Student Services Levy

2027 Levy Setting Consultation

Waipapa Taumata Rau
University of Auckland

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What is the Student Services Levy?

The Student Services Levy is the fee paid by all enrolled students to fund non-academic student support services provided by the University. In 2026 the fee is $9.56 per point, which works out to be $1,147.20 for a typical undergraduate taking eight courses.

There are specific categories of services that the Levy can be used to fund (as defined by the Education and Training Act 2020, these are:

Category	Description
Advocacy and legal advice	Advocating on behalf of individual students and groups of students and providing independent support to resolve problems. This includes advocacy and legal advice relating to accommodation
Careers information, advice and guidance	Supporting students' transition into post-study employment
Childcare services	Providing affordable childcare services while parents are studying
Clubs and societies	Supporting student clubs and societies, including through the provision of administrative support and facilities for clubs and societies
Counselling services and pastoral care	Providing non-academic counselling and pastoral care, such as chaplains
Employment information	Providing information about employment opportunities for students while they are studying
Finance support and advice	Providing hardship assistance and advice to students with financial issues
Health services	Providing health care and related welfare services
Media	Supporting the production and dissemination of information by students to students, including newspapers, radio, television and internet-based media
Sport, recreation and cultural activities	Providing sports, recreation and cultural activities for students

It's important to note that the categories are broad and sometimes cover a wide range of activities. For example Sport, recreation and cultural activities includes Orientation and Transition, Co-curricular activities, social events on campus and recognition programmes amongst other activities. Counselling services and pastoral care includes Te Papa Manaaki | Campus Care, Be Well Team, the Chapel and Faith Spaces, Faculty support and mentoring programmes.

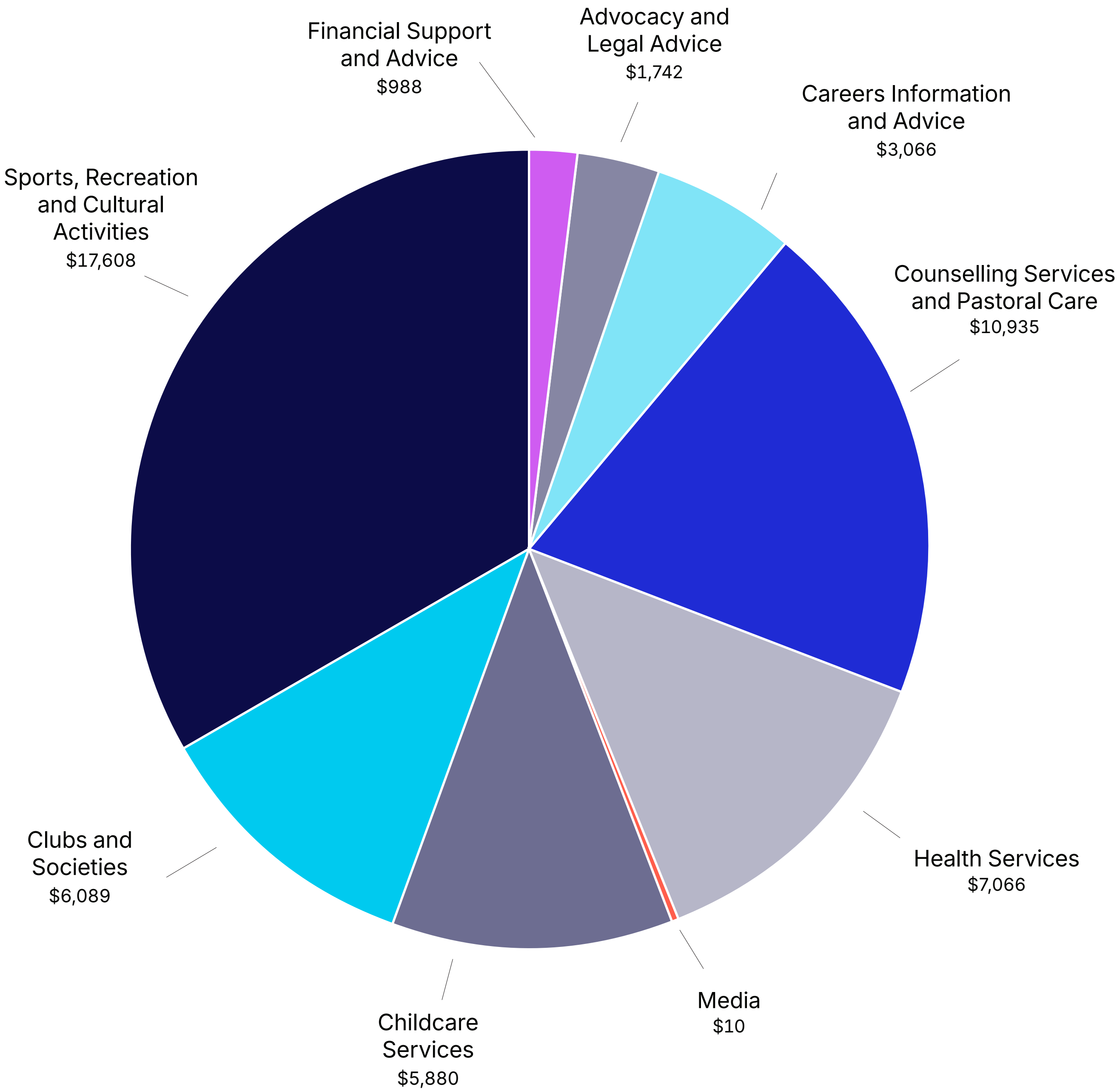
The Levy is set at a level sufficient to cover the costs of the student services it funds. Some of these services have other revenue sources and these are taken into account. For example, we receive funding from the Ministry of Health that partially covers our student wellbeing services and reduces the amount we need to contribute from the Levy. Other services such as Early Childhood Centres, the Health Service and the Recreation Centre, are partially funded by fees from those students who use them.

