



ANUSA Student Assistance Team Report

Quarter 2, 2025 (Apr-June)

**** Content Warning: our report has mentions of SASH and suicidal ideation****

Overview

In the second quarter of 2025 SAT officially rolled out our new casework management system, Advocate, which was the culmination of many months of system calibration and user testing. We also welcomed a new staff member, assisted with the establishment of the ANUSA Pantry, attended a SEN Regional Workshop and continued to provide essential support to students on a range of matters.

The break in-between semesters 1 and 2 proved to be a very busy time for the SAT team, as we concurrently worked through a large volume of matters relating to the end of semester 1 and concerns about the start of semester 2. Academically, this manifested as students needing advice regarding assessment appeals, ECA, exam-related issues, as well as advice on show-cause appeals and late withdrawals. We also helped students navigate an abnormally high amount of academic integrity cases which emanated from CSS at a very delicate time of the semester for students' ongoing enrolment and course completion.

In addition to seasonal matters which follow the academic calendar, we also provided ongoing case management support to several students with very serious and complex matters that involved mental health, SASH, interpersonal conflict and financial stress. We greatly appreciate the professional assistance of the Dean of Students, Student Safety and Wellbeing, ANU Counselling and ANU Accessibility teams in managing these cases.

Casework spotlight areas

This quarter we saw an increase in the percentage of our casework taken up by new academic matters, disciplinary cases, as well as health and mental health and accommodation cases.

Academic matters in particular accounted for more than three-quarters of our case work (76%), highlighting the many challenges students faced between the latter stages of Semester 1 and the short turnaround into Semester 2. We believe the unprecedented spike in academic integrity matters from CSS also contributed to us surpassing this 75% threshold.

We are also continuing to see strong demand for financial assistance, as cost of living issues continue to squeeze the student community. We granted an additional \$8,248.90 in grants compared to Q2 of 2024.

Case matter breakdown

Matter	Count	Percentage
Total Matters for Q2 2025	234	100%
Academic Matters	179	76%
Disciplinary Matters	3	1%
Financial Matters (non-grant)	6	3%
SASH	2	1%
Health	25	11%
Suicidal Ideation	3	1%
Accommodation	4	2%
Others (incl. Tax help, legal referrals)	12	5%

Student cohort breakdown

UG	PG CWR	PG HDR	Unknown	Total
80	44	13	13	150
53%	30%	8.5%	8.5%	100%

These figures are just the casework numbers. The students who have accessed our financial grants and program are not necessarily captured in this table.

FINANCIAL (Q2 Figures)

<u>Grant/Program</u>	<u>UG Successful (# and \$)</u>	<u>PGCW Successful (# and \$)</u>	<u>PGHDR Successful (# and \$)</u>	<u>Total Successful</u>	<u>Total applications (successful and unsuccessful)</u>
<u>ANUSA Assistance Grant (AAG)</u>	<u>19/\$8929</u>	<u>7/\$4050</u>	<u>2/\$1500</u>	<u>28/\$14479</u>	<u>Total: 39</u>
<u>ANUSA Medical Grant (AMG)</u>	<u>5/\$1800</u>	<u>4/\$1353</u>	<u>2/\$500</u>	<u>11/\$3653</u>	<u>Total: 13</u>
<u>ANUSA Carers Grant (ACG)</u>	<u>0</u>	<u>0</u>	<u>2/\$1500</u>	<u>2/\$1500</u>	<u>Total: 2</u>
<u>Accommodation Assistance Program (AAP)</u>	<u>0</u>	<u>1/\$210</u>	<u>1/\$350</u>	<u>2/\$560</u>	<u>Total: 2</u> <u>All successful</u>
<u>ANUSA Indigenous Wellbeing Program (IWP)</u>	<u>0</u>	<u>0</u>	<u>1/\$300</u>	<u>1/\$300</u>	<u>Total: 1</u> <u>All successful</u>

<u>ANUSA HDR Completion Support Grant (AHG)</u>	<u>NA</u>	<u>NA</u>	<u>4/\$4000</u>	<u>4/\$4000</u>	<u>Total: 4</u> <u>All successful</u>
<u>Grocery Voucher Program (GVP)</u>	<u>146/\$7350</u>	<u>73/\$3650</u>	<u>23/\$1150</u>	<u>246/\$12300</u>	<u>Total: 246</u> <u>All successful</u>
<u>Transport Voucher Program (TVP)</u>	<u>9/\$144.9</u>	<u>11/\$177.1</u>	<u>7/\$112.7</u>	<u>34/\$547.4</u>	<u>Total: 34</u> <u>All successful</u>
<u>ANUSA Textbook Program</u>	<u>1/\$100</u>	<u>0</u>	<u>N/A</u>	<u>1/\$100</u>	<u>Total : 1</u> <u>All successful</u>
<u>Total amount spent/total applications</u>				<u>\$37,439.40</u>	<u>342</u>

- These financial figures are the numbers for this quarter only.

