



Inquiry into the Education Services for Overseas Students Amendment (Quality and Integrity) Bill 2024 [Provisions]

University of Melbourne: Responses to Questions on Notice

The University of Melbourne (UoM) invests in quality accommodation designed to support student needs and to enhance their success. It provides a range of accommodation options for students, including our Purpose-Built Student Accommodation (PBSAs) offering apartment style accommodation (Little Hall, Lisa Belleair House, and The Lofts) and colleges (International House and Wilam Hall). Unilodge provides student services in UoM PBSAs under a commercial contract. UoM also collaborates with nationally recognised student accommodation providers to offer student accommodation and services.

The University offers or is affiliated with a total of 5,575 beds. We offer a total of 3,101 beds, of which two-thirds (1,894 beds) are UoM-owned and operated and the remainder through agreements with accommodation partners (1,207 beds). Lincoln House and Student Village Melbourne properties are owned by the University and operated by accommodation partners under a commercial agreement with the University.

Outside of University-owned accommodation, our students have the choice of staying at one of nine [affiliated residential colleges](#) or in share accommodation facilitated by the University's dedicated [on-campus housing portal](#). Affiliated residential colleges are owned and operated independently (Trinity College, Ormond College, Janet Clarke Hall, Queens College, St Hilda's College, Graduate House, University College, St Mary's College and Newman College).

The University provides an [overview of all accommodation options](#) through its website

The website sets out detailed information on the types of rooms available, amenities and facilities provided by each residence. Virtual experiences of room types and common spaces, as well as videos and articles featuring residents giving testimonials on their accommodation experience are also available. This is further supported by in-person residential tours. Requests for further information or questions are managed directly by the UoM's Residential Services team.

The following data refers only to UoM owned and operated student accommodation. Any enquiries relating to residences managed by accommodation partners should be directed to these partners.

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?

We are unable to provide this information as it is commercial-in-confidence.

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

Table 1 refers to complaints received from student residents in UoM's owned and operated PBSAs. Lisa Belleair House opened in 2019, Little Hall opened in 2021 and The Lofts in 2022. There were low residency numbers in all residences across 2019-2022, due to COVID-19.

Years	Complaints
2019	0
2020	0
2021	0
2022	11
2023	27
2024	13
Total	51

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

Table 2 refers to the categories of complaints from student residents in UoM owned and operated PBSAs.

Complaints	Facilities	Services	Financial
2019	0	0	0
2020	0	0	0
2021	0	0	0
2022	10	0	1
2023	26	0	1
2024	12	1	0
Total	48	1	2

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

There were 51 complaints made to our accommodation partner, Unilodge. We do not have data from our accommodation partners who operate Lincoln House and Student Village Melbourne.

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

Student handbooks provide reference to student responsibilities as a resident and include links to relevant UoM policies. Student residents may complain directly to the business accommodation partner or directly to the University in accordance with the Student Complaints and Grievances Policy (MPF1066). Student residents are advised of this process through the Resident Handbook provided to them as part of their onboarding process and as set out in their accommodation agreement. All residents must confirm they have read, understood and agree to the rules and policies outlined in the Resident Handbook when they sign the Student Accommodation Agreement.

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

Most student complaints are made informally and directly to the business accommodation partner who will seek to resolve the complaint in the first instance. Business accommodation partners unable to resolve the complaint will refer the complaint to the University for further advice. On receipt of a complaint from a business accommodation partner, UoM staff will work to resolve the matter with the complainant and/or the relevant

partner. Partners will also refer the student to UoM's formal complaint process, should a complaint be unresolved.

Formal complaints are made directly to the University. The process set out in the Student Complaints and Grievances Policy (MPF1066) encourages residents to first seek advice from an independent person knowledgeable about the process and potential outcomes. Based on this discussion, the resident may decide to take no action or take the next step in the complaint process.

Staff members contacted by students seeking informal resolution of a complaint must, within five business days, acknowledge it in writing and discuss it with the student and outline a process to resolve it.