Every year we consult with students and seek views on the types of services we should fund through the levy and how to achieve the best balance between levy funding and user-charges. We do this through two mechanisms:

- A survey open to all students.
- Consultations with elected student representatives through the Student Consultative Group (SCG).

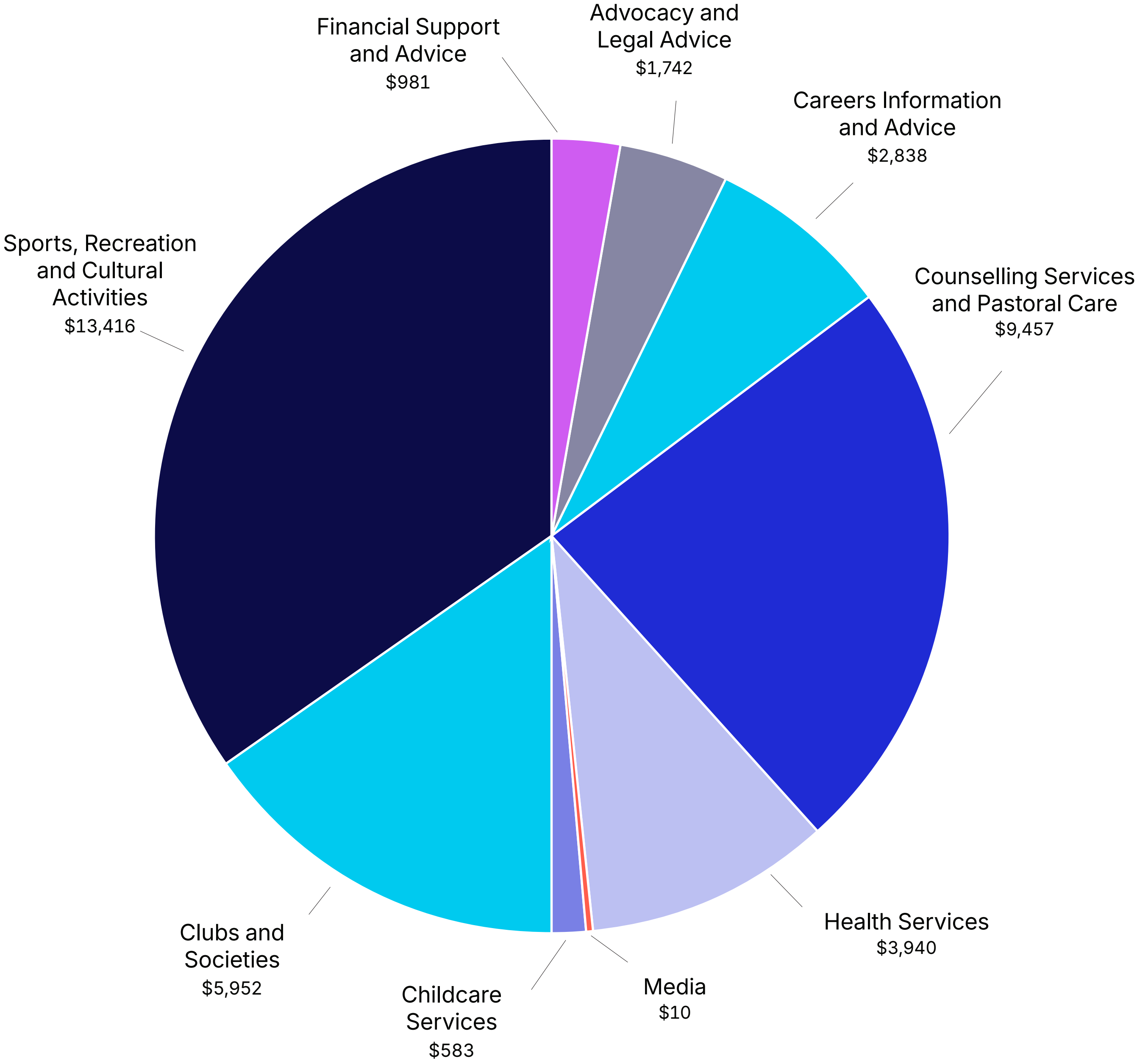
Forecasted Expenditure of the Student Services Levy in 2026*

The below graph shows the total forecasted expenditure on the services provided within the ten designated categories. This expenditure is made up from combined student services levy contributions and other external income (in '000s) (e.g. Ministry of Health Funding for Wellbeing Services).



The amounts stated for the 2026 forecast are as per the latest official forecast we have at time of publishing this information and the numbers are subject to change.

The below graph shows the total forecasted student services levy contributions (in '000s) to the services provided by the University within the ten designated categories.



A total of $53.4m is expected to be spent on the provision of Student Services by the University of Auckland in 2026. Of that total, $37.9m comes from the levy and $14.6m is provided from non-levy funding sources.

**The amounts stated for the 2026 forecast are as per the latest official forecast we have at time of publishing this information and the numbers are subject to change.*

The below table shows the forecasted split of funding (levy vs. direct funding) for each of the ten categories, and the value per $100 collected from the levy spent on University services within the defined categories.

Key Areas of spend (2026)	How costs are funded	Value per $100
Advocacy and legal advice	SSL Funded 100% Direct Funding 0%	$4.5
Careers information, advice and guidance	SSL Funded 93% Direct Funding 7%	$7.3
Counselling services and pastoral care	SSL Funded 86% Direct Funding 14%	$24.3
Health services	SSL Funded 56% Direct Funding 44%	$10.1
Media	SSL Funded 100% Direct Funding 0%	$0.1
Childcare services	SSL Funded 10% Direct Funding 90%	$1.5
Clubs and societies	SSL Funded 98% Direct Funding 2%	$15.3
Sport, recreation and cultural activities	SSL Funded 76% Direct Funding 24%	$34.5
Finance support and advice	SSL Funded 99% Direct Funding 1%	$2.5

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An overview of the key services and activities that are funded by the Levy is provided below (with all figures based on the 2026 forecast).