Grants

This quarter, we provided a similar amount in grants and programs compared to Q1, 2025 (\$37,439.40 in Q2 2025 vs \$39,697.40 in Q1 2025). This quarter, we also expanded the scope of the HDR completion grant, increased the amount available in a medical grant from \$300 to \$500, granted the Eun Ju Bursary to a deserving recipient, and increased the limit per student for the grocery voucher program from \$50 to \$100/semester.

Our other grants and programs continue to be heavily utilised, with a large number of applications coming through (342 in Q2 2025 vs 325 in Q1 2025). Apart from the increased limit on groceries vouchers, SAT has also increased the ANUSA Medical grant limits from \$300 to \$500 per semester.

We were still able to assess, provide an outcome and process payment to all successful applications within 2-3 business days, which makes our grants and programs easily accessible to students requiring urgent financial support at the ANU.

For Q3 onwards, we will launch new programs such as disability subsidy, (Pre-exposure prophylaxis (PrEP) Subsidy, taking on the administration of the Birth control subsidy and will look into launching the bicycle maintenance program.

School of Art & Design Financial Hardship Bursary

ANUSA continued to administer the SoAD bursary this quarter. 1 applicants applied for this bursary this quarter but were not meeting the criteria for the grant. SAT are also actively updating ANU SOAD team with the remaining amount and the overall view of the applicants' degree, reason for applying and award amount.

Transport Vouchers

TVP has seen a steady uptake since we received official confirmation from the Transport Minister and informed students that MyWay vouchers would remain valid under the new MyWay+ system. This quarter, SAT has not received any incident reports regarding voucher rejection on public transport. We will continue to monitor the situation and consider exploring alternative transport voucher options once the current supply is exhausted.

Grocery Vouchers

Demand for grocery vouchers has increased this quarter. A total of 246 vouchers were provided to students compared to the 193 vouchers we issued last quarter. This is because SAT has increased the limit of vouchers from \$50 to \$100 per semester per student. SAT will continue supporting students with the rise of living cost.

Textbook Program

Due to the discontinuation of ANU Book Bursary, ANUSA has launched the Textbook Program in response. The ANUSA Textbook Voucher Program is designed to provide ANU students facing financial hardship with the opportunity to purchase prescribed textbook(s) for their enrolled courses. Successful applicants can receive up to \$300 in Harry Hartog textbook vouchers per application. You can read more about our new program [here](#). Despite its infancy, it has been well utilised, with 17 total applications, and \$2700 already spent. Our other grants and programs continue to be heavily utilised, with a large number of applications coming through

Eun Ju Bursary

ANU Advancement engages with us each year to disburse the Eun Ju Bursary. Eun Ju was a student at the ANU, who has since passed on. This bursary honours Eun Ju's deep care for people by supporting students in difficult times. Information on the Eun Ju bursary can be found [here](#). SAT has issued the bursary to a successful candidate in Q2 for 2025.

Food Co-op Vouchers

Food Coop renegotiated the cost of meal vouchers with ANUSA. After deliberation and negotiations, we accepted the cost to be \$10/meal. In conjunction with the Admin team, the SAT has received 70 requests for meal vouchers this quarter. We have had a steady uptake of vouchers since the 5-voucher limit was implemented. Students have also been accessing other ANUSA food programs such as the BKSS Lunch Express, and Student Bites.

Birth Control Subsidy

SAT is getting ready to take over the administration of ANUSA Birth control subsidy program from the admin team. For this, we had meetings with the Women Department, Admin team and Hayden (treasurer). We are formally taking it over in July 2025.

Equity Tickets

We have not provided any equity ticket in this quarter. We will continue to provide equity ticket support to all clubs and society as needed.

Skill Up

Skill Up for Sem1 2025 was launched on 4th March. We have received 160 applications up to 24th March when the program officially closed. 35 successful applications have been granted and \$4,693 has been spent on reimbursement. The most popular courses students are interested in are consistent, mainly First Aid, Responsible Service of Alcohol training, Working with Vulnerable People Card, Coffee related courses and White Card. SAT will organise another Skill Up program in semester 2 (Q3).