If students are not satisfied with the outcome, they may escalate the complaint to the Academic Registrar. Where appropriate, the resident may lodge a complaint with an external agency.

Once a complaint is escalated to the Academic Registrar, the University acknowledges the complaint in writing within ten days and advises the proposed next steps. The University aims to resolve complaints within 15 University business days. This information is available via: <https://students.unimelb.edu.au/student-life/policy-and-conduct/student-complaints-and-grievances>

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

The University of Melbourne has a Student Complaints and Grievances Policy (MPF1066) that outlines the process and timeframes for issues to be resolved. See: <https://policy.unimelb.edu.au/MPF1066/>

When a complaint is escalated, the University assigns a case manager or investigator to review and resolve the complaint.

If the complainant is unsatisfied with the outcome, they can appeal the decision through the Vice-Chancellor Regulation, and the Student Appeals Policy (MPF1323), which is available via: <https://policy.unimelb.edu.au/MPF1323/>.

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

The Student Complaints and Grievances Policy (MPF1066) outlines the process and timeframes for issues to be resolved. See <https://policy.unimelb.edu.au/MPF1066/>.

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

Table 3 refers to complaints made to UoM owned and operated properties and directly to the University of Melbourne (noting Lisa Belleair House opened in 2019, Little Hall in 2021 and The Lofts in 2022) and the low residency numbers in all residences across those years due to COVID-19.

Years	Complaints	Resolved in favour of complainant	% Resolved in favour of complainant	No Change or resolution	% No Change or resolution	Total
2019	0	N/A	N/A	N/A	N/A	N/A
2020	0	N/A	N/A	N/A	N/A	N/A
2021	0	N/A	N/A	N/A	N/A	N/A
2022	11	11	100%	0	0%	11
2023	27	27	100%	0	0%	27
2024	13	7	54%	6	46%	13
Total	51	45	88%	6	12%	51

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

Six complaints or 12% of total complaints across the period 2022-2024. See Table 3 above.

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?

University of Melbourne owned and operated accommodation and its business partners do not have specific allocations for international students and domestic students. Beds are allocated based on student preferences and first-come availability.

Questions taken on notice

1. University revenue over the last five years

Senator Henderson asked for further information about university revenue over the last five years. This information is published by the Department of Education and can be found at:

<https://www.education.gov.au/resources/higher-education-publications>

2. Enrolments

Enrolment and commencement numbers for the last five years are outlined in the table below to provide Senators with the context for likely enrolment numbers in 2025, without a cap.

2019-2023 International Enrolments and commencements

	2019	2020	2021	2022	2023
International Commencing Headcount	11,568	9,752	9,370	10,010	14,362
International Returning Headcount	17,322	17,805	17,763	17,169	17,799
Total International students	28,890	27,557	27,133	27,179	32,161

3. Enrolments Semester 1, 2024

Senator Henderson asked about the international student enrolment numbers for Semester 1, 2024. These are provided below by EFTSL.

2024 Semester 1 International EFTSL and % of total enrolments

	2024 Semester 1 EFTSL	% of total 2024 Semester 1 EFTSL
Onshore International	14147	44.66%
Undergraduate	4832	15.25%
PGCW	7891	24.91%
Graduate Research	980	3.09%
Non-Award	445	1.40%
Offshore International	80	0.25%
Undergraduate	5	0.02%
PGCW	74	0.23%
Non-Award	1	0.00%
Domestic	17452	55.09%
Undergraduate	9743	30.75%
PGCW	6647	20.98%
Graduate Research	994	3.14%
Non-Award	69	0.22%
Grand Total	31679	100.00%

4. Impact of a 40% cap on international student enrolments

Senator Henderson asked about the impact of a 40% cap on international student enrolments. For the University of Melbourne, a 40% cap on international student enrolments based on planned enrolments for 2025 is estimated to cut revenue by \$137M in year one with a cumulative impact of \$2.1bn over five years.