



ANUSA Student Assistance Team Report

Quarter 3, 2025 (July-Sept)

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

Overview

This quarter saw the most significant change in SAT operations and offerings in many years. We went live with a new case management system (Advocate) on 1st July. Our grant spending and number of applications processed more than doubled as compared to the first 2 quarters of the year.

We started administering the Birth control subsidy after a successful handover from the admin team. We initiated new financial programs, such as the Disability Students' Association (DSA) Subsidy and the ANUSA PrEP Subsidy, which supports medicine that lowers the risk of human immunodeficiency virus (HIV). We also expanded the scope of the ANUSA Textbook program and the ANUSA carers grant to make them more inclusive and accessible.

Skill Up program for semester 2 was also administered to help students find casual and part-time work while studying at ANU. We received 146 applications, and 66 were successful.

ANUSA launched the new 'Union Pantry' on Kingsley Street, which has significantly enhanced our welfare provision for students struggling during the cost-of-living crisis. SAT assisted in its launch and operations.

ANUSA SAT also applied for the Student Experience Network (SEN) Awards, and we have been shortlisted for a national award for inclusive programs like PrEP and Birth Control Subsidy.

Academically, we contributed to the ECA working group to make ECAs a more effective mechanism for academic adjustments, especially as obtaining a successful Late Withdrawal is becoming increasingly complex. We restarted our stakeholder engagements with the Examination office to stay on top of any ECA or exam-related matters.

There was an uptake in HDR candidates reaching out regarding the supervisory issues and termination matters.

The most frequent academic issues included assessment appeals (as the results for sem 1 were released in July) and academic integrity (especially a very large number coming from CSS). The other academic matters, like late withdrawal, show cause, reduced study load and recognition of prior learning had a steady flow as well.

In terms of outreach, we presented on multiple forums during Bush week, including International Students' Orientation. We also actively participated in the HDR induction in September.

It is noteworthy that there were quite a few critical cases which included the elements of SASH, suicide ideation and complex mental health.

Key observations:

- Launch of new case management system
- Doubled the spending and the number of financial grant/program applications.
- Launched new programs after successful mid-year SSAF bids
- ECA advocacy
- Outreach with Bush Week and HDR induction presentations

Casework spotlight areas

This is the first quarter that we can calculate the total number of cases (financial and non-financial combined). This number turned out to be **1076 cases** for the quarter, which is quite a significant number. These cases are spread across **777 individual students**. For context, we saw 391 non-financial cases in Q1 and 234 non-financial cases in Q2.

63% of the cases relate to financial grants and programs, and the rest is spread across academic, disciplinary and health-related matters. Among the non-financial matters, academic matters accounted for 71.8% of our casework, with 276 total academic matters in the quarter.

Some trends worth highlighting include a spike in academic integrity cases, particularly from the College of Systems and Society, an increase in HDR termination cases, and a significant number of assessment appeal cases this quarter due to the result release in July.

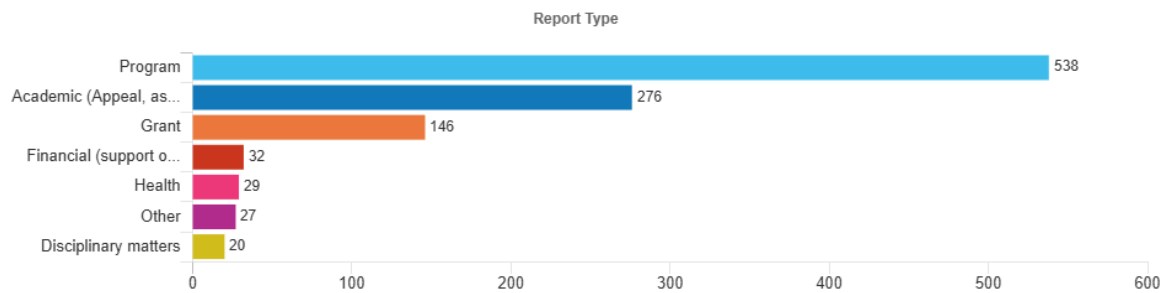
Our spending on financial grants and programs jumped from \$37k in Q2 to \$92k in Q3. Multiple factors contributed to this jump, including new programs being launched after successful mid-year SSAF bidding, SAT taking over the Birth Control subsidy, and the application process being more accessible with the introduction of a new case management system.

