

**2020**

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# **Annual Report**

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**CURTIN  
STUDENT  
GUILD**

# Our Mission.

Create a fun and vibrant community that maximises the student experience.

# Our Vision.

To be the leading independent student-run organisation in Australia, which is highly valued by all of the university community, especially our members.

# Our Values.

## Autonomy

*Student control of student affairs for the benefit of our members.*

## Integrity

*Our behaviour builds trust.*

## Diversity

*Valuing difference between people and standing for equity, equality and fairness.*

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# President's Report

Jesse Naylor Zambrano  
52nd Guild President



**“The move online, the isolation of the lockdown and the financial and social realities of the COVID-19 pandemic took a huge toll on students.”**

In 2020, students were faced with many challenges, locally, nationally and globally. The Guild's representatives fought hard to ensure that students were supported and advocated for at every turn.

In March last year, WA went into lockdown and Curtin moved completely online. During this period, the Guild recognised that students needed a way to stay connected and combat isolation. The Guild launched faculty Facebook groups and a Discord server to aid students in each faculty to form communities. We organised online events and collaborative study groups. Towards the end of lockdown, the Guild ran its first Online O-Day.

The Guild worked hard to provide support to students during the pandemic. We coordinated a food aid program that distributed more than 2000 food aid packages to 1200 students, which could be delivered to students' homes. Our Student Assist services received more resources to cope with the higher volume of students needing help with academic, financial or personal matters.

The move online, the isolation of lockdown and the financial and social realities of the COVID-19 pandemic took a huge toll on students. The Guild negotiated with the University to secure Assessment Extension Self Determination which meant that students did not need documentation to apply for assessment extensions. We successfully advocated for a significant reduction of late assessment penalties with unit coordinators removing penalties wherever possible.

The Guild convinced the University to extend the Semester one census date by two weeks, to allow students more time to ascertain whether online learning would work for them or whether they would need to drop units or take a leave of absence. We secured an additional tuition free week. Notably, the Guild secured the implementation of an 'Ungraded Pass' in semesters one and two, which allowed students to protect their Course Weighted Average from the effects of the pandemic.

Examinations were replaced with other assessments such as take-home exams, where not required for accreditation. Representatives carried out an undergraduate and postgraduate feedback survey to ensure we were closely monitoring students' needs. We advocated for postgraduate students suffering delays to their research to have their stipends extended, to ensure they were supported in completing their degrees.

We created accessible resources to empower students to know their rights and advocate for themselves. The New to Curtin handbook demystified information students needed to get started at Curtin. The Assessment Policy Handbook helped students understand Curtin policies about academic design and extensions, exams, academic misconduct, special considerations and Curtin Access Plans (CAP). The Student Partnership Agreement was completed enabling students to have a greater say in University decision making. We worked on a project to overhaul Ally training at Curtin, and requested the University provide more funding and support to this important program.

Our on campus activities resumed in semester two, with Mental Health Week, Stress Less, Multicultural Week, Guild Games and Rad Sex and Consent. We supported our Faculty and Equity representatives to engage with clubs and their communities. The Guild hosted an End of Semester Street Party, which brought students back onto campus to celebrate the end of a long year.

The Guild opposed Curtin University's decision to cut more than 160 staff in December 2020, which resulted in the course cuts and faculty restructures. We responded to the University's Blended Learning model of education delivery by highlighting student concerns that it would lead to less face to face teaching, fewer contact hours, decreased feedback and the removal of lectures in favour of short online content.

We launched the Hands Off Our Education campaign in protest of the Government's proposal to increase student fees, decrease course funding and introduce punitive action if students failed too many units. Unfortunately the Job Ready package passed into law, and is now affecting students who commenced their studies in 2021.

COVID-19 has highlighted the importance of community and connectedness amongst students. We made it through together, and the Guild will continue working to rebuild a thriving on-campus culture. We will continue the fight against staff cuts and forced online learning at Curtin and the Government's defunding of higher education. This is an extremely challenging time for the higher education sector, but Curtin Student Guild representatives will continue to make sure students are heard and supported.

