



The Australian National University
Students' Association Inc. (ANUSA)

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ANUSA Legal Service (CLC) And In-House Legal 2025 Report

2025 Snapshot

- The legal team worked on 1000 matter files. It was our busiest year!
- We saw students in 952 separate legal appointments
- Students were provided advice on 794 separate legal matters involving 1173 different legal issues.
- 71 students received legal information at weekly **"Ask Me Anything"** drop-in sessions
- We provided ANUSA itself with advice on 158 separate in-house legal advice matters involving 389 different legal issues
- **Student Feedback:** 85.6% of respondents rated the ANUSA Legal Service 10/10, 7.7% rated 9/10, 4.7% 8/10 (out of 299 respondents). Written feedback across metrics was very positive. Written feedback was also generally very positive.
- Wait times for appointments reduced to 1 to 2 days for most of the year. Median wait time was 2 days in 2025, down from 6 days in 2024.
- We provided 336 separate "value-added" services to students such as repeat appointments (169), preparing or reviewing documents (101), written advice (92) and support or representation in the court or tribunal
- We ran multiple community legal education sessions reaching around 1000 students
- Outreach to a thousand students promoting availability of ANUSA's free legal service to students across the ANU
- The ANUSA Legal Service received a grant from the ACT Law Society to support the engagement of an additional lawyer for a second time running.



- The legal team published “Law Stuff Explained” in both English and Mandarin for ANU students
- The legal team wrote and submitted a major submission to the ACT Human Rights Commission on occupancy contracts and their impacts on students



Recognition of Contribution made by the ANUSA Legal Service

- On 27 November 2025, the ANUSA Legal Service was recognised with a national “best advocacy” award at the Student Experience Network Conference for its work on assisting ANU students to prevent criminal convictions arising due to unpaid ANU traffic fines.
- On Wednesday 3 December, Laura Nuttall MLA recognised the work of the ANUSA Legal Service during the adjournment debate in the ACT Legislative Assembly.

*“I cannot stress how incredibly lucky Canberra and the ANU, in particular are to have the ANUSA Legal Service here. Every year hundreds of students who would have no-one else to turn to receive assistance through the ANUSA Legal Service, and I want to ensure that I make it clear that their hard work is noticed, deeply appreciated and heard about as widely as humanly possible.” **Laura Nuttall MLA, ACT Legislative Assembly, 3 December 2025.***

What’s Ahead: 2026

Resource constraints means that the ANUSA Legal Service will drop one full-time lawyer in 2026. We will be focussing on providing legal help to as many students as possible in various formats: appointments, legal information and community legal education. We will seek to maintain in-house legal support for ANUSA. We will be unlikely to reach the same metrics in 2026.

*“I’ve been dealing with dodgy landlords and tenancy issues for the last five years, Speaking with ANUSA legal services, I wish I had booked in sooner. They were so kind, supportive, accessible and helpful, and for the first time ever I have felt empowered as a tenant to stand up for my rights. I could not recommend more highly.” **Student feedback.***

This Report

This report is in three parts. The first part provides a narrative of the ANUSA Legal Service during 2025. The second part provides statistics in graphical form. Finally, part three provides student written feedback (where students have given permission for it to be included in reports).

About the ANUSA Legal Service and the Legal Work of ANUSA

The ANUSA Legal Service is a community legal centre run by ANUSA and accredited with Community Legal Centres Australia (the peak Australian body for community legal centres). The service supports ANU students and ANU student clubs and societies with their legal needs. It offers face to face and online appointments and additional support, where within the resources of the service. The service also undertakes community legal education and information sessions such as during O-Week and Migration Workshops.

In addition to providing pro-bono legal services to students, the legal team provides in-house legal advice to ANUSA as an organisation.

Part 1: ANUSA Legal Service in 2025

As already evident from the snapshot provided above the ANUSA Legal Service saw an exceptional year in 2025. We were able to reach more students than ever before, provide more services and reduce wait times dramatically. The ANUSA Legal Service's core service is 'in appointment advice', however we were able to extend additional 'value added' services to students in 336 cases. In addition, community legal education and outreach activities reached around 2000 students.

*"This was my first contact with any legal advice/issues and I had been panicking a bit beforehand, so my lawyer's calming presence was very welcomed! A million thank yous for the help." **Student feedback 2025.***

What students did we reach?

Demographic data collected by the service shows that we were able to reach across all student cohorts at ANU. The highest users of the legal service are postgraduate students and international students. Students were spread across all colleges and across all year cohorts.

- About **80%** of our student clients were **international students** and **20% domestic students**
- About **35%** of our student clients were **undergraduate students**, **30% postgraduate coursework students** and **35% higher degree research students**
- About **41% lived on campus** and **59% off campus**
- **96%** were seeking advice **for themselves**, **4%** were seeking advice for a **club or society**
- a significant proportion of students identified as belonging to one or more underserved communities. (See Figures 2 to 10 for more detailed demographic information)

How did students experience the ANUSA?

As in previous years, feedback was collected from students on how they experienced the ANUSA Legal Service, with 299 students responding to the survey. Both quantitative and qualitative responses from students show a very high level of satisfaction from students with their engagement with the ANUSA Legal Service. (See figures 19, 20 and 23 to 25 and written student feedback in section 3.) Student feedback is used also to consider improvements to how we provide legal services.

"This is the best thing that has happened to me all week! Thank you SO MUCH. "When nobody's got you, the ANUSA legal team's got you."
Student feedback.

How long did students have to wait for an appointment?

During most of the year appointments were available either on the same, next day or two day timeframe to students. Often students would choose a later appointment to suit their convenience. Feedback on satisfaction with wait times for appointments increased substantially in 2025 to 78% responding with 5 on a 1-5 scale. The median wait time was 2 days and the average wait time was 3.98 days (both these figures include student preference for timing of their appointments). This represents a substantial reduction in wait time with median wait times during in 2024 at 6 days, with average wait time 6.03 Days. (See figures 21 and 22)

How many appointments during the year?

Students were seen in 952 separate appointments during the year. Most of these were booked online with a proportion managed by front desk staff. Total bookings made (including cancellations and no shows) was 1526 (many of which represented rescheduling).

What types of law were the highest areas of demand?

Noting that the legal team implemented a new statistics system in 2025 which allows us to count multiple areas of law where there was more than one legal issue for a particular matter or appointment, the highest areas of demand were visa issues (22%) and migration and citizenship (13%). Tenancy represented a further 11% of matters.

For student facing work (i.e. legal services to students and clubs and societies), 29% of issues were visa related with a further 17% related to migration and citizenship. 14% were tenancy matters and a further 6% related to occupancies. Intellectual property queries represented 4.6% of student caseload. The table below provides a summary of areas of law. (See also discussion below).