Case matter breakdown

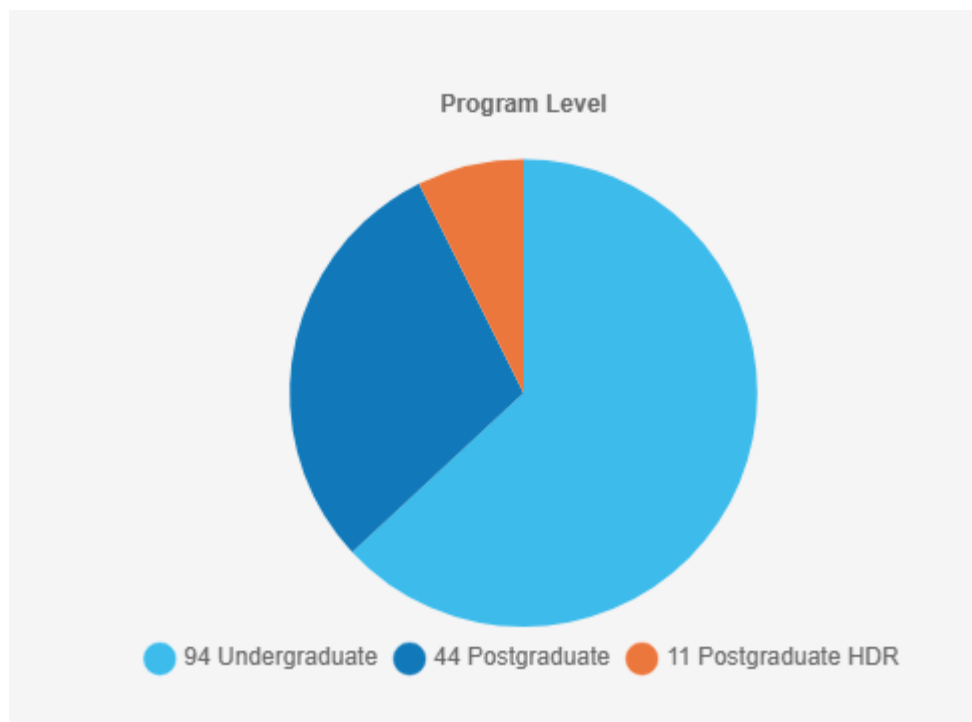
Cases summary as per Advocate (the new case management system) as of 30th September 2025.

Public	54
Pending	2
Processing	0
Assigned	8
Monitored	11
Resolved	1002

RECORD	COUNT
Unique CARE Report	1092
Unique CARE Report > > Students of Concern	777
Unique CARE Report > CARE Action	1199



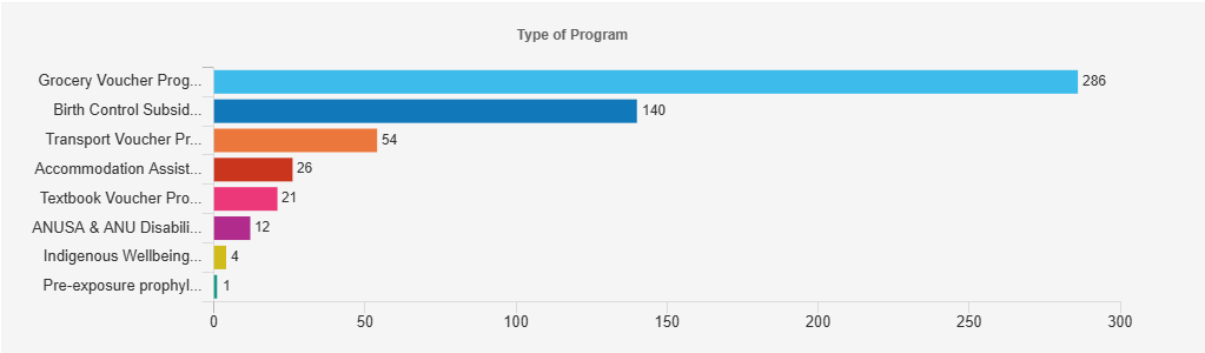
Student cohort breakdown



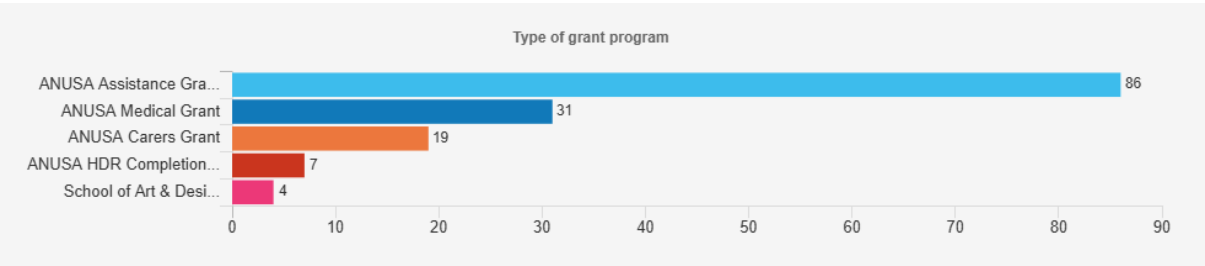
We currently have limited data available on the program enrollment because of the absence of data integration in the Advocate Case management system. Out of 149 students captured, 63% were undergraduate, 29% were postgraduate coursework and 7% were Higher degree by research candidates.