*Jesse Naylor Zambrano*

Jesse Naylor Zambrano  
52nd Guild President





# Managing Director's Report

David Luketina  
Managing Director



**"I am very proud of how the Guild team responded and maintained delivery of our core services."**

We began 2020 with optimism and our usual relentless goal - creating a fun and vibrant environment for members so that they can enjoy and succeed. However, Covid intervened and plans were rapidly adjusted. Challenges included supporting a high number of members in difficulty, working remotely, reduced SSAF (Student Services and Amenities Fees) funding, events being cancelled, and dramatically reduced trade in outlets.

I am very proud of how the Guild team responded and maintained delivery of our core services of representation and advocacy, student engagement, events, club development, student assistance, and discounted food and beverage. Our Student Assist team had 2,714 sessions with members, 1934 emergency relief food packages were provided to students in hardship, our laptop loan program was quickly expanded, online events were created out of thin air, and we supported around 15,000 students in 120 clubs. We focussed on being a reliable source of information for students to keep them informed of developments in Curtin.

In the latter part of 2020 we were pleased to be able to run events which included the Guild Games, club awards, teaching awards and various markets. The Global Village served as this year's flagship event commemorating Multicultural Week in the absence of Pasar Malam. The end of year event was a very successful day long street party based around The Tav.

Improvements to services included refurbishment of the Guild's equity and reception spaces, and implementing a new document management system. We have reviewed a replacement for the Guild's website and options for club management systems and will implement these in 2021. Electronic voting was introduced to reduce the cost of elections and reduce the time for counting. As part of having a sustainable 2021 budget, the number of Portfolio Managers in our commercial areas was reduced from three to two.

We completed a full branding review to ensure that each food and beverage outlet has a clear identity and food and décor that is consistent with the identity. As part of this, the menu for Concept Café was revised and the café was refurbished and renamed Concept Coffee Co. Refurbishment of the administration areas was completed and G-Mart, our general store, was renovated and the range of products increased. Equipment in our main kitchen was modernised to create a more efficient work flow for the kitchen team. As a trial, we operated the previously closed café in building 500 at the southern end of the campus.

In the face of dramatically decreased food and beverage sales, we achieved a total comprehensive profit of \$496,728 at 31 December 2020 - this is after a non-cash cost of \$740,948 for depreciation and amortisation. The key components of the 2020 revenue were \$5,063,794 from trading services and \$3,230,046 from grants and SSAF, and \$2,467,170 from JobKeeper income. The main costs were \$5,314,935 for staffing and \$1,947,167 for the cost of sales expenses. Members received discounts of \$182,507.

We look forward to supporting our members and the Curtin Community in 2021 - whether it is providing great coffee and food, vibrant events, a club that matches interests, or support and assistance, we will be there.

David Luketina  
Managing Director







**Executive** Pictured above from left Vice President Education **Chris Hall**; Guild President **Hana Arai**; Secretary **Lachlan Lee** and Vice President Activities **Bridge Truell**. Not pictured Chair of Representation Board **Jesse Naylor Zambrano**