Academic

Academic matters continue to constitute the majority of our casework. We assisted a number of students requiring assistance with ECAs, Reduced Study Load, Late Withdrawals, Academic Integrity cases.

Towards the end of the quarter, ANU processed a number of pending Late Withdrawal applications and appeals, which resulted in a number of students reaching out to us for support and advice.

We anticipate Q3 to be busy with assessment appeals (result release is on 3rd July), show cause, and enrolment related matters.

Late Withdrawal

Despite long delays on Late Withdrawal appeal processing, the number of applications for Late Withdrawal and the appeals against the outcomes were still very consistent throughout the quarter.

As the policy criteria for late withdrawal has become increasingly specific and the assessment of late withdrawal increasingly pedantic, we have seen an increase in unsuccessful outcomes that are appealed by students. The turnaround times for assessment of late withdrawal appeals has exceeded 6 months in several cases we are aware of. While we have had some success with helping students appeal, the overall stress of prolonged uncertainty has added a new problematic dimension to the late withdrawal process for many students.

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Academic integrity

This quarter saw a significant number of academic integrity cases, especially from CSS. The assessment period of May and exams in June resulted on a number of academic integrity processes being initiated.

Use of Gen-AI is the most dominant reason for the academic integrity cases to occur. This should be addressed by increased awareness, consistent policies across colleges and redesigning the assessments.

HDR uptake

There was a consistent intake of HDR candidates with matters ranging from scholarships to termination of candidature. The failed milestones and search for a new supervisor is also a common reason for HDR candidates to contact us.

The HDR induction in April also helped to increase the awareness of ANUSA services in the HDR community.

Accommodation

ANUSA Accommodation Assistance Program

This was a quieter quarter for emergency accommodation. We processed 2 emergency accommodation applications and provided students 8 nights' assistance this quarter, amounting to \$560.

ANU Accommodation Bursary

SAT is part of the committee that reviews the ANU accommodation bursaries. As part of the committee, we reviewed applications and provided our recommendations on each. We assessed 19 applications in this quarter as compared to 7 last quarter.

Disciplinary & Critical cases (** Content Warning: This section mentions SASH and suicidal ideation**)

SAT assisted a number of new students with critical cases in Q2, alongside ongoing cases from Q1 2025 (which are not captured in this report). While only five new disciplinary matters were recorded, this was not reflective of our overall workload in this space as many cases became bogged down in administrative delays and were receiving ongoing support from Q1 2025. Of the five new disciplinary cases, two centred around SASH.

SAT assisted three new students who disclosed suicidal ideation to us and concerningly, we also noted 25 new students who had health/mental health concerns over the quarter and 10 new students experiencing serious financial and housing insecurity.

Critical case management has continued to be a key area of focus for SAT, as we look to help influence positive outcomes for students experiencing serious issues pertaining to SASH, domestic and family violence, mental health concerns, insecure accommodation and financial disadvantage.

Other Activities

Implementation of Advocate case management system

We followed through on our commitment to prioritise the implementation of Advocate this quarter. The new system went live in the start of July, but the weeks and months leading up to this transition required significant investment of time and effort in testing the system, identifying the gaps, and training ourselves to be able to use the new systems. We had weekly meetings with the Symplicity's project manager to help us with the implementation.

For context, last year, we signed a 3-year contract with Symplicity and engaged their case management system called "Advocate". Some ANU services like Dean of Students & SSWT already use this system.

Separately, we have received the Privacy Impact Assessment approval from the ANU's privacy officer. The ANU's Student Business System (SBS) team will now work on getting a consent from each student to integrate some of ANU student's data to our case management system. This may take a shape of having an option in ISIS that the students can click to provide consent in sharing their basic data with the association. This is still a work in progress.

We are expecting to better manage our data with the new system, and once the data integration is processed, it will lead to more efficiencies in our operations.

SSAF underspent bid

SAT prepared bids for underspent SSAF and we were approved for several programs including mental health awareness events, PrEP bursary, and a cycle maintenance program. Our grocery voucher program and medical grants were also topped up.

Pantry project

SAT assisted Eleanor and execs in the planning and implementation of the new ANUSA pantry project. This included visits to other university pantries, researching and exploring different operating models, and reviewing different locations for the pantry.

The pantry is set to open in late July.

Recruitment for parental leave cover SAA role

After an extensive recruitment process, we were delighted to have Eiman onboard as a parental leave cover, while Emily has some time to herself and her family. Eiman has been quick to adapt to the new role and is now taking the lead in case management.