FINANCIAL (Q3 Figures)

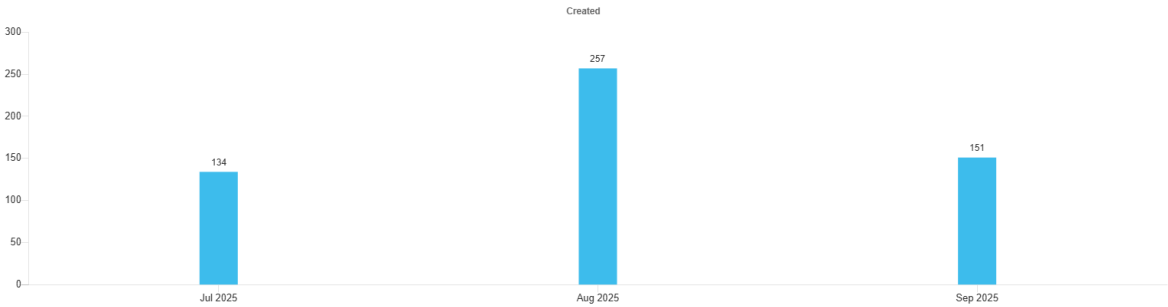
Grocery voucher is our most utilised program.



ANUSA assistance grant is the most accessed grant.



August is the peak period for financial assistance applications.



<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>29/\$18137</u>	<u>21/\$14600</u>	<u>4/\$2250</u>	<u>54/\$34987</u>	<u>Total: 67</u> <u>12 unsuccessful</u>
<u>ANUSA Medical Grant (AMG)</u>	<u>11/\$3814</u>	<u>8/\$3468</u>	<u>0</u>	<u>19/\$7282</u>	<u>Total: 24</u>
<u>ANUSA Carers & Parents Grant (ACG)</u>	<u>0</u>	<u>6/\$4500</u>	<u>5/\$4500</u>	<u>11/\$9000</u>	<u>Total: 16</u>
<u>Accommodation Assistance Program (AAP)</u>	<u>2/\$1085</u>	<u>5/\$1435</u>	<u>0</u>	<u>7/\$2520</u>	<u>Total: 9</u>
<u>ANUSA Indigenous Wellbeing Program (IWP)</u>	<u>0</u>	<u>1/\$80</u>	<u>2/\$600</u>	<u>3/\$680</u>	<u>Total: 3</u> <u>All successful</u>
<u>ANUSA HDR Completion Support Grant (AHG)</u>	<u>NA</u>	<u>NA</u>	<u>5/\$4500</u>	<u>5/\$4500</u>	<u>Total: 5</u> <u>All successful</u>
<u>Grocery Voucher Program (GVP)</u>	<u>159/\$13050</u>	<u>152/\$13000</u>	<u>4/\$400</u>	<u>315/\$26450</u>	<u>Total: 315</u>

					<u>All successful</u>
<u>Transport Voucher Program (TVP)</u>	<u>14/\$225.4</u>	<u>33/\$531.3</u>	<u>3/\$48.3</u>	<u>50/\$805</u>	<u>Total: 50</u> <u>All successful</u>
<u>ANUSA Textbook Program</u>	<u>8/\$1100</u>	<u>2/\$450</u>	<u>1/\$300</u>	<u>11/\$1850</u>	<u>Total : 13</u>
<u>Birth Control Subsidy</u>	<u>83/\$2583.98</u>	<u>10/\$230.20</u>	<u>0</u>	<u>93/\$2814.18</u>	<u>Total:97</u>
<u>Pre-exposure prophylaxis (PrEP) Subsidy</u>	<u>0</u>	<u>1/\$100</u>	<u>0</u>	<u>1/\$100</u>	<u>Total:1</u> <u>All successful</u>
<u>ANUSA & ANU Disabilities' Student Association Subsidy(DSA)</u>	<u>6/\$1350</u>	<u>1/\$250</u>	<u>0</u>	<u>7/\$1600</u>	<u>Total: 7</u> <u>All successful</u>
<u>Total amount spent/total applications</u>				<u>\$92,588.18</u>	<u>607</u>

This quarter, we provided an exponentially higher amount in grants and programs compared to Q2, 2025 (**\$92,588.18 in Q3 2025 vs \$39,697.40 in Q2 2025**). This quarter, we also expanded the scope of the ANUSA Carers grant, increasing the amount from a \$750 one-off payment to up to \$1000 per year. The grant has also been renamed to the ANUSA Parents & Carers Grant, aiming to assist students who are parents or have a dependent in their care and are experiencing financial hardship that may become a barrier to completion of their program of study.

