

2021 President's Report

Ngā Rīpoata o Tumuaki

UNIVERSITY of CANTERBURY
**STUDENTS'
ASSOCIATION**
Ākonga tū, ākonga ora





Mihi Whakatau

Kia hora te marino, kia whakapapa pounamu te moana, kia tere te kārohirohi i mua i tō huarahi.

May peace be widespread, may the sea glisten like greenstone, and may the shimmer of light guide you on your way.



President's Piece

Tēnā koutou katoa,

It has been an honour to serve UC students as the UCSA President in 2021. It has been a year of challenges, surprises, and growth for the organisation. I am incredibly proud of what we have achieved, together, in 2021. We have embarked on new initiatives, considered how to serve our students better and advocated strongly and loudly on issues that are important to us.

When I came into this role, I was told that it was 'the best job in the world' and that 'no day would be the same'. I have greatly enjoyed holding this position; however, I could not have succeeded without the support of my community around me to support me as we navigated challenges. I would like to take this chance to thank my flatmates, friends and whānau, UCSA staff (especially Bridget, Sarah, and Julia) the UCSA Executive (particularly Georgie and Jen), and Advisory Board. Thank you to my friends in 2020 who encouraged me to run, and everyone who continued to believe in me as we navigated the year.

The UCSA itself is surrounded and supported by a network of incredible humans. These include our Alumni, Donors, friends and supporters at UC and other student and advocacy organizations throughout the country. I believe (and I am only a little biased!) that the UCSA is one of the best student organisations in the country. We are a legacy organisation built on generations of strong student leadership and community support. We would not be here today without the support of our network, so thank you all so much.

Truly though, the UCSA would not be here without our students. It is our students who continue to propel us forward. It is you who are sending emails about topics you are passionate about, running new and exciting club events, volunteering with Advocacy and Welfare, serving on our Advisory Groups, and continually holding your representatives accountable. Thank you for providing us with a mandate for what we do, for making up our diverse and vibrant community, and continuing to push forward with your studies despite the challenging time we are in.

Ngā mihi nui ki a koutou,

Kim Fowler, 2021 President | Tumuaki



1. Introduction

2021 was a year of change and challenge for the UCSA. We said goodbye to our Chief Executive of seven years, Dave Hawkey, and welcomed Julia Innocente-Jones into the Chief Executive role. The UCSA navigated the impacts of the COVID-19 pandemic, whilst continuing to serve students. This led to agile change across our advocacy, events, and representation.

The 2021 UCSA Executive worked incredibly hard to represent students. They achieved across many areas and initiatives. This was despite changes in the executive membership throughout the year, structural changes at UC and the continuing impacts of the COVID-19 pandemic.

This year the UCSA placed an increased effort on growing as a student organisation. Our aim was to greater serve diverse students. We began our journey to honour Te Tiriti across our whole organisation. Staff developed their skills and awareness of rainbow students. In the international space, the UCSA provisioned for more events and advocacy for ethnic and international students.

In 2021 UC restructured, changing from Colleges to Faculties and reconsidering allocation of SLT portfolios across UC. We advocated for the continuation of strong student representation at UC across the whole university throughout this process, ensuring that students remained represented on important committees.

The commercial division of the UCSA embarked on new initiatives in 2021. This included the Ka Ora Ka Ako programme, the opening of Otto and Oishii and acquiring Chef's Hire.



2. Governance and Representation

The University of Canterbury Students Association (UCSA) is a medium-sized not-for-profit organisation established in 1894. The aim of the UCSA is to serve University of Canterbury (UC) students. The UCSA is governed by the Student Executive with advice from the Advisory Board. These groups provide guidance and direction to the UCSA CE.

The UCSA Executive represent and advocate for students at UC. To do this, they gather feedback from many student representatives. These students include Class Representatives, student Advisory Group members, UC Club Executives and students who approach the UCSA Executive.

2.1 Executive

The Executive (comprised of 12-elected students and one ex-officio member [the Te Akatoki Representative]) comprise the governing body of the Association and are the equivalent of a Board of Directors. The Executive are also elected student representatives at UC, often alongside Te Akatoki representatives. The Executive sit on over 40 boards and committees across the University. They are the official voice of UC students at UC, as well at regional and national levels. The President, as the official student representative is also a member of UC Council, the university's governing body.