## Faculty Representatives



**BUSINESS & LAW**  
Jesse Naylor Zambrano



**SCIENCE & ENGINEERING**  
Fatma Sehic



**HEALTH SCIENCES**  
Jeru Sundar



**HUMANITIES**  
Connie Martelli

# 2020 Student Representatives



## Equity Departments



**ACCESSIBILITY OFFICER**  
Dylan Botica



**POSTGRADUATE STUDENTS COMMITTEE (PSC) PRESIDENT**  
May Majimbi



**INTERNATIONAL STUDENTS COMMITTEE PRESIDENT (ISC)**  
Cristian Moreno / Amelia Nguyen



**FIRST NATIONS OFFICERS**  
Cheyenne Conway / Lulkbudia McLean

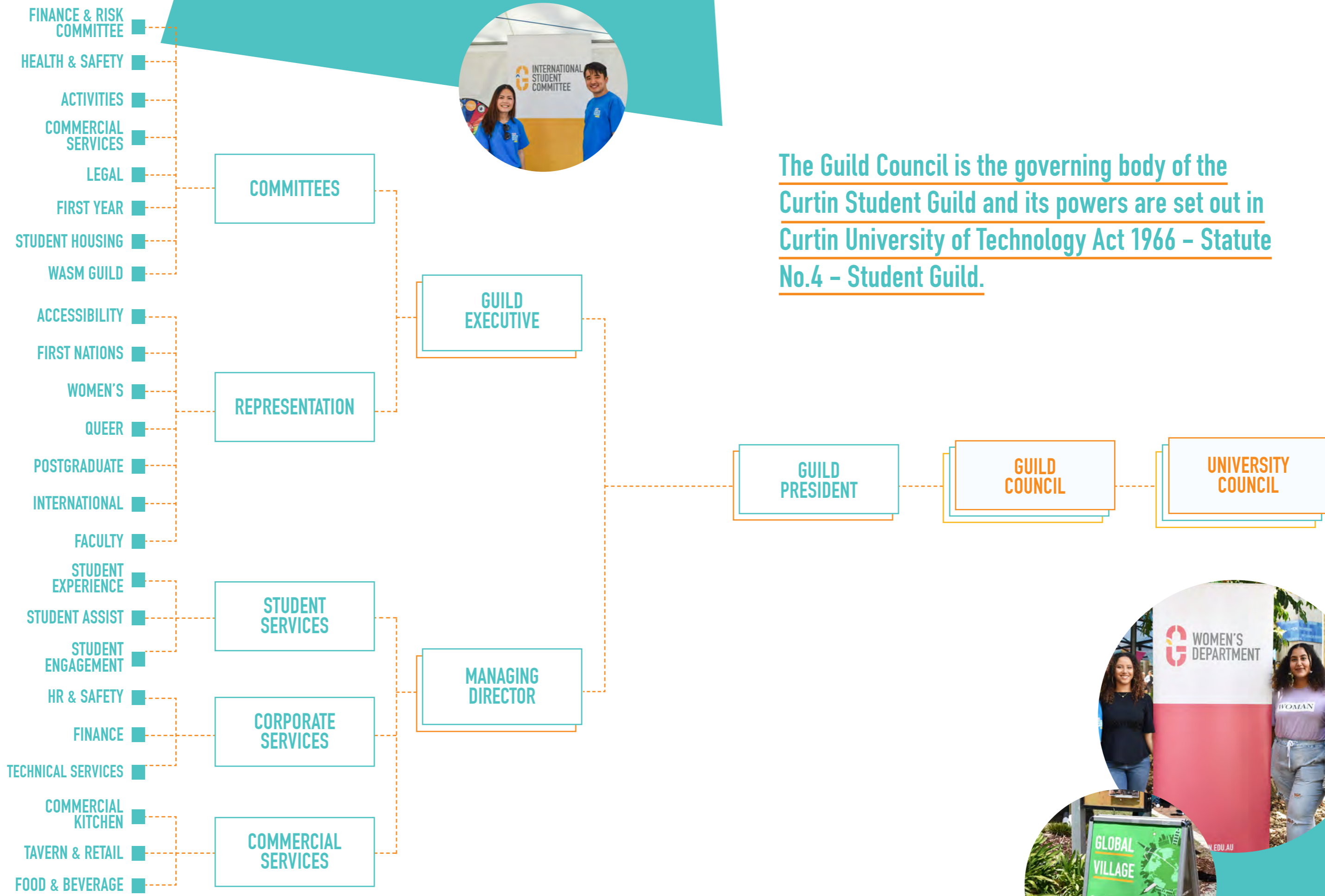


**QUEER OFFICER**  
Dax Jagoe



**WOMEN'S OFFICER**  
Star Castillo





The Guild Council is the governing body of the Curtin Student Guild and its powers are set out in Curtin University of Technology Act 1966 – Statute No.4 – Student Guild.