Our other grants and programs continue to be heavily utilised, with a large number of applications coming through (**607 in Q3 2025 vs 342 in Q2 2025**).

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.

This quarter, we have officially launched two new programs: the Disability Student Association (DSA) and the Pre-Exposure Prophylaxis (PrEP) subsidy. SAT has also successfully taken on the administration of the Birth control subsidy and will look into launching the bicycle maintenance program. From Q4 onwards, we will look into launching the ANUSA bicycle maintenance program.

School of Art & Design Financial Hardship Bursary

ANUSA continued to administer the SoAD Bursary during this quarter. A total of three applications were received, all of which met the eligibility criteria and were therefore successful. In total, \$4,470 was granted to the successful applicants. This allocation marked the completion of the bursary, as all available funds have now been exhausted. SAT has updated SoAD on this outcome and formally communicated the closure of the bursary for the time being. SAT will re-engage with SoAD should the bursary be reinstated in future.

Transport Vouchers

TVP has experienced a steady increase in uptake following official confirmation from the Transport Minister that MyWay vouchers would remain valid under the new MyWay+ system. This update was communicated to students, resulting in 50 successful applications this semester, an increase compared to the previous quarter. SAT has again not received any incident reports relating to voucher rejection on public transport. The team continues to utilise and order additional transport vouchers from Transport Canberra, while also exploring potential alternative voucher options should the need arise.

Grocery Vouchers

Demand for grocery vouchers has increased this quarter. A total of 315 vouchers were provided to students compared to the 246 vouchers we issued last quarter. This is because SAT has increased the limit of vouchers from \$50 to \$100 per semester per student. The ease of applying for grants and programs after the implementation of Advocate could also contribute to the increase in applicants. SAT will continue supporting students as living costs rise.

Textbook Program

The ANUSA Textbook Voucher Program, partnered with Harry Hartog, continues to support students facing financial hardship in purchasing prescribed textbook(s) for their enrolled courses. Successful applicants can receive up to \$300 in Harry Hartog textbook vouchers per application. There have been a total of 13 successful applicants and \$1850 spent, a slight decrease compared to 17 applicants and \$2700 spent the last quarter. ANUSA will continue to support students with increasing textbook prices through the Textbook Voucher Program.

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.

Birth Control Subsidy

Beginning this quarter, SAT has officially taken responsibility for administering the ANUSA Birth Control Subsidy, which was previously managed by the Admin Team. The subsidy is designed to provide financial assistance to individuals seeking support for birth control or contraception-related expenses. This quarter, a total of 93 applicants received reimbursements of up to \$250 for their prescriptions. The number of applicants has remained consistent with the previous quarter, reflecting the ongoing demand and importance of this program.

Disabilities' Student Association Subsidy

This quarter has also seen the launch of the ANUSA & ANU Disabilities' Student Association Subsidy. SAT has collaborated with DSA to design a subsidy to support enrolled students who identify as having a disability and require assistance for their condition. Successful applicants can receive up to \$250 per year for eligible non-medication disability-related expenses. Despite its infancy, there have already been 7 successful applicants, with a total of \$1600 spent. SAT will continue to work alongside the DSA in providing financial support to students with disabilities.

Pre-exposure prophylaxis (PrEP) Subsidy

SAT has also launched the Pre-exposure prophylaxis (PrEP) Subsidy in Q3. This subsidy was designed in collaboration with the SAT team and the ANUSA Treasurer to support

enrolled students who need financial support towards their PrEP medicine, which lowers the risk of human immunodeficiency virus (HIV). Successful applicants can receive up to \$250 per year for eligible PrEP medication. So far, there has only been one successful applicant who received a reimbursement of \$100. The SAT team will continue to promote the PrEP Subsidy to increase student awareness of HIV prevention and ensure that those who may benefit from this support are aware of its availability.