"The ANUSA legal service provided me with tremendous support and courage during one of the most difficult times in my university life. It helped me face the unknown rationally while reminding me to stay honest and uphold my integrity." **Student feedback.**

Areas of Law	Total	Student Facing	Domestic	International	Undergraduate	PG Coursework	HDR
Administrative Law	3.7%	1.7%	3.4%	1.8%	2.2%	2.2%	
Associations Law	9.6%	2.4%	0.6%	0.1%	0.4%	0.4%	na
Associations Law (unincorp	1.8%	1.9%	1.7%	0.3%	na	0.9%	1.1%
AVO	2.0%	2.6%	5.6%	1.9%	2.2%	3.1%	3.6%
Consumer Law	1.2%	1.3%	2.2%	1.5%	3.7%	na	0.4%
Criminal Law	2.2%	2.4%	2.2%	1.3%	1.8%	na	na
Defamation	3.7%	0.9%	2.2%	na	na	na	na
Discrimination Law	4.7%	1.7%	4.5%	1.2%	1.1%	0.4%	4.7%
Employment Law	6.7%	7.2%	16.9%	3.7%	12.5%	4.0%	3.3%
Family Law	0.1%	0.1%	0.6%	na	na	na	0.4%
General Commercial	3.9%	2.6%	3.9%	1.5%	2.9%	2.2%	1.4%
Intellectual Property	4.3%	4.6%	15.2%	1.5%	8.1%	na	9.1%
Migration and Citizenship	13.3%	17.3%	2.2%	26.3%	8.5%	23.5%	30.1%
Motor vehicle property	1.1%	1.3%	1.7%	0.6%	1.8%	na	0.4%
Negligence	1.3%	1.5%	2.8%	0.6%	1.5%	0.9%	0.7%
Occupancy	5.2%	5.9%	6.2%	3.4%	7.4%	4.0%	1.1%
Personal Injury	0.4%	0.5%	1.7%	0.1%	1.1%	na	0.4%
Gender Based Violence	1.1%	0.4%	0.6%	na	0.4%	na	na
Tenancy	11.0%	13.9%	23.6%	10.0%	14.3%	14.2%	12.3%
Traffic and Parking	0.8%	0.8%	2.2%	0.3%	1.1%	0.4%	0.4%
Visa	22.1%	29.0%		43.9%	29.0%	43.8%	30.8%

Value Added Services

The service provided a range of “value added” services to students. These consisted of additional appointments, help at court or ACAT, negotiation with other parties, help with preparing or reviewing legal documents and significant additional research. (see Figure 18 in the statistical report).

Staffing

During 2025, the legal service was supported by a part-time principal lawyer (0.6 FTE) and three full-time lawyers. The work of the ANUSA Legal Service is also supported by three administrative staff who together provide admin support (0.5 FTE in respect of legal work).

Systems

Students were offered both in-person and online appointments. Students can book an appointments using the online booking system which is accessible through the ANUSA website, 84% of bookings were for online meetings, with the remainder face to face meetings. Microsoft Teams was used as the online meeting platform. Students are offered the possibility of translation through the government provided TIS service (which is not available for visa related matters). Students are also welcome to bring a support person to appointments.

“I am truly grateful for the guidance and support of the ANUSA Legal Service. They have gone above and beyond in helping me, whether it was with tenancy questions, visa guidance, or even career-related advice ...” **Student feedback.**

Observations

Some observations can be drawn from the 2025 data include:

1. **2025 saw a significant reduction in wait times, which was also reflected in client satisfaction with their wait times** (See figures 16, 17 and 18)
2. **International students are the primary users of the ANUSA Legal Service constituting almost 80% of caseload.** (See figure 2)
3. **Postgraduate students (HDR and coursework) constitute almost 65% of student caseload.** (See Figure 3)
4. **Migration & Visa issues are the most pressing legal concern for students, particularly for HDR students, but legal needs vary significantly by student cohort.** (See Figures 11 and 12)
 - Visa and migration issues were the highest area of demand for postgraduate students. (See figure 11)
 - Employment law was a higher area of demand for undergraduate students (See figure 11)
 - Tenancy, intellectual property and employment law were high areas of demand for domestic students. (See figure 12)
 - International student demand was focussed on visa and migration and citizenship, although international students also encountered tenancy and employment law issues.
5. **Many students relying on the ANUSA Legal Service belong to one or more vulnerable groups (such as CALD, woman identifying, LGBTQI+ or as financially disadvantaged)** (See Figure 9)
6. **The Web and Word of mouth were the most effective channels for students to discover the ANUSA Legal Service.** (See Figure 8)
7. **Most students relying on the ANUSA Legal Service would not be able to afford the legal fees involved, if the ANUSA Legal Service was not available to them.** (See figure 10)

Community Legal Education (CLE)

In total community legal education involved 65 separate events in which legal staff presented to students in different contexts, as illustrated in the diagram below.



Student Attendance at CLE

Orientation and Outreach	c. 1070
Workshops & Presentations	c. 1050
AMAs & Drop-ins	73

Community legal education provided by the legal service covered migration law, disability discrimination law, tenancy, occupancy, employment law and tax law compliance for student clubs and societies. Some presentations were specifically targeted to the needs of PhD students and brought in representatives from the Department of Home Affairs. Some presentations were taken out into university residential colleges and other spaces familiar to students, sometimes in collaboration with the residential college. The legal teams CLE activities also included the production of a legal handbook (noted above), numerous social media posts, and an information postcard on laws affecting protest rights. Also, in 2025 the legal service revised and expanded its legal information pages which are available via the ANUSA website. These pages cover a wide range of issues typically encountered by students. All CLE activities are designed with a focus on student needs.

Referrals and Conflicts

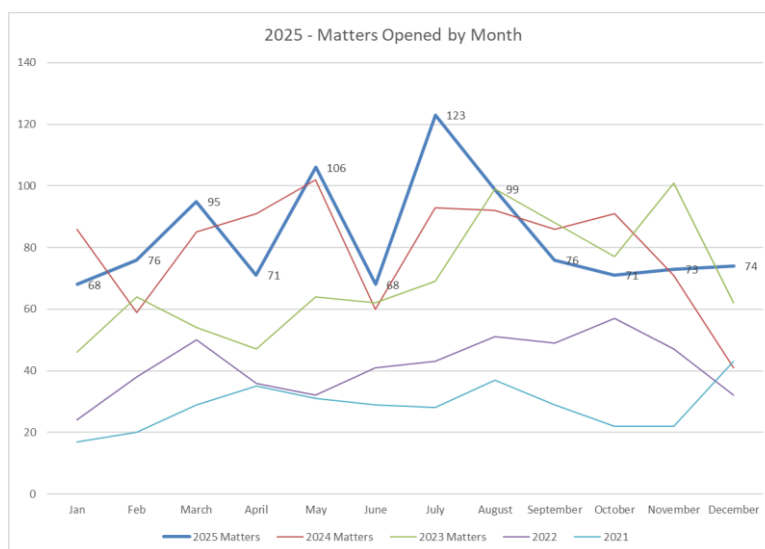
Part of the case load managed by the service is 'referrals' where the service has not been able to assist students and referred them elsewhere. Over 53 students were referred to other legal services or providers. Seven cases of conflicts were also recorded and referred to other providers.