*\*Curtin Student Guild is in compliance with the State Records Act 2000.*



# Education and Representation Activities

- ✓ The Guild developed a New to Curtin handbook with practical information about navigating the campus, Oasis and Blackboard.
- ✓ An Assessment Policy Handbook was launched to help students understand Curtin policies about academic design and extensions, exams, academic misconduct, special considerations and CAP plans and other useful information.
- ✓ The Guild successfully negotiated with the University about changes to teaching and courses as a result of COVID. Wins included:
  - ▶ Assessment Extension Self Determination. This meant that no documentation was required to apply for assessment extensions.
  - ▶ Significant reduction of late assessment penalties. The university asked all unit coordinators to remove late assessment penalties wherever possible.
  - ▶ A two week extension on the semester one census date.
  - ▶ Additional tuition free week.
  - ▶ Implementation of an 'Ungraded Pass' in semesters one and two to protect student CWAs.
  - ▶ Replacement of examinations (which were not required for accreditation) with other assessment items.
- ▶ Consultation through undergrad and postgrad feedback surveys.
- ▶ Free parking on campus until the end of semester one.
- ▶ An undertaking from Curtin to develop individual mitigation strategies to support HDR students as a result of COVID.
- ✓ A food aid program was established to assist students who were struggling as a result of the COVID restrictions and lockdown. From March to December more than 2000 food aid packages were distributed to 1200 mainly international students. The Guild received a \$50,000 Lotterywest grant to assist us meet demand for the food packages.
- ✓ A Student Partnership Agreement between the Guild and Curtin University was developed and signed with the aim of:
  - ▶ Promoting a receptive and accessible institutional culture which encourages and values the student's voice.
  - ▶ Actively encouraging students to engage in and contribute to the inclusive education and research experience and the advancement of knowledge and extracurricular activities.
  - ▶ Fostering strong, supported and effective student leaders.
- ✓ As a result of COVID restrictions, Orientation in semester 2 was online and the Guild developed and hosted its first virtual Guild O Day using Discord.
- ✓ Elected Guild representatives organised online events and provided resources to the student community during lockdown. Their swift response to student issues was recognized with a satisfaction rating of 86% in the 2020 Student Satisfaction survey.
- ✓ The Guild campaigned against the Federal Government's Job Ready legislation which according to the NUS delivered a 15% cut in real public funding per student and 7% increase in average student contributions with some students paying between 20 and 113% more in HECs fees.
- ✓ The Guild lobbied the State Government to provide support for international students.
- ✓ Work was undertaken by the Queer Department and the Vice President Education to overhaul the Ally training at Curtin.
- ✓ The Guild opposed Curtin University's decision to cut more than 160 staff in December 2020, resulting in the loss and amalgamation of courses.

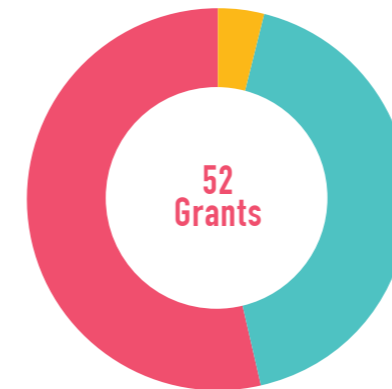


- ✓ The Guild commenced an awareness campaign about Curtin's plan to introduce Blended Learning as a cost cutting measure that would result in less contact hours, online only lectures, less face to face teaching and feedback, less flexibility and choice.
- ✓ We negotiated with TEQSA to reduce the requirements for exam accreditation.
- ✓ The Guild instigated an enquiry into hurdle assessments that informed recommendations to the Learning and Student Experience Committee (LSEC) and the Academic Board.
- ✓ Negotiations took place with the University to have a 48 hour open period for an assessment that falls into a full weekday.
- ✓ As a result of Guild recommendations the removal of pronoun language from agendas and reports was adopted by Curtin's Secretariat team.
- ✓ A review was carried out and recommendations made of the Assessment and Student Progression Manual Policy and Procedures.
- ✓ The Faculty Representatives launched Facebook groups to better service students.
- ✓ The Guild's Excellence in Teaching Awards attracted close to 400 nominations with 12 academics receiving awards.
- ✓ The International Student Committee (ISC) held information workshops on Fair Work and Visa Migration process.
- ✓ The Guild participated in a Blended Learning Taskforce which was set up to redefine online learning at Curtin. Negotiations to protect the quality of students' education and face to face course delivery are ongoing.





## Grants and Programs.



- Childcare Assistance Grant (4%)
- Hardship Grant (42%)
- Foodbank (54%)



**Life skills & vocational training:**

857 Participants  
72 Classes (First Aid & CPR)



**75**

**Laptop Program Loans**



**Emergency Food Relief Special Project**

2000 food aid packages distributed to **1200** students

## Clubs, Events, and Activities.

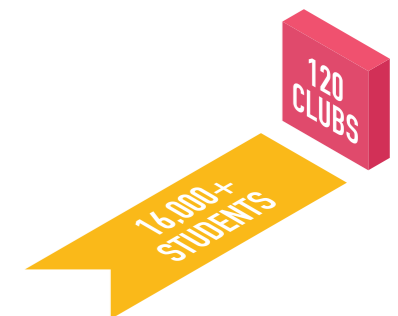
**Events & Activations**



As a result of COVID-19, no on campus events took place between March and August and unfortunately some major annual activities including Pasar Malam, the Guild Ball and Clubs Carnival were cancelled.