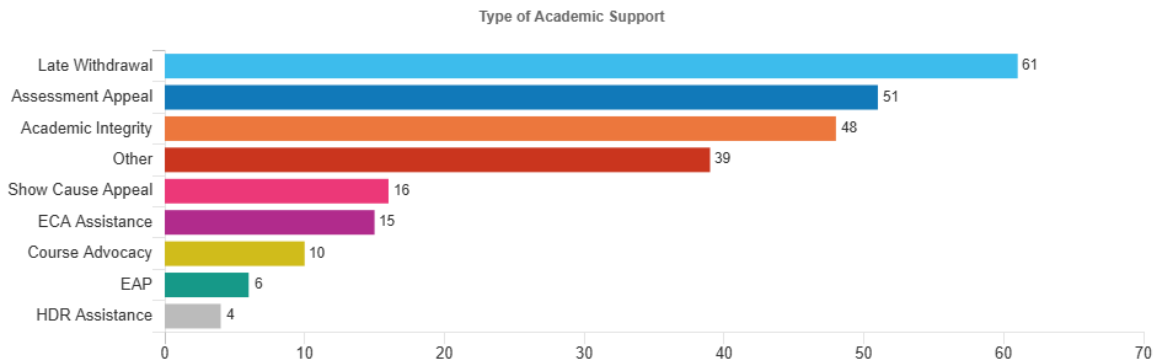
Equity Tickets

SAT helped administer equity tickets for 5 Balls this quarter. There are the UN Society Ball, BIPOC Ball, Social Science Ball, Psychology Society Ball and Union Ball. SAT's role in the process includes helping society to set up the online equity ticket application form, assessing the eligibility of applicants and issuing the equity tickets if required. SAT will keep working with clubs and societies in the future to make equity tickets more accessible.

Skill Up

Skill Up for Semester 2 2025 was launched on 25th August. We received 146 applications by 15th September, when the program officially closed. Applications are still being reviewed, with the final number of successful applicants, along with the total spending, to be finalised in the Q4 report.

Academic



Academic matters accounted for 71.8% of our casework, with 276 total academic matters in the quarter. Late withdrawal cases constituted the majority, with 61 cases accounting for 22.1% of our academic cases. Assessment appeal (51 cases for 18.5%) and academic integrity (48 cases for 17.4%) were also prominent categories.

It is important to reiterate that our statistics in Q3 have been measured differently to previous quarters as we adjust to gathering data from Advocate for the first time. Of particular note, the Advocate data reports currently only allow us to select one option from an academic drop-down. This differs from previous reporting, where we have been able to multi-select academic issues. This has historically allowed us to accurately capture the reality of our casework, where a single student's case may span multiple academic categories. We anticipate reverting to this multi-select capacity for Q4 2025.

In addition to this, we have previously reported our data cumulatively over each quarter, whereas this report's data outlines Q3 in isolation. We note that the cumulative data from the Q3 2024 report indicated a percentage of academic matters (68.6%) very similar to our data in this report (71.8%).

Late Withdrawal

Late withdrawal continues to be a pain point for students, as the threshold for a successful application remains high with pedantic and extensive documentation requirements.

The SAT team has maintained a good reputation for late withdrawal assistance among ANU support services, with several students referred to SAT from the Student Safety and Wellbeing Team and the Dean of Students' Office.

Our extensive and detailed individual support has proved effective, leading to several successful outcomes for students who were struggling with the burdens of the application process. While this has been heartening to see, we remain concerned about the potential for highly onerous documentation requirements to re-traumatise students who often have to revisit challenging moments in great detail to meet the ANU's evidentiary bar.

Academic integrity

Q3 is historically a busy time for academic integrity matters, as the latter half of Semester 1 and the start of Semester 2 converge. Q3 2025 has been no exception, with 51 separate academic integrity cases.

The spike in cases from CSS mentioned in the Q2 report has continued into Q3, increasing our workload. We are trying to help students navigate the process while also accompanying them as a support person to their inquiry meeting. Generative AI has again been a very contentious topic and the basis for many of our academic integrity cases.

HDR uptake

The SAT team has continued to provide advice and advocacy to HDR students experiencing issues. While the number of individual cases has remained relatively steady (and small relative to coursework issues like late withdrawal, assessment appeal and ECA), the nature of the casework is very involved and time-intensive. Our HDR casework often involves longer, more detailed and more frequent appointments than many coursework matters.

We have primarily provided advice on the termination of candidature proceedings and assisted students in navigating supervisory tensions. This has included several instances where we have acted as advocates and sat in on meetings related to students' candidature.

Accommodation

ANUSA Accommodation Assistance Program

In this quarter, for emergency accommodation, we processed nine applications and provided students with 33 nights' assistance, amounting to \$2520.