Michael Curtotti
Principal Lawyer
ANUSA Legal Service
February 2026

LEGAL SERVICE STATISTICAL REPORT 2025

The following diagram shows the overall number of matters or files created on a monthly basis. Each matter represents a discrete provision of legal advice to a client, or substantial other task (e.g. community legal education, practice management etc). As is evident the service has managed a significantly increased workload during the year.

Figure 1:



Demographic Survey Data Provided by Clients

The diagrams below represent survey data collected by lawyers or provided by clients as part of the ANUSA Legal Service intake process during 2025.

Figure 2:

Were they an international or domestic student
729 responses

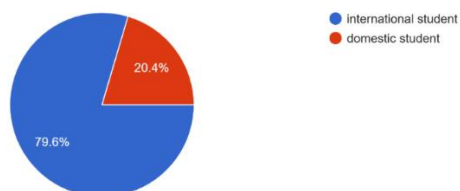


Figure 3:

Course Type of client
670 responses

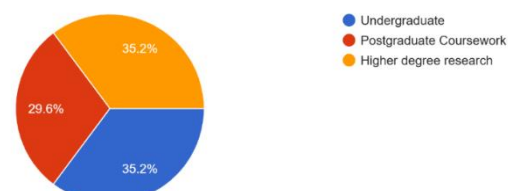


Figure 4:

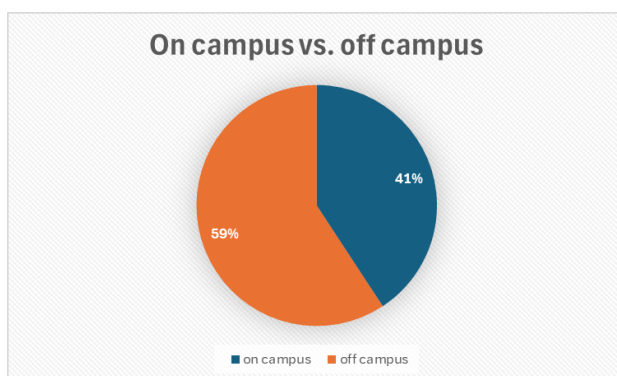


Figure 5:

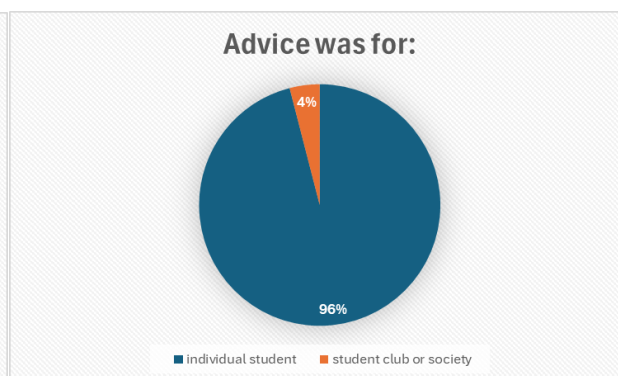


Figure 6:

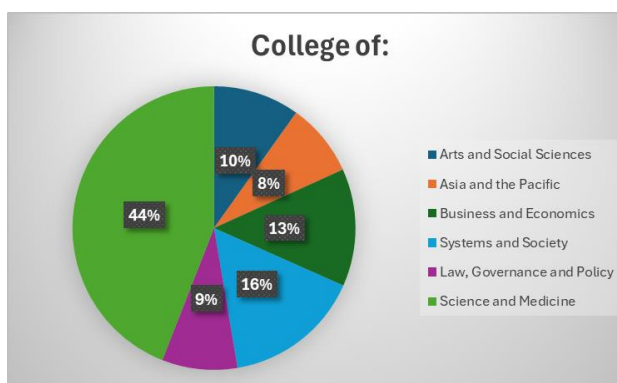


Figure 7:

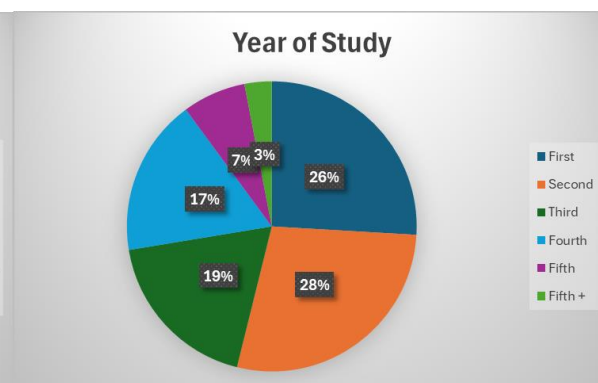


Figure 8:

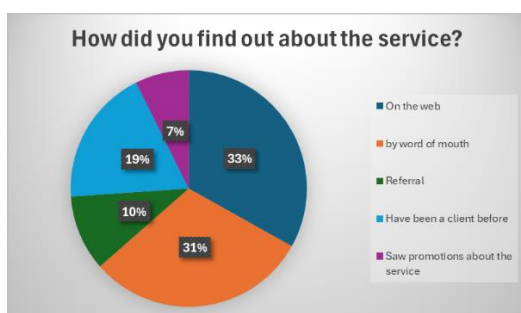


Figure 9: Underserved communities

(respondent can belong to multiple categories)

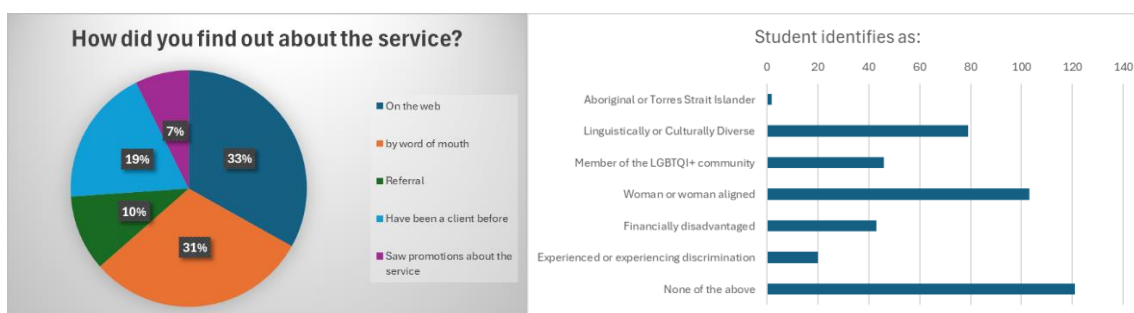
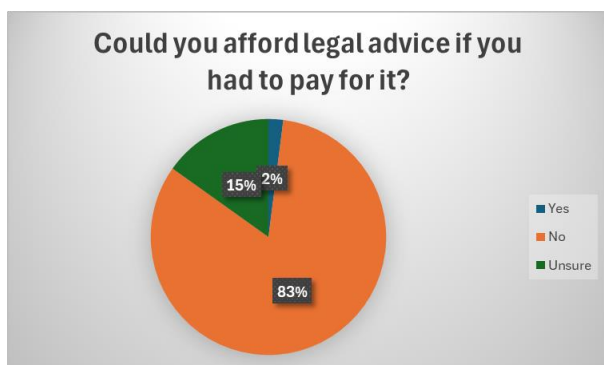