**10** Major Events

**15,000** Attendees



# Student Experience

## Supporting our Students.

The Guild's independent support service Student Assist provided 2,714 sessions to 1639 students.

COVID-19 spiked demand for Student Assist services. The loan laptop program was expanded with HEPP funding and additional laptops were loaned by the Curtin Library. Requests for financial counselling, especially among international students, increased significantly. The Guild set up a food aid program with the assistance of Lotterywest to support mainly international students who could not return home with many having lost their jobs as a result of the COVID lockdown. The emergency food relief supported up to 100 requests a week with many students requiring ongoing assistance.



**Student Assist Cases**

**Academic / University Related Issues**  
72% (1,305)

**Financial Counseling**  
26% (303)

**Personal/Welfare Issues**  
2% (21)





# Commercial Services

Curtin's closure as a result of the COVID-19 lockdown impacted café, retail and catering sales. Even after the university reopened to staff and students, foot traffic was reduced with outlets adapting trading hours to suit the changing demand.

A project to reinvigorate the Guild's food and beverage outlets commenced to ensure they remained responsive to customer expectations. Concept Café was renamed Concept Coffee Co. reinforcing it as Curtin's premium coffee venue. The café introduced a wider range of coffee blends and developed a unique menu featuring house made sausage rolls, fresh sour dough sandwiches and a coffee infused BLT. As well Angazi received an internal refresh, and slightly modified menu.

G-Mart opened 2020 with a refurbished foot print offering a wide range of "general Store" options. It continued to supply essential items on campus and online during COVID restrictions

The Tavern was impacted early with Covid restrictions and forced closures. Many small and large scale events were cancelled however an end of year Street Party provided a welcome return to campus life.



## Top sellers at a glance.



**COFFEE**  
443,300 espresso shots drawn!

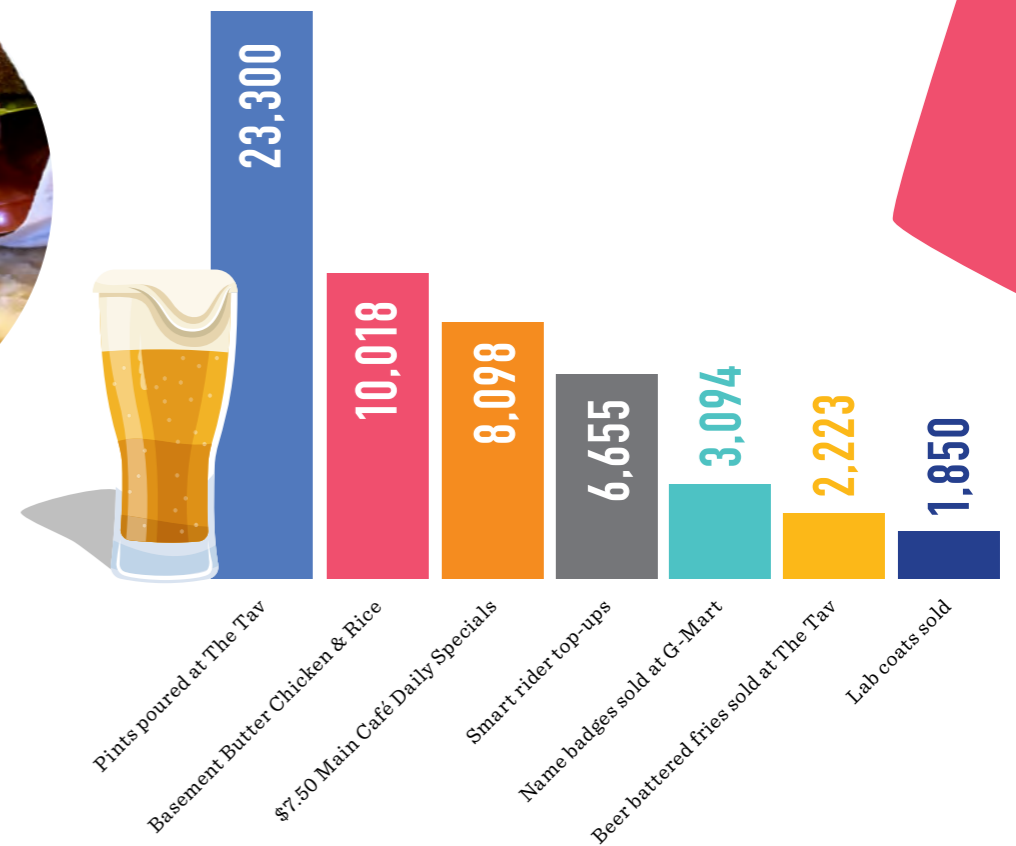
**38,588** coffee cups were saved by guests bringing their own cup or utilizing the RENOME cup swap program!