Reviewed the proposed “National Higher Education Code to Prevent and Respond to Gender-based Violence”

The team has Reviewed the proposed “National Higher Education Code to Prevent and Respond to Gender-based Violence” and its possible impact on ANUSA’s reporting requirements. This is a proposed code and is subject to passage of legislation.

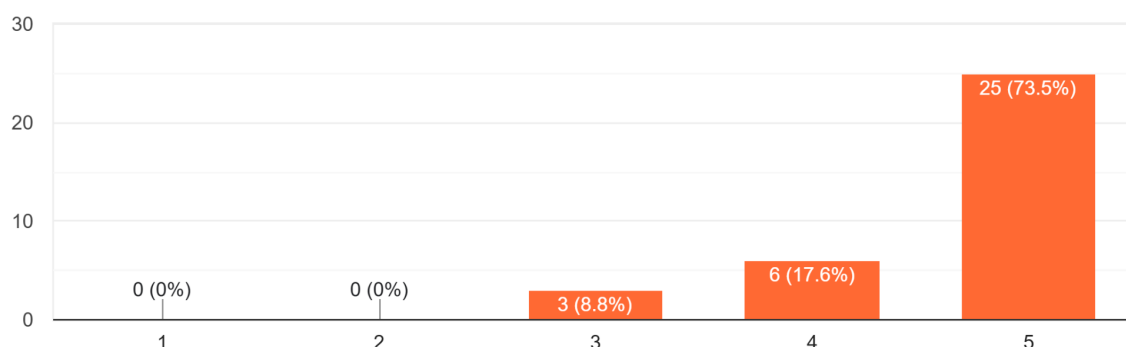
We also attended a discussion on the code, organised by SEN, on 18th June 2025.

Student Feedback

SAT has continued collecting formal feedback from the student through a feedback form. More than 90% of the students found support provided by the ANUSA Student Assistance Team to be ‘helpful’ or ‘very helpful’.

Did you find the advice/support from ANUSA Student Assistance Team helpful?

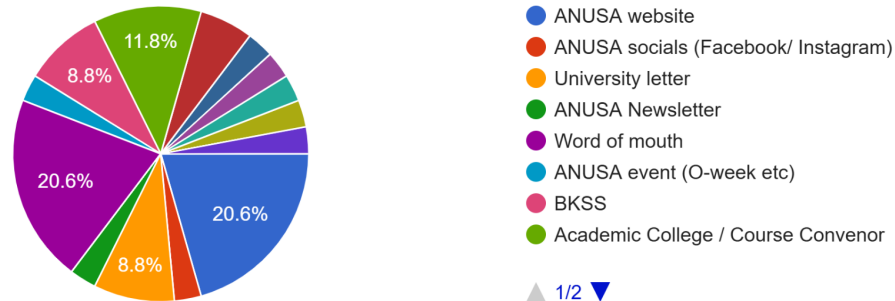
34 responses



Students are finding our service through a combination of different channels.

How did you hear about our service?

34 responses



Some of the general feedback on the SAT service included:

- The staff were absolutely lovely and supportive, I felt at ease and very welcomed.
- a big thank you for ANUSA team! I sincerely thank you for your assistance.
- Kasey was so helpful and patient and not only helped us to next steps, but also offered to support us along the way. Thank you
- Very happy with the help that was provided.
- the meeting wasnt intended to achieve a great deal immediately so its hard to rate

Some Wins

Email dated 9th May 2025

Hi Hassan,

Thank you so much for your help on this matter. ASQ got back to me and confirmed that they can reinstate me based on the cross-institutional course. I'm so very grateful for your help on this matter, and could not have gotten this sorted with your help.

Thank you so much,

Email dated 12 May 2025

Dear Emily,

Thank you so much for your kind message and for all the support you and the Student Assistance Team have provided. [redacted]

Over the past two days, I cry frequently for the warmth and care I've received. I am deeply grateful for the kindness and compassion shown to me during such a difficult time.

Please pass on my thanks to everyone who has helped me.

Email dated 10 May 2025

Dear Emily,

Thank you so much for your continued support and for following up on my behalf. I truly appreciate your help—especially during this difficult and uncertain time.

Your assistance means a great deal to me, and I'm sincerely grateful for your kindness and understanding.

Email Dated 04 April 2025

Dear Emily, Sammy and other teams:

Thank you very much for your prompt update and support. I would like to confirm that I will now proceed to change my ISIS password and encrypt my computer to enhance its security. Also will update any other accounts that may have used the same credentials.

I am sincerely grateful to ANUSA for their efficient and kind assistance, to student central for their timely response, and to Sammy's team for their professional support. Although this incident caused me significant stress and confusion, the swift and compassionate help from the ANU community allowed to resolve the issue quickly. I'm truly thankful and will always remember this support.