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 15 applications in this quarter.

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

SAT assisted a high number of students with critical cases in Q3 2025, totalling 55 cases, including seven ongoing cases carried over from the previous quarter. There were six new disciplinary matters recorded this quarter, one of which related to SASH.

The majority of critical cases involved students experiencing mental health or general health concerns, including four cases where students disclosed suicidal ideation and were provided with immediate support. Additionally, SAT supported three students who disclosed experiences of family or domestic violence and three who were facing insecure accommodation.

As mentioned previously, there remains a significantly higher number of students presenting with mental health or health concerns that are not reflected in this report due to the transition to a new case management system.

Critical case management has remained a central focus for SAT this quarter, with ongoing efforts aimed at supporting students facing complex and high-impact issues, including SASH, domestic and family violence, mental health challenges, housing instability, and critical financial hardship. SAT continues to work collaboratively with internal and external stakeholders to ensure students receive timely and appropriate support.

Other Activities

Implementation of the Advocate case management system

Q3 2025 marks the first full quarter of the team using Advocate for our case management after going live at the start of July. This has been a very positive experience overall, although we are continuing to adapt incrementally to our “new normal” both internally and with the students we interact with.

We have a new contact at Symplicity who is helping us get up to speed on our reporting in particular, to ensure we optimise and standardise the data we capture in the Advocate system moving forward.

We have seen that our note-taking and record-keeping is substantially more efficient, which has led to quicker and more detailed capture of important information, which facilitates smooth and secure handover of casework within the team. We have also noticed an increase in student engagement, indicating that the Advocate system is making it easier for students to reach out to us for assistance.

We continue to await full data integration, listed as a priority item, but no clear timeframe has been communicated to us yet. We will continue to follow this up with the ANU IT team.

Pantry project

The ANUSA Union pantry opened in late July. This project has been in the works since 2021 but has faced delays due to multiple factors, including COVID-19. The pantry is now up and running, supporting students with essential items. Currently, the pantry opens for 2 hours each Friday, and a limited number of students can register beforehand.

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

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 the passage of legislation.

Student Experience Network Welfare and Wellbeing forum

Casey, as convener of the Welfare & Wellbeing forum of SEN, has convened multiple sessions this quarter and moderated discussions on matters impacting the welfare and wellbeing of the students. This network attracts peers and experts from across Australia and New Zealand, who share their experiences and best practices.

As part of the network, ANUSA also nominated its programs and initiatives for the annual awards, and we have been shortlisted in multiple categories, including:

- Best digital initiative(ANUSA Cooking show)
- Best advocacy initiative (Parking advocacy by ANUSA legal)
- Best Equity, Diversity and Inclusion initiative)

We will learn about the outcome of these awards by the end of November 2025.

ANUSA Bicycle Program

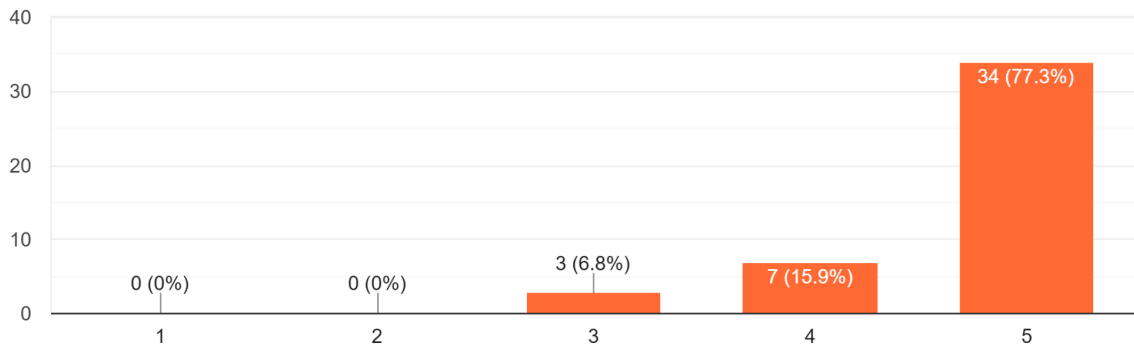
SAT continues to provide financial support to eligible enrolled students who use, or would like to use, a bicycle for transport, promoting sustainable options for students. While there is no official partnership with any specific bicycle shop in the ACT, we are considering recommending Mojo Cycles as a low-cost and student-friendly option near campus.

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?