The Executive meet formally at least three times per term, as well as hold workshops when required on specific issues that require attention. Through their external portfolios, the Executive have regular meetings depending on the university calendar (some once a month, twice, others more regularly). Through their internal portfolios (Clubs, Hardship Grants, Sustainability, Events) they meet with UCSA staff and develop relevant policy. The Executive are also present at UCSA events throughout the year so students can directly interact with their elected representatives.



Figure 1: 2021 UCSA Executive



Role	Executive Member
President	Kim Fowler
Vice-President	Georgie Dibble
Finance & Engagement	Jennifer Berry (from May)
International	Matt Wong-Kam
Postgraduate	Beatrice Holman
Equity and Wellbeing	Emma Pickup
Arts	Asher Herrman
Commerce	Ryan Thomson
Engineering	Felix Mendonça
Education	Leo He
Law	Jessica Macdonald
Science	Ashley Gutteridge
Finance & Engagement	Henry Wynn-Williams (until March)
Te Akatoki	Rosa Hibbert-Schooler (until April)

Figure 2: 2021 Executive roles

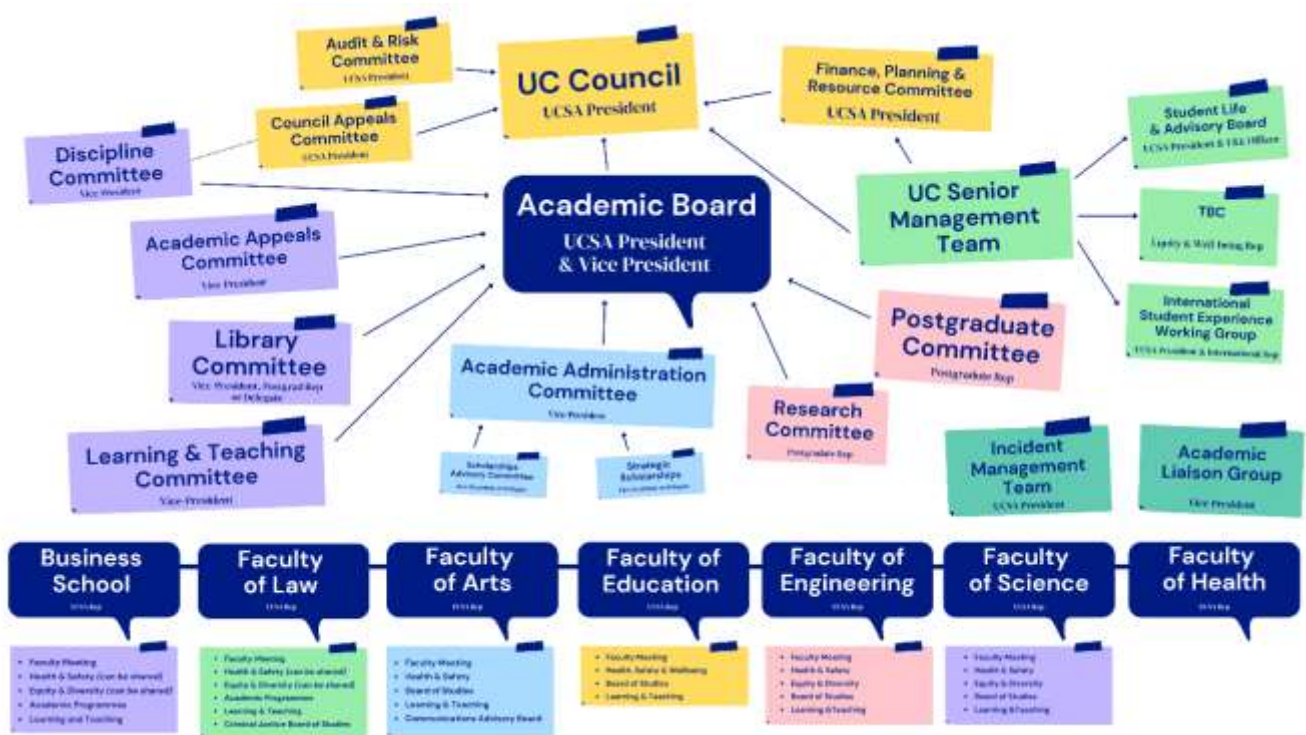


Figure 3: UCSA Executive Academic Boards and Committees



2.1.1 2021 Executive Initiatives

Fare Reduction Advocacy

Advocating for a student bus discount was a key initiative for the UCSA in 2021. The UCSA began advocacy for a public transport fare reduction in May. This was after collecting feedback establishing that this was important to students - for both climate and equity reasons. We submitted on Environment Canterbury's Long-Term Plan alongside LUSA in May. This began a year long process to advocate for a discount. We created relationships across the local community, UC Management, UC Academics, with our local MP and other organisations to further this advocacy. Environment Canterbury (ECan) considered a fare reduction again at their September meeting, where we presented a petition and spoke alongside community members. The ECan Council then voted in principle to implement a 40% reduction for July of 2022. After this was achieved, we engaged with and supported the Free Fares national campaign for Free Fares for a variety of price sensitive groups, including students. During this time, we worked with many other local and national organisations. Together, we convinced the Christchurch City Council (CCC) to sign onto the Free Fares campaign, showing their support for the proposal in November.

During our initial feedback gathering process, we also gathered feedback showing students opposed the proposed closure of the Riccarton Bus Lounges, as they were important to keep students safe waiting for the bus. We presented this feedback to the CCC who considered it alongside other community feedback. As a result, the CCC then decided to keep the lounges open. This process catalysed a greater relationship between the CCC and UCSA, enabling us to connect for future initiatives.

Sustainability

2021 saw the formal introduction of the sustainability portfolio within the UCSA. This portfolio was held by Asher Hermann and Ashley Gutteridge during 2021. During this time the UCSA's new sustainability policy was developed and approved. A formal relationship with UC Sustainability was also developed, with UCSA representatives sitting on UC Sustainability communities.

Disabled Students Advocacy