Figure 10:



Breakdown by Student Cohorts

Figure 11:

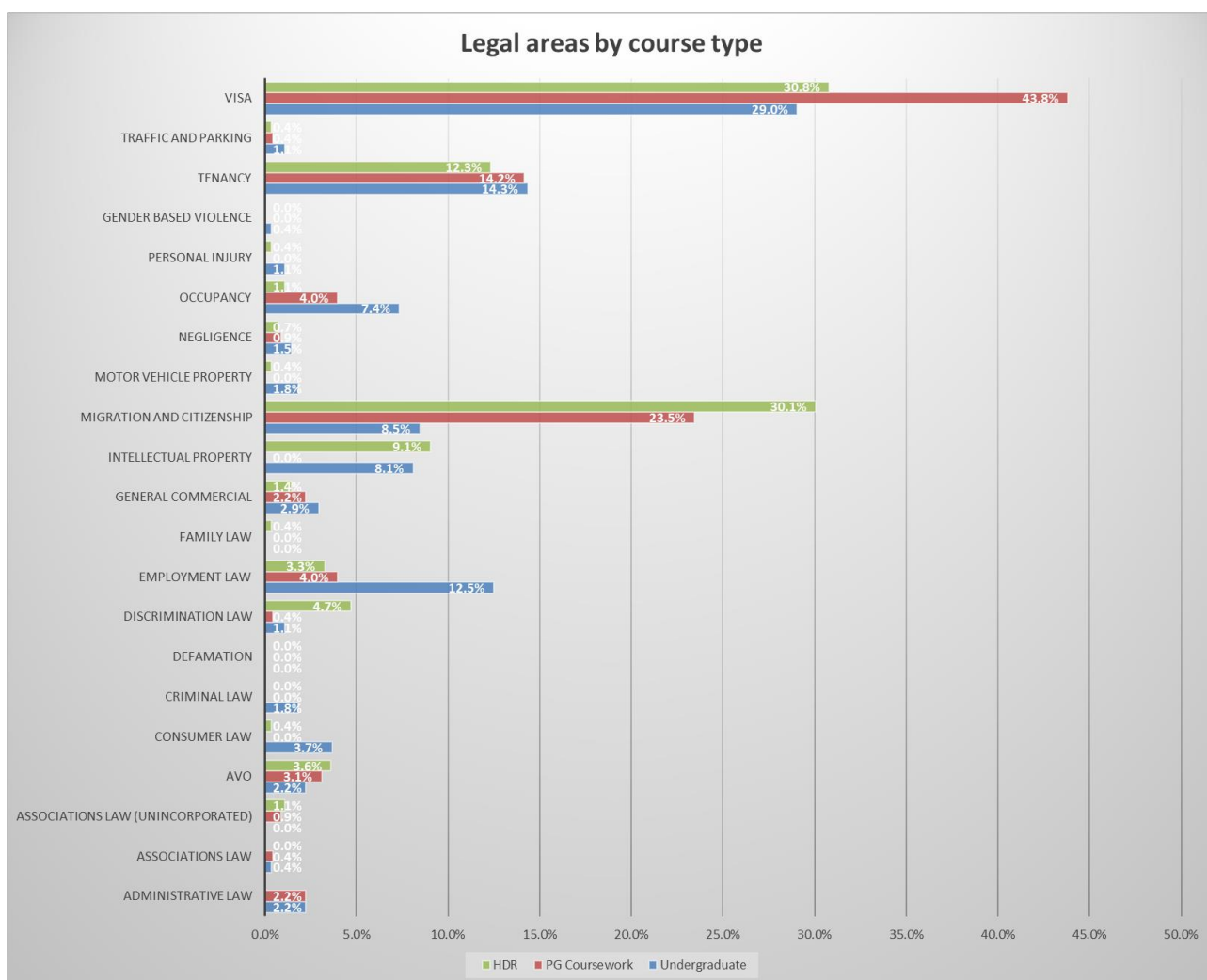
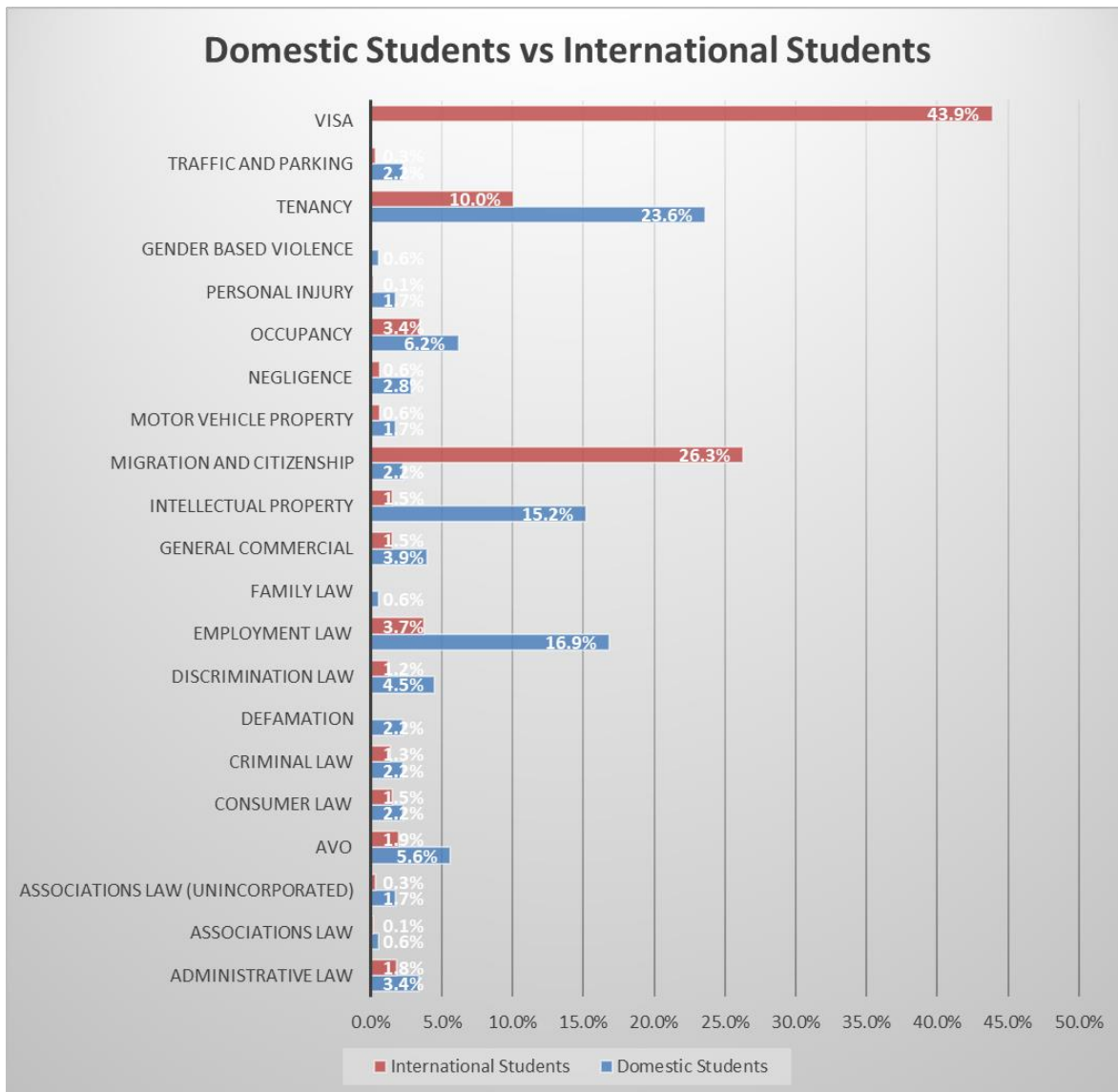


