**Student Services and Amenities Fee**  
**Frequently Asked Questions**

- **What is a Student Services and Amenities fee?**  
The Student Services and Amenities Fee (SSA fee or SSAF) is a fee introduced by the Commonwealth Government to increase student support services and facilities at Australian universities. The Act that allows the charging of this fee is the *Higher Education Legislation Amendment (Student Services and Amenities) Act 2011*. The University started charging the SSA fee to students from 1 January 2012.

- **How much is the SSA fee?**  
The Commonwealth Government sets the maximum SSA fee rate that universities may charge annually. At the University of Sydney, the fee is charged on a semester basis according to study load as follows:
  - Full time students: semester study load of 0.375 or more (ie 18 credit points or more)
  - Part time students: semester study load of less than 0.375 (ie less than 18 credit points)
For details on the amount charged in the current year, please refer to the SSA fee information page on [our website](#).

- **Are all students charged the SSA fee?**  
Most domestic and international (undergraduate and postgraduate) students are liable for the SSA fee at the University of Sydney. For details on categories of students not charged the SSA fee in the current year, please refer to the SSA fee information page on [our website](#).

- **Do I have to pay this fee each semester?**  
If you are charged the SSA fee and not given an exemption then you are required to either pay the fee upfront by the payment due date on your SSA Fee Statement, or obtain a SA-HELP loan, if eligible. Failure to pay the SSA fee by the due date or obtain a SA-HELP loan may lead to enrolment sanctions.

- **Do I still have to pay the SSA fee if I don’t use any University of Sydney services?**  
Yes, all students who are charged the SSA fee must pay the fee. All students are encouraged to use the services and amenities provided.

- **How will the University spend my SSA fee?**  
There are strict rules and regulations that stipulate the distribution of the SSA fee. The proceeds from this fee can only be used for student services such as advocacy, food, childcare, legal services for students, accommodation, sports and recreation, and artistic activities by students. Legislation prohibits the use of the fee to support a political party or the election of a person to local, state or Commonwealth government. Further, universities must also consult with current students regarding the expenditure of the proceeds. Each year, the University undertakes extensive consultation with students, student organisations and representatives of service providers to identify priorities for funding on services and amenities. Based on the priorities identified, the SSA fee is allocated. For details of SSA fee allocation in current and previous years, refer to the SSA fee information page on [our website](#).
• **How will I be advised of the SSA fee amount due for the semester?**
The SSA fee amount due for the semester will be displayed on your SSA Fee Statement, which is accessible through [Sydney Student](#).

• **Do I have to pay the SSA fee upfront to the University?**
If you are not eligible for SA-HELP assistance you will be required to pay your SSA fee upfront by the payment due date for the semester as per your SSA Fee Statement. If you are eligible for the Commonwealth Government’s SA-HELP loan program and have completed and submitted a valid Request for SA-HELP Assistance form, through Sydney Student (go to 'My finance', 'Your finances' then 'Government forms'), on or before the SSA fee incurral date for the semester you will be able to obtain a loan from the government for all or part of your SSA fee.

• **Who is eligible for SA-HELP?**
You are eligible for SA-HELP if you are:
  - an Australian citizen who will undertake at least part of your course of study in Australia OR a permanent humanitarian visa holder residing in Australia during your course of study; and
  - you are enrolled in a course of study (or a bridging course for overseas trained professional); and
  - you submit a valid Request for SA-HELP assistance form, through Sydney Student (go to 'My finance', 'Your finances', then 'Government forms'), with your Tax File Number (or a Certificate of application for a TFN) on or before the SSA fee incurral date for the semester.

• **I will be attending the University of Sydney as a cross-institutional student, will I be charged SSA fee?**
No.

• **The University records are incorrect as I am now an Australian citizen/Permanent Humanitarian visa holder. I would like to apply for SA-HELP. What should I do?**
You can update your residency through [Sydney Student](#) (go to ‘My details’, then ‘Address & residency’). You will need to attend the [Student Centre](#) during business hours with your passport or Australian citizenship certificate as soon as possible but no later than the relevant census date.

If you are unable to attend the Student Centre you will need to post a certified copy of your passport photo page or your Australian citizenship certificate, as well as a completed [Notification of Change of Residency Status form](#) as soon as possible to:

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Domestic Compliance, HECS and Fees
Student Centre
Level 3, Jane Foss Russell Building, G02
University of Sydney NSW 2006
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- I do not have a Tax File Number (TFN) and would like to apply for SA-HELP loan. What should I do?
  Ensure that you apply for a TFN and provide either a TFN or a Certificate of application for a TFN (obtained from the ATO) on or before the SSAF incurral date for the semester.

- Do I have to take a SA-HELP loan for the full semester SSA fee?
  No. You can opt to take a loan (minimum $1.00) for part of the semester’s SSA fee and pay for the balance. To do this, please make a partial payment via your Sydney Student portal in the week before the SSAF incurral date.

- If I vary my enrolment, will my SSA fee amount for the semester change?
  Yes, if your semester load increases from part to full time or vice versa. Your SSA Fee Statement will be adjusted accordingly; please check this after making enrolment variations.

- Is the SSA fee refunded or remitted if I withdraw my studies for the semester?
  If you withdraw from your course on or before the census date you will not be liable for the SSA fee. Therefore, if the SSA fee was paid upfront you will be eligible for a full refund; or if you opted to obtain a SA-HELP loan, you will no longer be liable.

- Do I have to pay the SSA fee if I discontinue my studies?
  If you discontinue your studies after the census date but prior to the SSA fee incurral date for the semester you will not be liable for the SSA fee and may apply for a refund, through Sydney Student (go to ‘My finance’, then ‘Your finances’), if you have already paid the fee. If you discontinue your studies after the SSA fee incurral date for the semester, the SSA fee will not be refunded, nor will the SA-HELP debt be remitted.

- Who do I contact if I have a question regarding the SSA fee or SA-HELP?
  You can call us on 1800 SYD UNI (1800 793 864) or +61 2 8627 1444 (if outside Australia), ask a question online or visit us at the Student Centre on level 3, Jane Foss Russell Building, 160 City Road, Darlington.

Domestic Compliance, HECS and Fees Office
Student Centre
University of Sydney
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