As a special project Leo He ran a focus group with disabled students. The aim of this group was to understand the perspectives of disabled students across campus with an aim to improve their experience. A comprehensive report was written which was taken to UC at the end of the year. UC have identified improvements in this area as an aim for 2022 because of this process.

COVID-19 and Incident Management Team

in 2021, the continuing effects of the COVID-19 pandemic were felt by UC students. The UCSA endeavoured to collect student opinion during this time to ensure UC was informed of student perspectives and that students were catered for within pandemic restrictions. UC's Incident Management Team (IMT) was activated on different occasions throughout 2021, with the longest period during the alert level 4 and 3 lockdowns beginning in August. The UCSA President sits on IMT. During this stage Georgie Dibble in her capacity as Vice-



President also sat on Academic Learning Group. The UCSA brought student feedback to UC and successfully advocated for greater wellbeing supports including phone check ins with students during this time.

The UCSA partnered with UC, the CDHB and Te Akatoki to run a pop-up vaccination clinic in Haere-roa over multiple days in 2021. Close to 3,000 doses of COVID-19 vaccines were administered, and free burgers were given out. There was a specific clinic with Māori and Pacific / Pasifika providers for these students. In the lead up to this clinic we created and helped disseminate comms, including a student-led vaccine Q + A with UC academics.

UC Equity Review

In 2021 UC completed the UC Equity Review, establishing an understanding of the experience of marginalised groups of students and staff across UC. UCSA representatives were included in this process from when it began in 2020, including the President, the International Representative and the Equity and Wellbeing Representative. The UCSA was also involved in implementation workshops. Te Waka Pākākano independently engaged successfully with students throughout this process, running workshops with many student groups. The UCSA hope to remain involved in this process and continue to hold the university accountable on implementing real change for minority students.

Residential Assistant / Tutor / Taurima Advocacy

In April the UCSA met with Residential Assistants across UC halls. This led to hearing feedback about pay and working conditions across CLV and UniLodge halls. We anonymised and compiled this feedback and took it to UC for action. CLV actioned this and worked with their RAs to a satisfactory solution. UniLodge were slower to effect change but have achieved change in this area for 2022. In October, we were approached again by RAs desiring extra opportunities for connection and training across UC halls. UC has now developed a training and connection plan for RAs, Tutors and Taurima in 2022.

Drug Checking on Campus

The UCSA has been advocating for, and provisioning, drug checking services for students since 2019 but have been unable to provide it close to campus due to the legal grey area the service sat in, which came with increased risks. At the end of 2020, the NZ Government implemented a law change to make drug checking explicitly legal for organisations such as KnowYourStuff NZ. Due to this, the UCSA approached UC in May to understand if we could collaborate to find a venue closer to campus. Our conversations with UC were successful and the service now operates out of a venue close to campus, ensuring it is more accessible to students.