Figure 12:



Areas of Law

Figure 13:

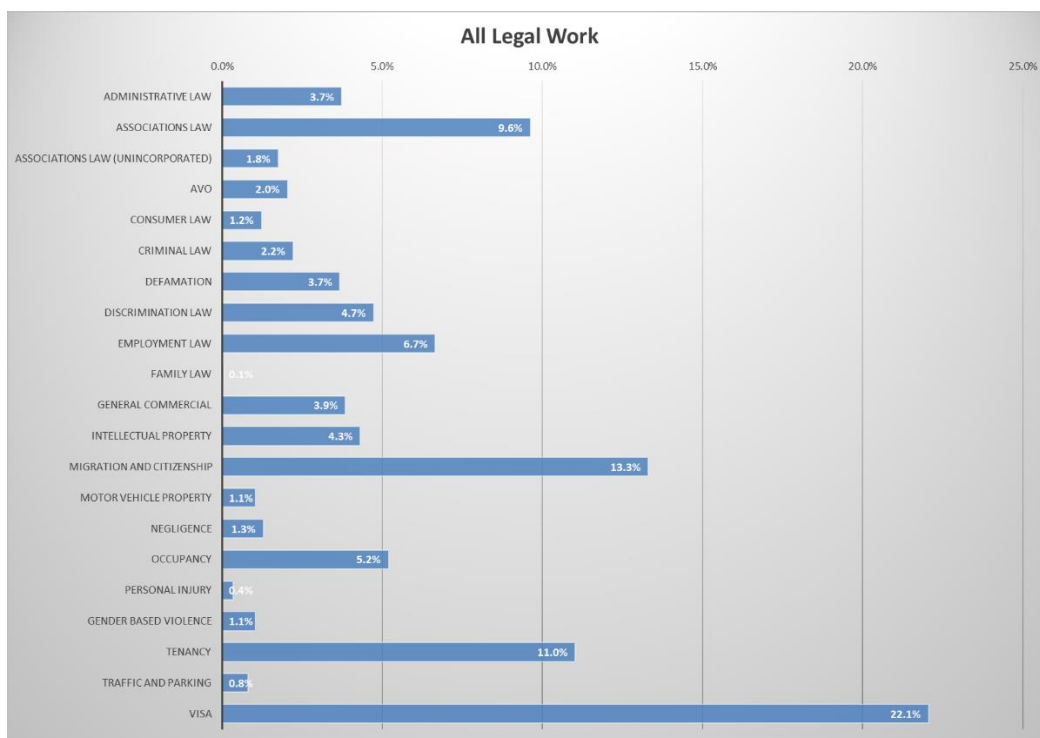
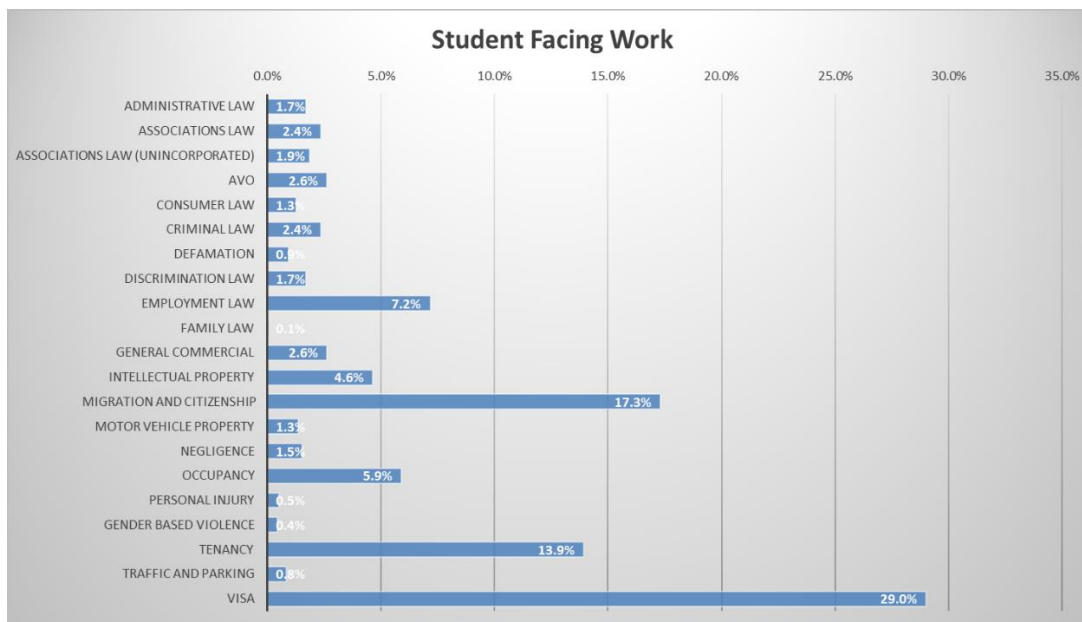


Figure 14:



Additional Practice Statistics

Figure 16:

Matter Type
1,265 responses

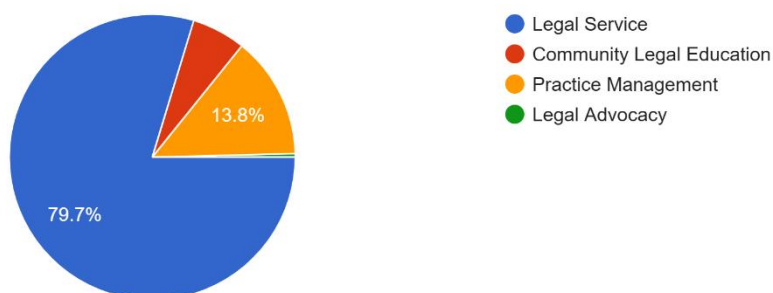


Figure 17:

Practice Management Tasks

174 responses

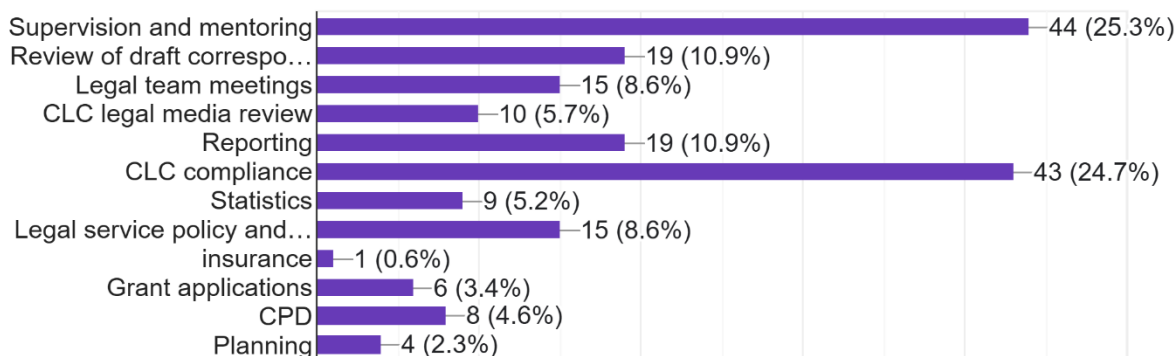
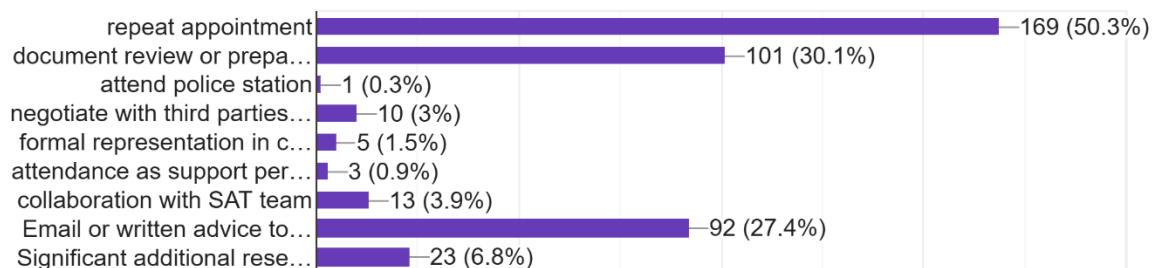


Figure 18:

If the service was value added what kind was it?

336 responses



Client Feedback 2025

All clients are provided with the opportunity to provide feedback on their experience with the ANUSA Legal Service. The statistics below were provided in response to a question which asked the respondent to indicate their level of satisfaction from low to high, with “5” or “10” indicating highest level of satisfaction (depending on the scale used). 299 feedback responses were received in the period for these statistics for 794 student facing matters (representing 37.7% of the legal matters opened).

For the following metric, the average response was 9.75, the median response was 10.

Figure 19:

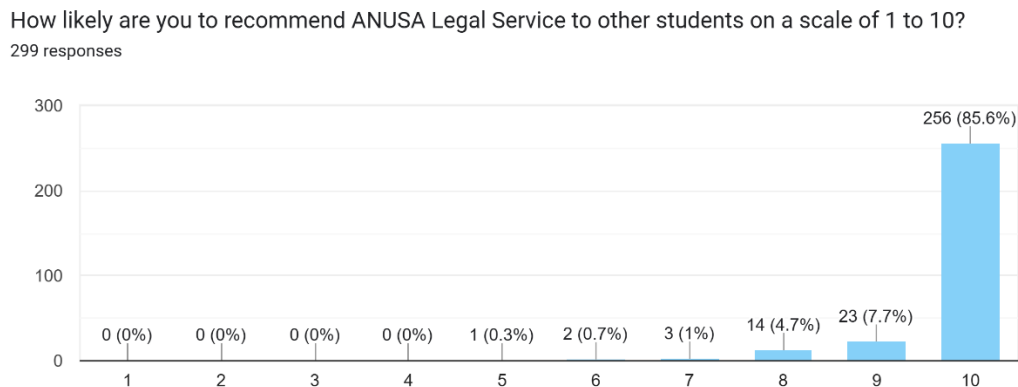


Figure 20:

Average response for the following metric was 4.8, median was 5.

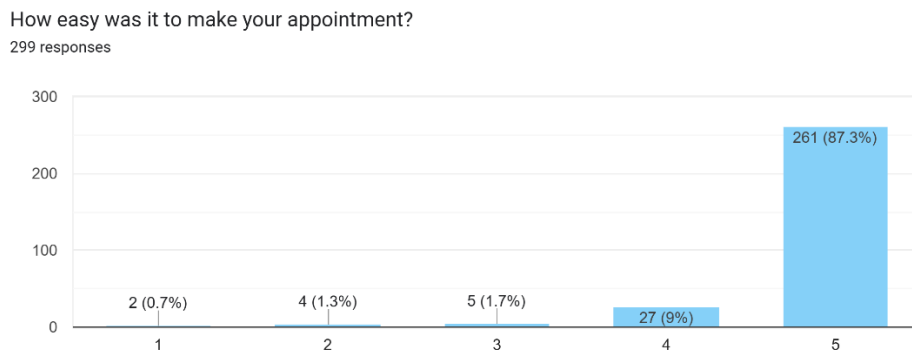


Figure 21:

The following diagram shows how long students waited for an appointment. The median wait time was 2 days and the average was 3.98. Around 90% of students were seen within seven days. Wait times improved significantly in 2025.

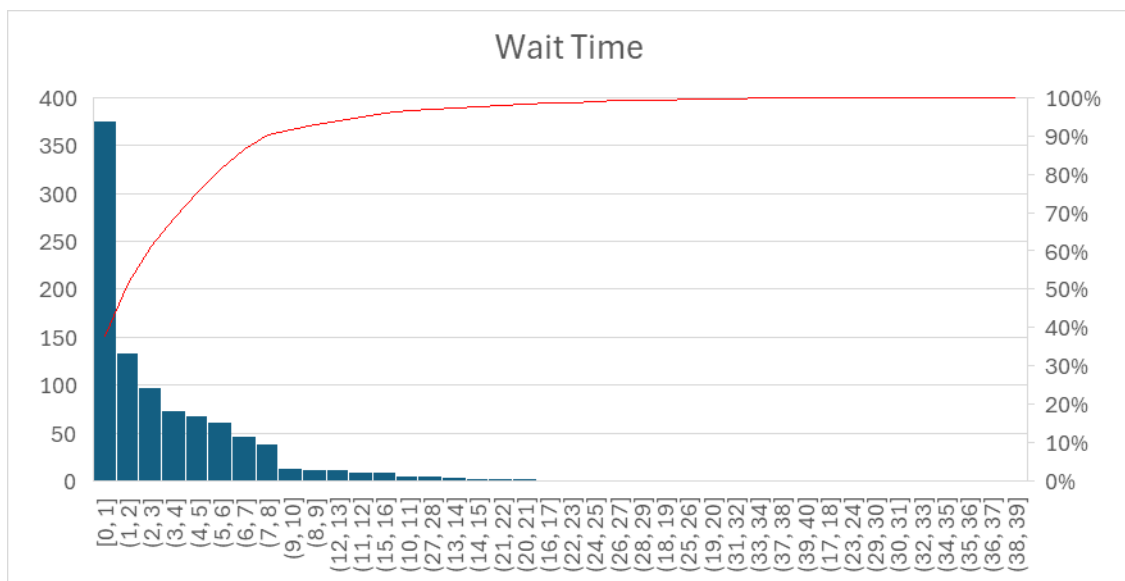


Figure 22:

The diagram below shows the days waited between when an appointment was made and when it occurred in a chronological format. The red line is a 14 day moving average. Some students preferred to make appointments at a later time, and thus the figures also incorporate time to suit the students convenience. During most of the year there was only a one or two day wait time until next available appointment.

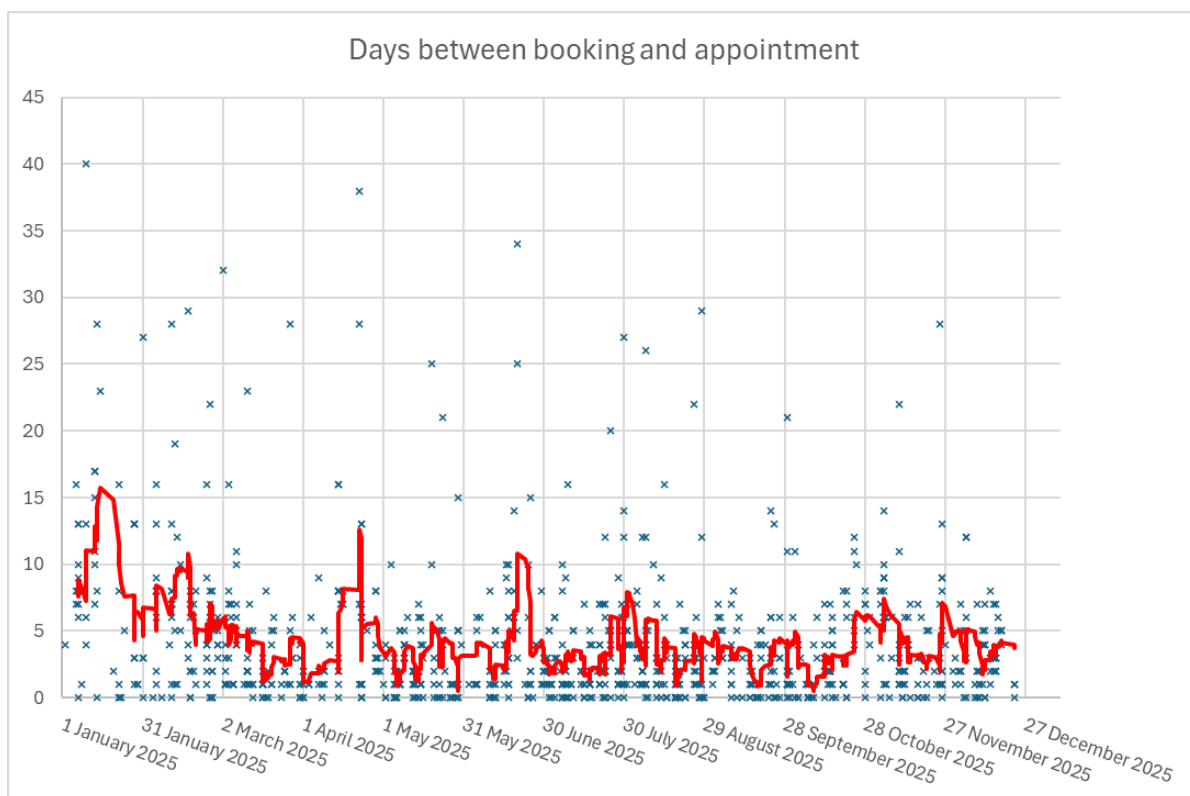


Figure 23:

For the metric below the average response was 4.7 and the median was 5.

How satisfied were you with the wait time for your appointment?

299 responses

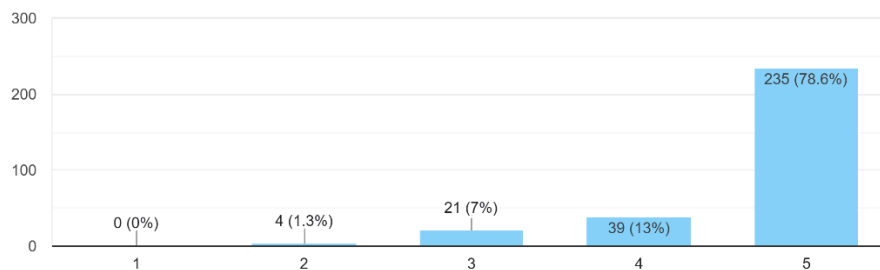


Figure 24:

For the metric below the average response was 4.9 and the median response was 5.

Did you find your legal advice helpful?

298 responses

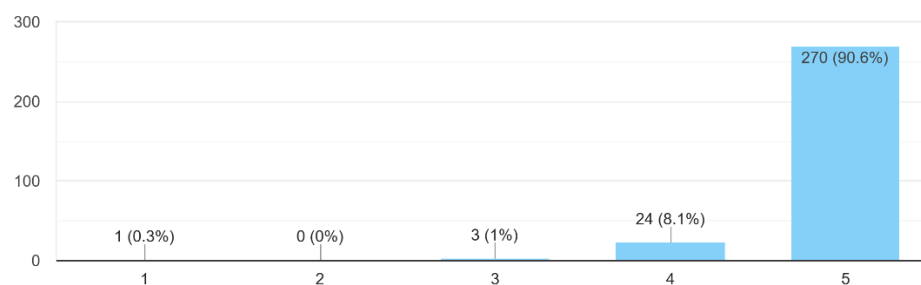


Figure 25:

For the metric below the average was 4.89 and the median response was 5.

How easy was the legal advice to understand?