**CINNAMON DONUTS**  
50,760



**SushiMe**  
118,032 (16,674 hand rolls + 101,358 pieces)

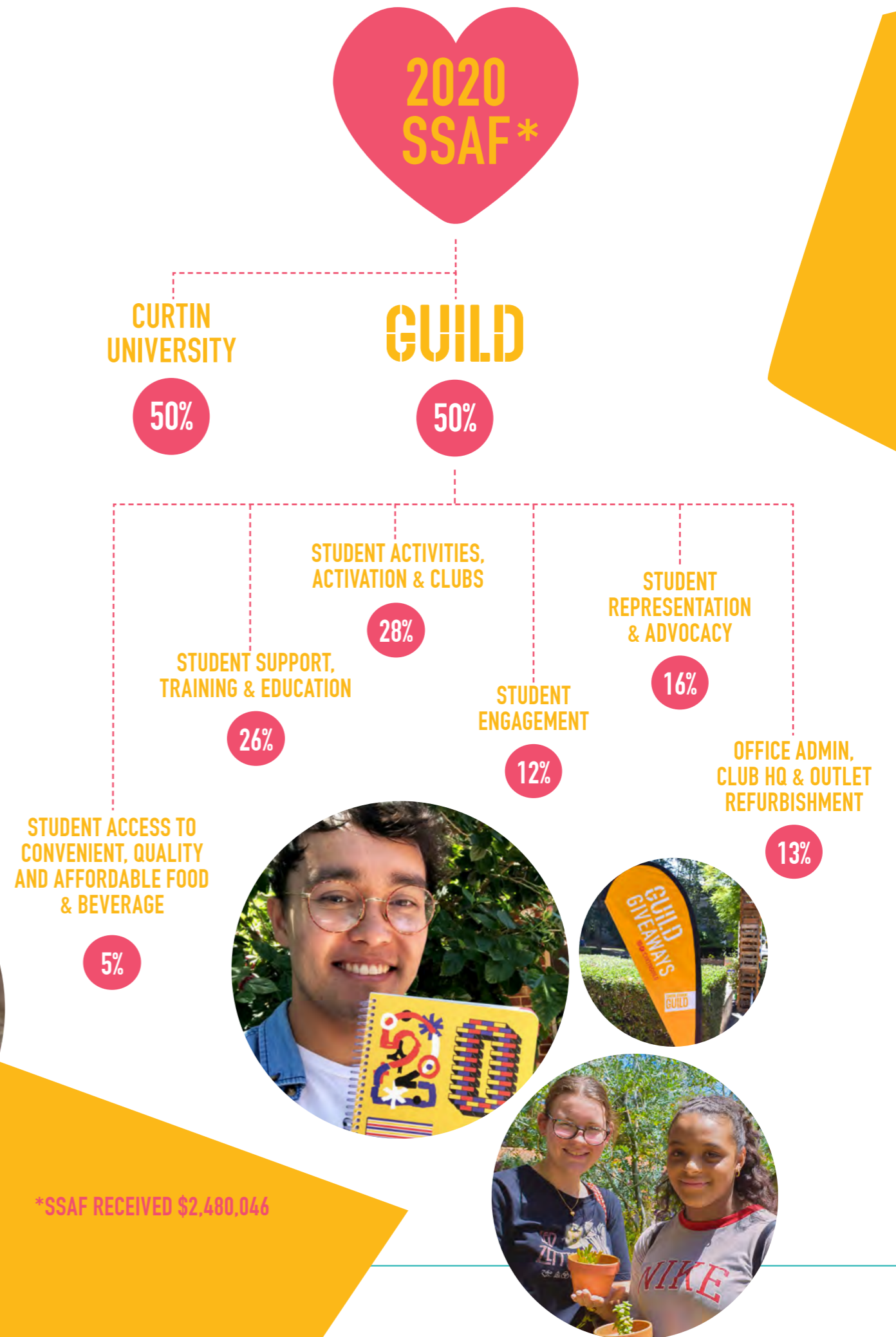






# Student Services and Amenities Fee (SSAF) Expenditure in 2020

The Student Services and Amenities Fee (SSAF) is used to provide a wide range of services and amenities to students and to support student-focussed initiatives such as sporting and recreational activities, employment and career advice, advocacy and support, financial advice and food services.