Wellbeing

The UCSA worked with UC Wellbeing in 2021 towards many initiatives together, including student budgeting support, mental health support and providing student COVID lockdown related feedback. We provided feedback on proposed changes to the Recreation Centre as well as on international student experiences at the Health Centre. UC established a Joint Wellbeing Working Group to connect UC, the UCSA and community groups such as St Johns and the Police to increase student wellbeing in the community. We provided feedback on



UC's analysis of their compliance on the new Pastoral Care Code. We worked with UC, students, and Chloe Swarbrick to understand our student hardship grant situation and what measures can be put in place to increase grant accessibility, as well as understand how eligible students access grants.

Pacific Language Weeks

2021 was the first year of the Pacific / Pasifika Advisory Group. As a result of feedback given to us by this group, we made a greater effort to celebrate Pacific language weeks on campus. This began with the Samoan language week in May which involved a variety of initiatives as well as partnering with the Canterbury University Samoan Students' Association.

NZISA

In July, the UCSA joined the New Zealand International Students Association at our Half AGM. This was after much work by Derrick Edward (2020) and Matt Wong-Kam (2021). This enables the International Representative to connect with other International Representatives across the country to enable greater advocacy for international students, and for the UCSA to contribute to national advocacy on international student issues including advocating for hardship support.

Teaching Assistant, Tutor Pay and PhD Scholarships

In 2021, the UCSA received feedback from postgraduate students that they were not paid fairly through their scholarships or employment opportunities.

Many postgraduate students are employed by UC as Tutors or Teaching Assistants (TAs). These students raised the issue of low pay and inconsistent pay across the university with the Tertiary Education Union (TEU) who proceeded to raise this issue with UC. The UCSA acted in a supportive advocacy role for these students after attending an initial meeting. We believe that UC students should be fairly and equitably compensated for their work and encouraged UC to do so. This issue is still in progress.

2021 also saw an increase in advocacy for higher paid PhD scholarships, with a national petition circulating advocating for PhD students to be paid at least a minimum wage equivalent. The UCSA supported this petition and encouraged UC to increase stipends. While UC stipends increased (from \$21,000 to \$28,000 per year), they did not reach an equivalent to minimum wage so further work is needed in this area.

A student approached the UCSA to propose that UC implement paid parental leave for PhD students. The UCSA actioned this feedback, led by Bea Holman, which UC has responded to. This has resulted in changes in categories of suspension and change of status on the UC website.

Academic Advocacy

The UCSA worked on, and advocated for, several more initiatives in the academic space including but not limited to:

- Greater support for Distance Learners.
- Retention of Exam papers by the library as study supports (in response to a proposed change).



- A Content Warnings Policy, for sensitive or triggering lecture materials.
- Common referencing across 100L courses, so first year students only needed to learn one referencing style. UC instead opted for greater support to teach first year students referencing styles.
- Greater support for students to plan their degrees, especially double-degree students.
- Gave student feedback into the AQA Academic Audit Cycle 6.
- Worked with UC on an Academic Resource Pack for Wellbeing.
- Continued to advocate for the recording of lectures.
- Gave feedback on assessment scaling in Engineering.
- Created a flowchart showing processes for Special Considerations, Appeals and Complaints in the Law School.

Submissions and Proposals

The UCSA made many local and national submissions on policy in 2021, including:

- Christchurch City Council Long Term Plan.
- Environment Canterbury Long Term Plan.
- Hīkina te Kohupara, the Government's emission reductions paper.
- Proposed changes to Compulsory Student Service Funds.
- Draft Code of Learner Wellbeing and Safety.

Additionally, we signed on to:

- NZUSA's 2021 COVID-19 response.
- Submissions made by Free Fares NZ.

And we:

- Wrote to Health Minister Andrew Little to advocate for funding of Meningococcal Vaccines.

Engagement

Despite challenges faced due to COVID-19 and the two-month vacancy of the Finance & Engagement role, the UCSA Executive and Communications team continued to engage with students. We completed five "Two cents for a week's rent" (student feedback questionnaires), gathering over 1695 student responses. This enabled us to respond to local and national student issues as well as shaping how the UCSA approached delivery of student services. The questionnaires were on the topics of:

- Bus Fare Reductions.
- Course Advice and Planning.
- Haere-roa Social Space.
- Cycling behaviour (in response to proposed changes to cycle lanes on Ilam road).
- How do you use the UC Bookshop (UBS)?

