costs associated with the planning, promotion and delivering of each Live to Succeed session will be split equally over a twelve-month period between the Accommodation Service and partners (all partners).

Partnership Governance

- *Alignment with University Policy*
 - Partner will endeavour to align the building rules to support consistency with key university student behavioural policy as informed by the content available on the University's [Safer Campus Community](#) website.
 - Partner will maintain a dedicated interface with the University of Adelaide Accommodation Service to facilitate a formal link between the provider and the University.
- *Monthly meetings*
 - A representative from the Accommodation Service will meet with a nominated individual from Partner monthly to review the following across all properties in Adelaide.
 - Bed allocation overview report.
 - University of Adelaide student in house report
 - University of Adelaide website activity
 - Review of student engagement activities planned across the portfolio over the next six months specific to University of Adelaide students.
 - Review of Incident management reporting.
 - Feedback from any Live to Succeed sessions conducted offshore in the previous month and an update on planning for future events.
 - Other business