# Financial Reports

## Financial Performance.\*

	2020 (\$)	2019 (\$)
<b>Revenue</b>		
Sale of Goods	5,063,794	9,065,705
Rendering of Services	161,953	177,377
Rental Income	13,184	121,378
Finance Income	2,580	15,760
JobKeeper Income	2,467,170	-
Other Income	3,630,361	4,163,369
	<b>11,339,042</b>	<b>13,543,589</b>
<b>Expenses</b>		
Cost of Sales	-1,947,167	-3,341,368
Employee Benefits Expense	-5,314,935	-6,564,586
JobKeeper Top-up Payments	-785,605	-
Depreciation	-740,948	-805,314
Interest Expense on Lease Liability	-20,978	-14,269
Occupancy Expenses	-654,356	-554,297
Administrative Expenses	-413,508	-474,469
Finance Costs	-43,981	-56,206
Other Expenses	-920,836	-1,100,657
	<b>-10,842,314</b>	<b>-12,911,166</b>
<b>Operating Profit/Loss from Operations</b>	<b>496,728</b>	<b>632,423</b>

\*The Guild's financial year is from 1 January to 31 December

## Grant Expenditure in 2020

Curtin University provided a grant of \$750,000 to Curtin Student Guild with the expenditure as follows:

ACTIVITY OR SERVICE	PORTFOLIO	ALLOCATION*
Student Welfare	Student Assist	146,015
Student Societies	Student Experience	61,710
Student Publications	Student Engagement	266,058
Social Activities	Student Experience	96,522
Student Representation and Advocacy	Student Representation	89,695
SSAF Admin Costs **		90,000
<b>Total</b>		<b>750,000</b>

\*Includes support costs. \*\*Paid to Curtin University.







## Cash Flow Summary.

	2020 (\$)	2019 (\$)
<b>Cash flows from operating activities</b>		
Receipts from students/customers	6,342,866	10,393,778
Receipts from SSAF	2,597,737	2,998,998
Receipts from the ATO	2,211,600	-
Interest Paid	-20,978	-14,267
Payments to suppliers and employees	-10,007,729	-12,232,520
Interest received	2,580	15,760
<b>Net cash provided by operating activities</b>	<b>1,126,076</b>	<b>1,161,749</b>
<b>Cash flows used in investing activities</b>	<b>3,725</b>	<b>-126,619</b>
<b>Cash flows used in financing activities</b>	<b>-55,596</b>	<b>-141,273</b>
<b>Net increase/decrease in cash held</b>	<b>1,074,205</b>	<b>893,857</b>
Cash at beginning of financial year	2,731,313	1,837,456
<b>Cash at end of financial year</b>	<b>3,805,518</b>	<b>2,731,313</b>



## Financial Position.

	2020 (\$)	2019 (\$)
Current Assets	4,331,270	3,314,254
Non-Current Assets	2,129,274	2,870,222
<b>Total Assets</b>	<b>6,460,544</b>	<b>6,184,476</b>
<b>Total Liabilities</b>	<b>-2,055,929</b>	<b>-2,276,589</b>
<b>Net Assets</b>	<b>4,404,615</b>	<b>3,907,887</b>

## Profit/Loss from operations has been derived from the following:

	2020 (\$)	2019 (\$)
Administration	71,503	74,842
Representation Services	-76,130	-16,265
Student Services	361,469	124,965
Commercial	139,886	448,881
<b>Operating Profit/Loss from operations</b>	<b>496,728</b>	<b>632,423</b>



BUILDING 106F CURTIN UNIVERSITY / KENT STREET WA 6102  
WWW.GUILD.CURTIN.EDU.AU / E: hello@guild.curtin.edu.au / P: (08) 9266 2900

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