We gathered other feedback on an ad-hoc basis, such as the student response to lockdown.



2.1.2 Executive Changes & By-election

Henry Wynn-Williams resigned from the Finance & Engagement officer role in March. The Executive made the decision to hold a by-election to fill the role, as it was deemed the most open and transparent option. In the interim, part of the role was placed on hold, and part was shared between the Vice-President and President. This included the financial work of checking the UCSA's payments. Jennifer Berry was successfully voted into the role of Finance and Engagement Officer at the by-election and proceeded to excel in the role for the remainder of the year.

Rosa Hibbert-Schooner left the ex-officio role of Te Akatoki representative in April, at the advice of the Te Akatoki executive. This was due to the Te Akatoki representative on the UCSA being paid less than the UCSA General Executive members. The UCSA had made a historical decision to pay the Te Akatoki representative member less on the UCSA Executive, so they had less UCSA commitments (the Te Akatoki representative also holds a role within the Te Akatoki executive). However, this did not reflect the work undertaken by Rosa to connect with the Māori student community and the increasing demand from UC for Te Akatoki representation. The UCSA responded by implementing a back-pay to reflect the work Rosa had done in the first half of the year and increasing the pay of the UCSA Te Akatoki role for the remainder of 2021 while the role was re-scoped. Rosa continued in her duties as the Te Akatoki Tumuaki during this time and did not return to the UCSA Te Akatoki role to focus on the growth of independent Te Akatoki representation.

2.1.3 UC Structural Change and UCSA Response

The UCSA-UC partnership has historically been held at UC by the Executive Director of Student Life and Student Services. This role was held by Lynn McLelland until early 2021, when she left to pursue a role at the CCC. This change had implications for how we communicated with UC as they reconsidered this role. Ultimately, we moved towards a more fluid partnership model, often communicating directly with the relevant UC staff member. This was often the DVC Academic, Executive Director People, Culture and Campus or the Vice-Chancellor herself. Throughout this time, we continued to advocate for student voice at the forefront and for UC staff to communicate with the UCSA executive directly as student decision-makers.

The Student Services Levy at UC is considered by SLAB (Student Life and Services Advisory Board). This board makes recommendations to UC about levy matters and levy allocations across UC and UCSA and is co-chaired by a UC staff member and the UCSA President. With potential changes being considered in this area, the UCSA advocated strongly to keep the co-chair model to ensure student power in decision making.

UC transitioned in 2021 from a College structure towards a Faculty structure. During this process, we advocated for UCSA and Te Akatoki student representation on Faculty boards and committees.

We also collaborated with UC to improve the UC Council induction process for the UCSA President, so they are informed and empowered on the Council.



2.1.4 Elections

In 2021 the UCSA held a by-election for the role of Finance & Engagement Officer and a full election. In the by-election 4363 students voted, for a turnout of 24.12%.

For the 2022 election, UCSA staff trialled new initiatives to engage candidates, including hosting a 'speed dating' event where potential candidates could meet current UCSA Executive and contributing towards candidates' election expenses. 17 candidates ran for a total of 12 positions. Unfortunately, NZ moved to traffic light RED the night before voting opened, having a negative impact on voter turnout. 4263 students voted, for a turnout of 23.57%.

2.1.5 Advisory Groups

The UCSA runs four advisory groups to collect a greater range of student perspectives. These are the Pacific / Pasifika Advisory Group, the International Advisory Group, the Equity and Wellbeing Advisory Group and the Postgraduate Advisory Group.

The Pacific Advisory Group was established in 2021 after Pasifika student feedback in 2020 indicated that we needed to hear a greater range of student voices. The group comprised of multiple Pacific students and was chaired by Okirano Tilaia. The group attended a UCSA Executive meeting in May and discussed the aims of the group as well as the aims of UC Pacific students. One of the initial goals was greater celebration and visibility of Pacific Language Weeks on campus. A longer-term goal of the group is the establishment of a Pacific Students' Association. The UCSA aims to support and aid the objectives of the group.

In 2021, it was noted that effort needs to be made to increase the diversity of the Equity and Wellbeing Advisory group. During the recruitment period for the advisory groups, we targeted diverse communities and have achieved a greater range of representation on this group for 2022.