Email dated 23 April 2025

Good afternoon!

I'm just writing this as a thank you to Emily for all her support with writing my show cause and providing so much assistance. I received the outcome this morning and it was very good!

Email dated 13 May 2025

Hi Emily, [redacted]

Thank you again for your experience, encouragement, and kindness throughout this process. I understand you'll be on a leave until 2026, and I sincerely wish you safety, support, and continued fulfillment wherever you go — just as you've supported us.

Email dated 20th May 2025

Dear ANUSA Assistance Team,

Thank you VERY much for approving this grant . We are truly grateful for your support!

I've shared the good news with others, and we sincerely appreciate your help. This grant will significantly ease the financial burden of the invoice on all of us.

Email dated 21 May 2025

Dear ANUSA Student Assistance Team,

Thank you so much. This is really a huge help for me at this stage.

Email dated 21 May 2025

Dear Hassan,

Thank you very much for booking me in.

I wish you health, wealth and happiness of heart.

Cheers

Email dated 29th May 2025

Dear Casey,

I received some fantastic news this morning! The accessibility team let me know that the exams office have changed their stance and are now allowing me to have an EAP applied for my remaining exams.

Thank you so much for your support and help during this time. I greatly appreciate all your work and couldn't have achieved this outcome without your backing.

Email dated 3rd June 2025

Hi Casey,

I cannot thank you enough for your guidance during this difficult process. I was wondering if I could contact you closer to the end of the year for assistance with going back to uni – I don't know who enforces the conditions; where do I send my letters; other enrolment queries with my degree; getting back into wattle and other platforms etc.

Email dated 3rd June 2025

Dear ANUSA Team,

Thank you very much for your kind message and support. I truly appreciate the guidance that you and Eiman provided throughout the process.

Email dated 13th June 2025

Hi Casey,

Thank you so much for your quick response and your feedback, I adjusted my statement according. and thank you for helping me with this whole process in general!

Email dated 16th June 2025

Dear Eiman,

Thank you so much for your kind support and thoughtful feedback during this difficult time. Your guidance has truly helped me stay grounded and move forward with more clarity and confidence.

I've now revised and finalised my written statement based on your suggestions, and I deeply appreciate the time and effort you took to help me, especially while you were not feeling well. Your patience and sincerity mean a lot to me.

Email dated 25th June 2025

Dear Eiman,

I hope you are doing well.

Thank you so much for your valuable and sincere advice — it truly means a lot to me.

Once again, thank you so much for your support and guidance during this time. I truly appreciate it from the bottom of my heart.

Email dated 25th June 2025

Dear ANUSA team,

Thank you so much for your time, effort, and support regarding my situation. I truly appreciate your kindness and assistance — it has meant a lot to me and made me feel genuinely supported during this stressful time.

Email dated 26th June 2025

Dear Eiman,

I just wanted to express my heartfelt thanks for your support and guidance over the past week. Navigating the academic integrity process for the first time was incredibly stressful, but your advice and reassurance truly helped me approach it with more clarity and confidence. Thank you again for your time, your kindness, and for helping me feel supported throughout this process. It truly made a difference. I am taking this matter very seriously and view it as an important learning curve.

Community connections, networking and training

Presentations & Panels

- HDR Induction Mini Market April 7th 2025
- Convened SEN's Welfare and Wellbeing forum on multiple occasions

Community connections:

- Met UCX (University of Canberra) CEO and the head of UCX Food Pantry.
- Met ANU Sports about collaboration on the Skill Up program.

- Provided feedback to Digital Plan L&T Stream on the new CANVAS learning management system.
- Provided feedback on the Student Disciplinary Framework Review Project.

Training

- SEN's grant writing workshops - 8th April 2025
- Attended SEN regional event at UTS SYdney - 27th June 2025
- RRU Training - 19th June 2025
- Gender-based Violence 101 - organised by SEN - 18th June 2025
- Valuing the Student Experience Nationally - organised by SEN and convened by Josh Farr - 11th June 2025
- Ally training 15th May - Andy and Eiman attended the Ally training.
- National Student Ombudsman: Information Session for Student Unions and Associations attended on 15th May.
- ASASA + Sen session 27th May
- SEN welfare & wellbeing forum - 28th May

Future goals and focus areas

- Implementation of Symplicity (Case management system)
 - Better feedback collection from students
 - Deploying the new case management system
 - Learn the new tool and troubleshoot any issues.
- Launch and promote the new financial programs