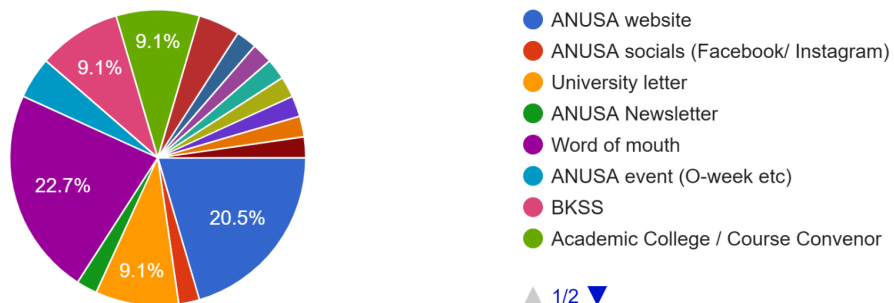
44 responses



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

How did you hear about our service?

44 responses



Some Wins

Email dated 3rd July 2025

Dear Casey,

This is XXXXX, I just get the final exam results. I pass all of them, Thanks for your assistance for me, I couldn't do it without your help and encourage. I do cherish it. And I will tell my boss today, I will go back XXX July. I also plan to take some graduation photos as souvenir. I hope I can take several photos with you if you are okay for this, you are the most important person for me in this university. I will wait for your reply to see if you want, then I will book it and tell you the details. After take a photo with you, I also want to book a chat meeting with you, Just as usual. About the details, we can discuss later.

Thank you very much, Casey.

Email dated 4th July 2025

Hi Hassan,

Thank you so much for your kind help and constructive advice. It meant so much to me during the challenging period and I truly appreciate it. I hope you receive the same kindness and grace in life, that you offered me.

Email dated 8th July 2025

Hi Hassan,

Greetings from XXXX— I hope this email finds you well.

I'm pleased to share that I received my final grades last week and achieved a Distinction in my last course. With that, I am now fully eligible to graduate and have received my completion letter.

I want to sincerely thank you for all your support throughout the past year. I truly appreciate the time and effort you have dedicated to helping me navigate various challenges — your guidance has meant a lot to me.

Email dated 14th July 2025

Good morning Hassan,

Thank you for your advice 😊

Wishing you all the best in your work and continued success in everything you do. I truly appreciate all the support you've given me throughout journey at ANU.

Take care and stay well!

Email dated 14th July 2025

Dear Eiman,

Thank you so much for your detailed and thoughtful response, it truly helped me understand the appeal process more clearly.

Email dated 23 July 2025

Hi Casey,

Thank you so much for all your advice, information, and support! I sincerely appreciate it.

Thanks again and I hope you have a good rest of your week!

Email dated 24th July 2025

To you, Eiman: Thank you so much for your support, especially your advice about how to prepare and what to say during the Review Meeting. I genuinely appreciate it.

Wishing you and ANUSA all the best!

Email dated 31st July 2025

Hello Team,

I had an appointment with student advisor Eiman today at 11pm. I want to express my gratitude for the time and advice

Email dated 4th Aug 2025

Dear Eiman,

Thank you for your support and guidance throughout the inquiry process. Your assistance has meant a great deal to me during a very difficult time.

Email dated 4th August 2025

Hey Eiman,

Thanks for reaching out again, you have been a great help.

Email dated 8th Aug 2025

Dear Eiman,

Sorry for the late reply. Thank you so much for your helpful and detailed feedback . I really appreciate your time and support.

I've carefully considered your suggestions and made a small adjustment to my _ based on your advice

Thanks again for your guidance throughout this process!

Email dated 13th August 2025

Dear Hassan,

I sincerely thank you for your continuous support and for actively following up with the Examinations Office on my behalf regarding my appeal.

I wanted to let you know that I have now received the outcome — my deferred examinations for BUSN7031, BUSN7057, and BUSN7050 have been approved. This positive result has lifted a huge weight off my shoulders, especially during such a difficult period in my life following my father's passing and my mother's ongoing health treatment.

Your timely help, patience, and understanding have not only assisted me in resolving this urgent academic matter, but have also given me much-needed reassurance and strength to keep going. I truly believe this outcome would not have been possible without your dedicated advocacy.

Thank you once again for standing by me during this challenging time. I deeply appreciate your kindness and the effort you have made on my behalf.

Email dated 21st Aug 2025

Hi Eiman!

I submitted the late withdrawal request.

I realised I forgot to say I really appreciated your help

Thank you so much again

Email dated 22nd Aug 2025

Finally - thank you to Eiman and Casey for your support during this PBC process.

Email dated 22nd Aug 2025

Eiman,

I wanted to say thank you again for your presence and support today. It was incredibly helpful.