Advocacy and legal advice

Key services and activities included:

	2026 Forecast
AUSA Advocacy Service	$745,000
AUSA Occupied Spaces and repairs and maintenance	$855,167
Capital/Space Costs Allocation	$141,777
Total Expenditure	**$1,741,944**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT:

The University funds AUSA to provide representation and advocacy services. AUSA Advocacy plays an important role in representation and advocacy for both individuals and student groups. It is important for students to have a safe and independent advocate to help them understand their options, rights and responsibilities. AUSA is a voice for students in other important ways, including representation on University Committees. AUSA has sole use of a number of spaces on campus to ensure its vital advocacy and support work can be delivered effectively, this includes AUSA House, Womxn's Space and Queer Space. A portion of the funding in this category covers the occupancy costs paid on behalf of AUSA for their physical spaces. This covers items such as property taxes, insurance and utilities.

Careers information advice and guidance

Key services and activities included:

	2026 Forecast
Career Development and Employability Services (CDES)	$1,310,205
Faculty Career Support	$1,203,555
International Office Support	$13,442
Strategic Engagement & University Management Support	$79,891
Capital/Space Costs Allocation	$230,992
Total Expenditure	**$2,838,085**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT:

CDES, along with Career Development teams within Faculties assist current students to clarify their future direction, build employability skills during their studies and confidently navigate the transition from campus to career. The funding is also used for a number of expos, career events and presentations, which provide opportunities for students to connect with employers on campus.

A priority of the Tertiary Education Strategy (updated in 2025) is to increase the economic impact of tertiary education by delivering relevant, adaptable skills, and research that drives productivity, innovation, commercialisation and broader economic opportunities.

Childcare services

Key services and activities included:

	2026 Forecast
Early Childhood Education Centres	$535,128
Capital/Space Costs Allocation	$47,413
Total Expenditure	**$582,541**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT

ECE centres are available to parents and caregivers at both the City and Grafton campuses. The funding provided subsidises the costs of access to childcare services for students. Early Childhood Centres allow students with pre-school aged children to have access to cost-effective, high-quality childcare which is conveniently located for them and is suited to the student timetable.

Clubs and societies

Key services and activities included:

	2026 Forecast
AUSA Agreement and Supplemental Funds	$508,162
Ngā Tauira Māori	$72,500
Student & Scholarly Services Club Grants	$500,000
Student & Scholarly Services Club Support	$837,099
Faculty based Club Support	$2,526,546
School of Graduate Studies Support	$327,418
University Management/Administration Support	$430,536
International Office	$265,421
Capital/Space Costs Allocation	$484,444
Total Expenditure	**$5,952,126**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT:

We have more than 280 active clubs on campus supported by engagement teams in Student & Scholarly Services, across the faculties and by other service divisions. Clubs receive administrative assistance and have access to a range of support and resources including spaces on campus, equipment, funding, training and development workshops. Club events are delivered throughout the year including expos, award events, social and networking events. The funding allocated to AUSA in this category is used to cover the cost of staff salaries, the remuneration of Student Council representatives and the funding of club events as part of themed weeks such as International Week and Politics Week.

Having a range of strong student clubs and associations is important in contributing to student engagement levels and creating a sense of belonging across the University. Well-run clubs and associations with strong and active memberships ensure that a diverse range of events and activities are in place for students to engage in.

Counselling services and pastoral care

Key services and activities included:

	2026 Forecast
University Health and Counselling Service (Counselling)	$922,243
Te Papa Manaaki | Campus Care	$1,473,963
Wellbeing Ambassadors	$107,583
AUSA International buddies	$65,000
Chapel, Faith Spaces and chaplaincy support	$513,001
International Student Advisors	$15,440
Faculty Support	$2,838,033
Academic Services Support	$54,576
International Student Support (To CL Campus Care)	$727,614
Equity Office Support	$729,363
Provost Office Support	$106,727
He Āhuru Mōwai	$438,517
University Management/Administration Support	$695,356
Capital (Space Costs Allocation)	$769,717
Total Expenditure	**$9,457,133**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT:

The University provides student support teams in each faculty and in service divisions across Student & Scholarly Services. These teams are available as a first point of contact for students who need help. They can work with students to develop support plans or refer to more specialist services such as Te Papa Manaaki | Campus Care or Health and Counselling.