2.1.6 Class Representatives

Class Reps are student representatives who act as liaison between classes and lecturers. Each class should have its own elected or volunteer Class Rep, whose task is to be the first point of contact for students to help resolve class issues, and to prevent these issues escalating.

In 2021, UCSA continued facilitating semesterly workshops between class representatives within each College and the corresponding UCSA Executive College Rep. Any significant feedback raised was taken to the relevant College to action, with any common issues from across the Colleges reported on to central UC.

2.1.7 Te Akatoki & UCSA Executive

The UCSA and Te Akatoki continued a strong collaborative relationship in the Academic space in 2021, with our General Executive sitting alongside Te Akatoki Academic Pou in College Meetings. This enabled us to collaborate in the academic space and for representatives to support each other in meetings.



2021 was a catalytic year for Te Akatoki and the UCSA endeavoured to support Te Akatoki in their growth as an organisation. However, we recognised that Te Akatoki needed support and a formal connection with UC as well as the UCSA and other organisations. We therefore continued to advocate for UC to connect independently with Te Akatoki student leaders as they do with us and are glad to see UC establishing a formal connection with Te Akatoki.

The renewal of the Memorandum of Understanding between the organisations has been placed on hold while as Te Akatoki move through a change period and the UCSA consider their place in a bicultural student advocacy context.

Te Akatoki continue to strongly represent Tauria Māori and offer a multitude of events and student supports. The reader is strongly encouraged to read the 2021 Te Akatoki Annual Report.

2.1.8 National Student Voice

In 2021 the UCSA continued to work with student and education organisations nationally to contribute to national student voice.

This included the Ministry of Education, contributing to perspectives on how institutions can effectively partner with their student associations. We provided information on our Partnership Agreement with UC and on our dedicated Academic Coordinator position as examples of best practice.

We connected with Student Job Search as a member organisation, giving feedback on their new graduate role programme and connecting them with UC careers.

We were involved in the national student response to COVID-19 in 2021, supporting NZUSA's proposals for increased student support.

The UCSA was a member organisation in the national Free Fares Campaign which connected numerous student and community groups and advocates for Free Fares for Students, Community Service Card Holders, Under 25s and Total Mobility Card Holders.

We connected with numerous student associations across the country to discuss student issues including LUSA, VUWSA, MAWSA, OUSA, AUTSA, WSU. We specifically worked with LUSA on fare reductions and the Good One Party Register.



2.2 Advisory Board

The UCSA Advisory Board advises the Executive and Chief Executive on UCSA activities and operations, particularly on strategic governance and commercial decisions. The Board is made of up to six external professionals, as well as the President, Vice-President, and Finance & Engagement Officer. The Board meets once a month and the President chairs the meetings, while the Chief Executive sits in attendance.

In February, Nigel Watson left his role on the Board. Nigel provided support and guidance to the UCSA through several major challenges such as the Christchurch earthquakes, UCSA insurance claim, Haere-roa build and COVID-19. The UCSA are very grateful for the support he has provided us.

In 2021, Joe Eccleton joined the Advisory Board. Joe is the current Principal of Cashmere High School and brings a wide range of expertise including in education, leadership, and community organisations.

Name	Year appointed
Fiona James	2018
Jo de Joux	2018
Anna Galvan	2018
Murray Harrington	2020
Joe Eccleton	2021

Figure 4: Current Advisory Board Members



3. Staff

3.1 Chief Executive

The Chief Executive is responsible for achieving the objectives of the Association through leadership and management of its activities and affairs.

In November 2020, current CE Dave Hawkey tendered his resignation with the UCSA to pursue new opportunities, with a departure date of February 2021. Dave joined the UCSA in 2013. During his tenure, Dave made significant contributions to the organisation from negotiating the insurance claim to overseeing the construction of the new UCSA building Haere-roa, steering the UCSA's initial COVID-19 response, and building new commercial opportunities while developing and maintaining key stakeholder relationships.

Julia Innocente-Jones was appointed as our new CE in February 2021 and began in the role in May. Julia came to us from Victoria University of Wellington, where she held the role of Assistant Vice-Chancellor, International. Julia is passionate about serving a diverse range of students and brings a range of experience in the tertiary sector to the UCSA. It will be exciting to see the organisation grow under her leadership.

3.2 Notable Staff Changes

Many new roles were created in 2021 as we assessed our direction as an organisation and understood how we could more greatly serve students.