Email dated 22nd Aug 2025

Thank you so much. That will help cover my utility bills this time. You have no idea how helpful that it.

With kind regards,

Email dated 22nd Aug 2025

Dear Casey,

Thank you so much for sending the support letter — I really appreciate your time and help. I've received the attachment and will include it in my Late Withdrawal submission pack.

I'll let you know the outcome once I hear back. Thanks again for your support.

Email dated 23rd Aug 2025

Hi Casey,

Thank you so much for checking in with me and for sending through those community organisation links – I really appreciate you taking the time to share them. I'll definitely have a look at both to see if they may be helpful.

I also wanted to Thank you and ANUSA for giving me transportation vouchers and the grants, they have helped me get by in ways I can not even imagine.

Email dated 23rd Aug 2025

Hi Casey,

My show cause has been approved! Thank you so much for all the help and resources that you provided. I am really grateful for the support and also the opportunity to continue studying here.

Thank you again and kind regards,

Email dated 28th Aug 2025

Dear Eiman,

Thank you again for your help! My academic integrity issue has been fully resolved, and I have now received my completion letter.

Email dated 28th Aug 2025

Hey Eiman,

Just wanted to say a huge thank you for all your help. It really made a difference, and I'm so grateful!

Email dated 3rd September 2025

Dear Casey,

Thank you very much for taking the time to review my case in such detail and for clearly explaining the possible options. I truly appreciate your support and transparency

Email dated 8th September 2025

Dear Casey,

Thank you so much for your kind and thoughtful reply. Your explanation really puts my mind at ease, and I appreciate you clarifying how the process usually works....

It's also comforting to know you and ANUSA are here to support students during this stressful time.

Thank you again for your understanding and encouragement. It really means a lot.

Email dated 12th Sept 2025

Hi Eiman,

Thank you so much for your feedback. I really appreciate it. It helped me to re-examine my appeal statement, supplement it, and fill in the gaps in my writing.

I've attached my polished appeal here. I've put the sections I changed based on your feedback in bold to make it easier to see the revisions.

Once again, thank you so much for your help. It really made a huge difference. I also learned about the EAP, which I was not aware of before. Thank you.

Email dated 12th Sept 2025

Dear Eiman,

Thank you very much for your detailed reply and helpful suggestions regarding my late withdrawal application. I really appreciate the time you took to outline the requirements clearly.

Thank you again for your guidance. I will revise my application accordingly.

Email dated 18th Sept 2025

This is such delightful news! The grant will go a long way in covering some of my expenses.

Thank you so much for your generosity and support!

Email dated 18th Sept 2025

Hi Eiman,

I just had my meeting, [] said she wouldn't take it any further than the review so I assume this means no academic misconduct finding. I wanted to thank you for all of your help with this, it was great to have the additional support. Thank you very much, I can't say how helpful you have been.

Email dated 25th Sept 2025

Dear Eiman,

First and foremost, I would like to express my sincere gratitude for your prompt reply earlier. Your response provided crucial guidance for my subsequent work, and I truly appreciate the professional and thoughtful service you have offered.

Community connections, networking and training

Presentations & Panels

- Bush Week
 - International Students' Orientation 14th July
 - Campus Compass - 21st July
- Alexander George Foundation Scholars welcome
- HDR Induction Mini Market 1st September 2025
- Convened SEN's Welfare and Wellbeing forum on multiple occasions

Community connections:

- Met Sarah Bayes and Keshav (Examination office)
- Met Food Coop directors Chris and James on 10th July
- Catchup with Dean of Students Jenni and Kathryn (their newer staff member)
- Met Lata Warner, co-disability officer to discuss the implementation of DSA grant.
- Met Parents & Carers officer to discuss the improvements to the P&C grant and the webpage on the portfolio
- Met Orientation team (Asha & Lucy) to debrief on Int's Student orientation - 10th September.
- Met new SS&W staff member -
- SAT & Legal reach out sessions at different lectures
- SAT & Legal team session on CSS academic integrity matters.
- Promoted ANUSA medical grants with Leanne Kelly, Senior Manager, Student Health and Wellbeing

Training:

- Eiman's Lifeline ASIST (Applied Suicide Intervention Skills Training) Training

Future goals and focus areas

- Increase efficiency in the use of Symplicity (Case management system)
 - Better feedback collection from students
 - Transitioning away from sa.assistance@anu.edu.au for student queries
 - ANU Student data integration to support better reporting
 - Upskill SAT staff in the use of the new system
- Understand the new legal framework with the introduction of the National Higher Education Code to Prevent and Respond to Gender-based Violence.