

**Concurrent Session I**  
**Wednesday 2 September**  
**10.15am – 11.05am**



**Session 6**  
**The SSAF at UON: Challenges, Change, and Innovation**  
**Trevor Gerdsen**  
*University of New South Wales*

*Trevor Gerdsen is Director Regional Campuses at the University of Newcastle, where he has held various senior management positions since 1998, including Director Infrastructure and Acting DVC (Services).*

*He previously worked in the Victorian schools and VET sectors, first as a teacher and then in a range of management roles, including as project director for national training reform and industry projects in the 1990s.*

*He has particular expertise in intellectual property and copyright issues in education and has authored many articles and two books on the subject.*

*At UON, he is responsible amongst other things, for management of the Student Services and Amenities Fee (the 'SSAF') university-wide at UON, with all that it entails in terms of governance, student consultation and engagement with the student associations and the determination of priorities for services and capital works under the SSAF.*

The introduction of the SSAF in 2011 provided a new source of funding for student services and non-academic facilities to support Australian university students, both on and off campus.

Universities world-wide are seeking to differentiate the 'student experience' through the quality of their student services; the virtual environment; and on-campus physical facilities.

In this context, how effectively can a university use the SSAF revenue to transform and innovate in its approach to the delivery of services to students.

This presentation explores these questions through a focus on the student consultation and engagement, governance, planning and service delivery strategy at UON.