A Projects and Stakeholder Engagement Manager role was created, which was filled via an internal promotion by Bridget O'Connor-Norton. This has enabled the UCSA to plan and deliver a greater variety of staff training to enable our staff to serve diverse students and to reconnect with Executive alumni and donors. In 2021 this included education on Te Tiriti o Waitangi and NZ history, and Rainbow Awareness Training. The majority of UCSA office staff attended these trainings.

Bridget has spent 11 years at the UCSA in her previous role as PA to the President and providing administrative support to the Executive. It is worth acknowledging her large contribution to the Student Executive in this role, enabling students to succeed.

Jenna Paton was appointed as PA to the President and CEO.

The UCSA heard feedback from International Students that we needed to do more to cater for them on campus. This has led to the creation of an International Events Co-ordinator as well as an International Student Advocate within the Events and Advocacy and Welfare teams. These roles have been filled by Abishekh Satheesh and Nicole Anfang respectively.

The UCSA accounts have historically been prepared by KPMG. In 2021 the decision was made to bring finance expertise in-house to enable quicker reporting and support the organisation as it grows commercially. Tim Oldroyd was appointed to the role of Finance Manager in November.

4. Haere-roa and White Pavilion

In 2019, the UCSA opened our new student hub, Haere-roa. The UCSA continues to consider how Haere-roa can best serve students. In 2021, this led to a focus on building activation as well as consideration of how the space can continue to be student friendly.

Notable changes included moving the President's Office downstairs, to improve accessibility to students. The UCSA embarked on a project to adorn the student space with murals, increasing the friendliness of the space. We continued to hear student feedback on desired events in the building, activations, and use of the student space.

The UCSA has historically owned the White Pavilion building on Ilam Fields, which has been used as a changing room and music practice space. An evaluation in 2021 revealed that this building needed investment to ensure it remained fit-for-purpose. The UCSA worked with UC to understand how this could be achieved whilst ensuring we spend student money responsibly. This is an ongoing initiative.



Figure 5: Haere-roa social space mural with Kophie Hulsboch, the artist

5. Services

The UCSA operates Student Service Levy (SSL) funded services for students across Events and Communications and Advocacy and Welfare.

5.1 Events and Communications

The UCSA Events and Communications team run a variety of events for students, provide support and administer the UCSA's affiliated clubs and manage the UCSA's communication channels to ensure students receive information on relevant initiatives.

A highlight for the events team was the successful delivery of O.Week 2021. This included 13 UCSA events. Of these, four were music gigs, including two R17 gigs. One was a comedy night, also R17. Eight were free & non-alcohol focussed events. The UCSA also supported and promoted two key club events. During O.Week the UCSA gave away over 4,000 sausages and 1,200 veggie patties! 8,500 tickets were sold to ticketed events and over 11,500 people attended free events.



Figure 6: Mardi Gras, an O.Week event

Re-Ori was also a success, with 11 events over an 8-day period. These included two all ages movie nights, Te Rourou a Haere (formerly Lunch on the Lawn), Clubs Day, Winter Wellness Market, Te Whiringa, a Comedy night, and three gigs.

Towards the end of 2021 the team hired an International Events Coordinator to develop a programme of events aimed at ethnic and international students.

The key challenges in the events space were the ongoing effects of the COVID-19 pandemic, when meant that 9 out of 22 MONO Nights gigs had to be cancelled. Due to alert levels settings the UCSA was sadly unable to run Tea Party in 2022. Despite this, government restrictions allowed students to run private gatherings of up to 100 people at a time, leading to students holding their own celebrations on Tea Party Day. In response to this, the UCSA worked on several initiatives to ensure students partied safely. We encouraged students to



register with the Good One Party Register and delivered food to students who had registered their parties. We also operated BBQs throughout the day, so students had access to food. The UCSA worked with local Police, Noise Control and communicated with the community to ensure that responses to the celebrations were appropriate and allowed students to celebrate.

5.2 Advocacy and Welfare

Since 2019, the number of students that Advocacy and Welfare have worked with has almost doubled, going from 486 in 2019 to 900 in 2020 and 859 in 2021. This is thought to be due to the ongoing COVID-19 pandemic and its effects on teaching, assessment and student hardship. August 2021 was particularly challenging as the lockdown led to many students staying in flats or accommodation during the winter break when they would otherwise be heading home to families. This led to many students experiencing hardship. The main wins for the team in 2021 were operating the Budget Planning Service and creating more budgeting resources, such as the budgeting 101 guide and grocery resources. In 2021, the UCSA identified that the current subsidised dental scheme was no longer fit for purpose, as there were long wait times for appointments and the clinic was only available to students under a certain weight (the facilities we were using had been designed for children). In response to this, the UCSA overhauled its Subsidised Dental Scheme, shifting instead to a scheme that enabled students to see one of many different dentists, reducing wait times and increasing accessibility to all.