Pastoral care is about more than addressing issues when they arise. It is also about helping students to engage fully in University life and develop a strong sense of belonging because that is critical to a successful and enjoyable student experience. The Pastoral Care Code of Practice also requires that universities consider the needs of Māori and equity groups and that we seek to provide safe and inclusive learning environments.

Further details on the pastoral care services that the University provides can be found at:
https://www.auckland.ac.nz/en/students/student-support/personal-support.html

Financial Support and Advice

Key services and activities included:

	2026 Forecast
Student & Scholarly Services Emergency Fund and financial advice	$410,000
Student & Scholarly Services Administration of funds and financial support	$135,628
Faculty Support Hardship Initiatives	$435,826
Total Expenditure	**$981,454**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT

Hardship funding assists students experiencing unforeseen financial difficulty and can cover a wide range of needs including food, travel, accommodation, medical expenses and laptop repairs. Sudden financial hardship can cause significant disruption to a student's life and their ability to study. The emergency funds are available to provide short-term relief for students who are in sudden, unexpected hardship to enable them to continue to study.

Health services

Key services and activities included:

	2026 Forecast
University Health and Counselling Services (Medical)	$3,019,549
Disability Services	$599,474
Capital (Space Costs Allocation)	$320,650
Total Expenditure	**$3,939,673**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT

The University provides primary healthcare services to students to help prevent and overcome personal difficulties relating to their physical and mental wellbeing. The funding is used to partially fund GPs and nurse salaries to deliver health services, along with more specialist services including Health Coaches, Health Improvement Practitioners and Mental Health specialists. UHCS is a low-cost service which aims to keep healthcare accessible to all students who need it.

Student Disability Services (SDS) who provide support for students with a wide range of impairments, both visible and invisible. These supports range from ensuring the campus can be safely accessed by all students, to advising and assisting individuals and departments in how to access a range of specialist equipment such as adaptive technology and specialist services such as New Zealand Sign Language Interpreters. The University is committed to ensuring that all students can reach their potential irrespective of any disability.

Media

Key services and activities included:

	2026 Forecast
AUSA Craccum	$0
Faculty Student Journals	$10,400
Total Expenditure	**$10,400**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT

This funding allocation is used to produce AUSA's weekly paper 'Craccum' and other specialty student journals and publications. A strong student voice is essential at the University. Publications produced by and for students allow students to showcase their achievements and share authentic insights into life as a student with one another.

Sports, Recreation and Cultural Activities

Key services and activities included:

	2026 Forecast
Recreation Centre (including administration costs)	$8,328,888
Sports related activities and administration	$1,595,336
Recognition Awards and events programme	$309,000
Orientation	$361,310
AUSA Events	$425,000
Faculty Support	$41,000
Student & Scholarly Services Student Events	$891,912
Student & Scholarly Services Student Admin Costs	$371,876
Capital (Space Costs Allocation)	$1,091,952
Total Expenditure	**$13,416,274**

WHAT THE FEE COVERS AND WHY WE THINK IT'S IMPORTANT:

The University provides sports, recreation and cultural activities that support student wellbeing, connection and engagement. Funding supports the operation of the Hiwa Recreation Centre and a range of programmes used by over 20,000 student members each year. Each week, more than 2,000 students participate in organised sports leagues, alongside club-led and social activities. Student feedback remains strong, with consistently high satisfaction across programmes. The University also supports students balancing study with high-level performance through the High-Performance Support Programme.

Funding also enables a wide range of recreational, cultural and recognition events, many of which are free or subsidised. Delivered in partnership with faculties, AUSA and Student & Scholarly Services, these activities cater to diverse interests, including music, performance and skill development. They help students build connections, engage in campus life and feel part of the University community.

Opportunities for both academic and social engagement are critical to student success, particularly in a large and diverse university. A broad programme of activities, from small-scale events to major campus initiatives, supports wellbeing, fosters a sense of belonging and contributes to positive student outcomes.

Student Services Levy 2027 forecast

	2025 Actuals	2026 Forecast*	2027 Forecast
Advocacy and legal advice	$1,407,982	$1,741,944	$1,751,335
Careers information, advice and guidance	$2,478,225	$2,838,085	$3,216,125
Childcare Services	$0	$582,541	$856,241
Clubs & Societies	$5,544,368	$5,952,126	$6,724,147
Counselling services and pastoral care	$8,017,738	$9,457,133	$10,827,355
Employment information	$12,500	$0	$0
Financial Support & Advice	$918,134	$981,454	$1,134,951
Health Services	$3,323,407	$3,939,673	$4,003,289
Media	$132,421	$10,400	$10,400
Sports, Recreation & Cultural activities	$13,447,045	$13,416,274	$13,050,189
Total Expenditure	**$35,281,820**	**$38,919,630**	**$41,574,032**

**The amounts stated for the 2026 forecast are as per the latest official forecast we have at the time of publishing this information, and the numbers are subject to change.*

The 2027 Student Services Levy forecast increases total expenditure from $38.920m in 2026 to $41.574m in 2027, an increase of $2.654m or 6.8%. The increase reflects CPI adjustments for people and operating expenditure-related costs, as well as targeted investment in services that students have previously identified as priorities through consultation and feedback

Additional funding has been directed towards careers information, advice and guidance; wellbeing and pastoral care; clubs and societies; and financial support and advice. These areas were identified through prior consultation as important to the student experience, and the 2027 forecast responds by allocating further support to employability services, wellbeing resources, club administration and funding improvements, and hardship support.

The forecast also accounts for growth-related demand, including increased support linked to higher EFTS and the growing number of clubs, as well as increased Orientation costs associated with student growth. The proposed allocation, therefore, balances CPI-driven cost increases with student feedback on where levy funding should be prioritised

The University invites your feedback on the above via the Student Services Levy survey.

Proposed increase to the Student Services Levy for 2027

The University, like many organisations across New Zealand, continues to experience sustained cost pressures driven by inflation. As of May 2026, Forecast Annual Consumer Price Index (CPI) by the end of December 2026 is at 4.1%, increasing the cost of delivering essential student services across the institution.

To help offset these inflationary pressures and fund the additional expenditure outlined above, the University is proposing an increase in the Student Services Levy for 2027 of between 2.2% and a maximum of 4.1%. Under this proposal, the levy would increase from $9.44 per point in 2026 to between $9.65 and $9.83 per point in 2027.

For a typical undergraduate student enrolled in eight 15-point courses (120 points per year), this would result in an annual Student Services Levy of between $1,157.72 and $1,179.24, compared with $1,132.80 in 2026. The proposed increase is intended to ensure the University can continue to provide high-quality student services while managing rising operating costs.

NZ$ (GST inclusive)	Canterbury	Massey (Manawatu)	Massey (Albany)	Otago	Waikato	Victoria	Auckland	AUT
2026	$1,236	$1,164	$1,164	$1,193	$1,110	$1,253	$1,133	$1,222
2025	$1,166	$1,128	$1,128	$1,152	$1,080	$1,193	$1,109	$1,192
2024	$1,100	$1,080	$1,080	$1,076	$926	$1,104	$1,066	$1,146
2023	$992	$741	$793	$1,015	$887	$1,032	$1,006	$1,074
2022	$893	$717	$767	$906	$845	$1,018	$979	$934
2021	$877	$689	$739	$879	$792	$871	$962	$868
Change vs. 2025 ($)	$70	$36	$36	$41	$30	$60	$24	$30
Change vs. 2025 (%)	5.97%	3.19%	3.19%	3.56%	2.78%	5.03%	2.16%	2.53%

Consultation

The University is inviting feedback on the above allocations and welcomes your opinions. To provide your feedback please complete the Student Services Levy survey which will be open 3-14 August 2026.

Survey feedback will be discussed at the Student Consultative Group in August, prior to final decisions by University Council in October.