Advocacy & Welfare Service	Number of Students Accessing Service per Year		
	2019	2020	2021
General Intake	104	353	355
Advocacy	248	345	324
Foodbank granted	55	69	73
Food Support	22	49	43
Hardship Grant	32	66	50
Mickle Fund Loan/Grant	25	18	14
Total	486	900	859

Subsidised Dental			
	2019	2020	2021
Total Appointments	2853	2264	2421

Figure 7: Number of students accessing Advocacy and Welfare services

6. Commercial Activity

The UCSA operates commercial activities to ensure the organisation's financial stability and continue to pay the loan owing on Haere-roa. These activities do not receive SSL funding. These include Food and Beverage, our Early Learning Centres and the 50% share of the University Bookshop (UBS). Key commercial points include:

- Commencement of the Ka Ora, Ka Ako, Healthy school lunches which served more than 540,729 school lunches during 2021 to more than 3,600 students across 11 Canterbury schools. This programme continues to deliver great results in the communities it serves and generates additional revenue for the UCSA.
- UCSA acquired Chef's Hire in December 2021 and will be relaunching this as The Hire Store. This catering and equipment hire business continues to diversify the association's income streams and reduce the UCSA's reliance on campus-based income.
- In 2021, the UCSA opened Otto and Oishii in the space previously occupied by The Shilling Club to provide pizza and sushi to students.
- Campus based cafes and bars were heavily impacted by COVID-19 trading restrictions and the reduced number of students on campus with increased levels of online-learning. The inability to host MONO and other large events caused significant disruption.
- The UCSA owns and operates two Early Learning Centres (ELCs) – Montana ELC which is located on the corner of Montana Ave and Ilam Road, and Ilam ELC which is located on Dovedale campus. Both centres have experienced high levels of student demand and continue to provide a valuable service to UC students, staff, and the local community.
- The UCSA continues to seek student feedback on UBS, to better understand how it can benefit and serve students.



Figure 8: Otto, the UCSA's new Pizza outlet



7. Financial Update

During the 2021 financial year the UCSA continued to experience challenges associated with COVID-19, changes to the new traffic light settings and national lockdowns and impact on the association's financials. In addition to this Food and Beverage outlets impacted by fewer students on campus and increase use of online learning. The association continued to claim the Government's Wage Subsidy scheme during the national lockdowns (Aug/Sept-21) and the Resurgence Payments throughout 2021.

The UCSA has reported a deficit of (\$739,770) for the 2021 financial year, including depreciation and Amortisation of \$1,042,994. On a trading basis the association had a trading surplus of \$303,224.

The UCSA's total Trading Revenue & Operating Income is made up of the following:

- 46.6% from Commercial Division.
- 20.9 % from SSL (Student Service Levy).
- 13.5% from Ilam and Montana Early Learning Centre.
- 19% from Activities & Event/other income.

The Haere-roa loan balance with UC for the 2021 financial year stands at \$5,278,439, this decreased by \$109,967 on 2020. The Haere-roa loan balance continues to attract an interest rate of 3.25% until the end of the fixed term.

Where does the UCSA's money come from?

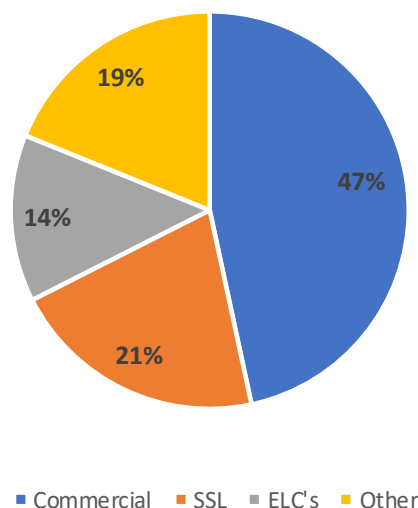


Figure 9: A breakdown of the UCSA's income during 2021. Other includes activities and events, plus all other operating income