298 responses

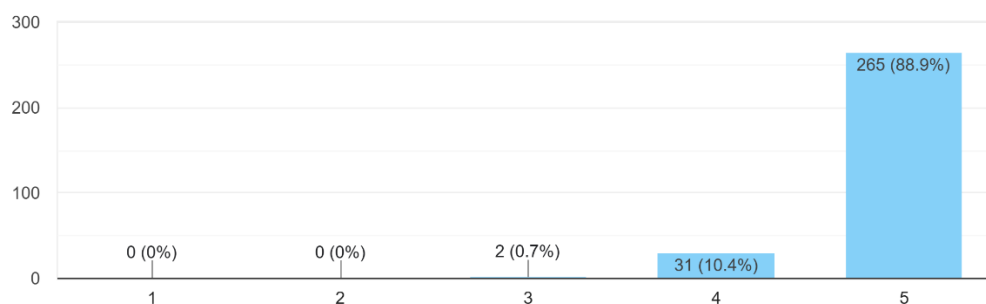
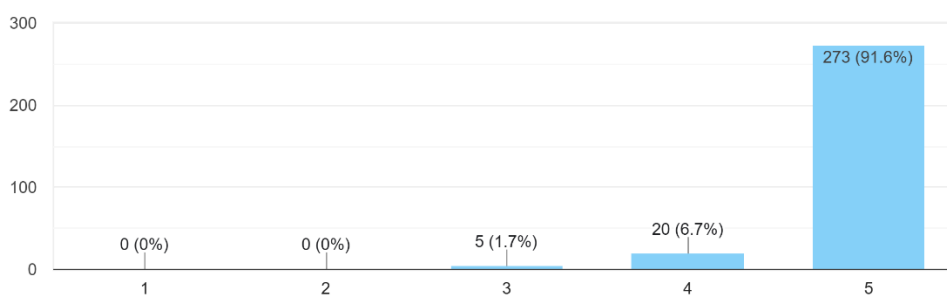


Figure 26:

The median response for the metric below was 4.9 and the median response was 5.

Was the legal advice provided to you culturally appropriate and accessible?

298 responses



Client Written Feedback 2025

The following is written feedback from students on how they experienced the legal service, where they have given permission to share their comments. Each paragraph is a separate response.

Keep up the amazing work. So grateful for this service.

This was my first contact with any legal advice/issues and I had been panicking a bit beforehand, so my lawyer's calming presence was very welcomed! A million thank yous for the help. It is very good to know that clubs can access this resource, and I will definitely be recommending to other execs should they need help or guidance.

N/A, but was wondering if students who have consulted will be able to follow up with questions at the later stage or another consultation in the future

Kathryn is very kind and helpful...

Kat was amazing! She guided me and answered all my questions regarding post study visa and also gave me some amazing tips.

I really appreciate we can get free legal services. I really thank the lawyer for solving my trouble.

The lawyers I spoke to were extremely helpful in clarifying some of the more confusing components of the IP policy. I can highly recommend booking an appointment with them in that area.

Kathryn was very helpful with both legal and non-legal advice! I got more than what I needed.

Kathryn was amazing. She was super helpful and explained everything to me in detail. I am very thankful to her and very happy to have met her for this. She was also very patient with me and gave me various routes possible. She went 10 mins more than the scheduled time which was very sweet and she wrote a nice email with all the links we were referring to during the discussion - making it easier for me to now explore. Thanks a lot

I've been dealing with dodgy landlords and tenancy issues for the last five years, but never taken a step to do anything about it as I was never sure of the laws. I had always assumed that getting legal advice was too hard, and never bothered. Speaking with ANUSA legal services, I wish I had booked in sooner. They were so kind, supportive, accessible and helpful, and for the first time ever I have felt empowered as a tenant to stand up for my rights. I could not recommend more highly.

All good

I love the way the lawyer was patient in answering my queries and made good suggestion while insisting to reach out in case I get stuck.

Provide students with a summary of written steps to take

good

Adjust appointment time with the approval of appointee

I think the legal service being provided at ANUSA is an awesome thing and the lawyers out there are just superb. They're helpful and understanding of the unique circumstances of students. I found them to be very reassuring.

Kai was very calm, caring and competent! Exactly what you want when meeting a lawyer.

Kai was fantastic! She came to the meeting thoroughly prepared, clearly understood my needs, and had a ready solution. Her approach was direct and effective.

Mason was amazing, he asked me what questions I had at the beginning and what I want to get out of it. Walked me through everything and gave me advice based on his previous 5 years of legal work in the court. He provided me with applicable links and the next steps going forward.

brilliant, easy, non-judgmental advice.

Amazing, an extremely valuable service!

The lawyer is extremely professional and reliable. The useful suggestions provided in a very timely manner can, to a large extent, help the client solve the problem.

The service was not only professional and informative but also incredibly supportive. The team demonstrated a high level of expertise, patience, and a genuine commitment to helping students navigate legal matters. I truly appreciate the clarity with which my concerns were addressed and the practical guidance provided. Thank you for offering such an important resource to the ANU community. I highly recommend your service to anyone in need of legal assistance.

The receptionist responded well to my urgency. Mason, as the lawyer, really helpful with my case. He explained clear and concise what to do and gave me reassurance by told me all the possibilities. Massive thanks to Mason and all of the ANUSA Legal aid service team.

I wanted to take a moment to express my deep - seated gratitude for the legal help you've extended to me. Yesterday's phone conversation with Mason was like a ray of light in this otherwise stressful situation. I finally feel a bit more at ease, and it's all thanks to his expertise and kind words.

Kai Reyes is very kind and patient. She help me a lot. Without her help, I can't solve my problems by myself. She has professional knowledge.

Kai was very helpful and saved me a lot of time and trouble. Thank you!

It's an excellent service.

The legal service is really helpful. They assist me in my difficult times. Both offline and online services are great.

Even in only ~45 minutes, Mason taught me a lot about the law and how it applied to me. The advice was very easy to understand, and the strategies he provided were very helpful to my situation

The time for the appointment may be increased a little bit more for an hour.

Thank you for making this service available to students. It is very helpful.

Professional and considerable suggestions! Mason is concerned about my rights and feelings. He gave me different solutions and suggestions for solving my tricky rental issues.

It was a very helpful and tailored discussion.

It is a little difficult to book a Chinese interpreter

no

Mason was super helpful in giving me legal advice and explaining everything clearly and patiently. I feel well supported by this service. Thank you so much!

Mason was a breath of fresh air. He was extremely thorough and realistic with his advice and approach. He explained the steps and law clearly and patiently. He also was very sympathetic and provided advice on managing the emotional/mental burden of the case. I am so glad I sought legal advice from ANUSA and feel lucky to have had Mason advise me.

Kai and Mason they are super helpful and nice people, i really appreciate their help

I really appreciate that this service is available and Mason was extremely helpful

Mason was extremely helpful, professional and made things super easy to understand!

Always positive

I had a consultation with the excellent lawyer Mason Britton. He listened carefully to my concerns, took notes on all the questions, reviewed the documents I brought, and offered several possible solutions to my issue. Mason is a highly professional lawyer whom I can confidently recommend. Thank you again for your help!

Not Much, basically covered all issues

Mason provided a clear plan of action and provided assurance in our approach. He explained the possible outcomes and pitfalls in a very detailed manner. In this very stressful situation, Mason is a calming presence and I am always reassured after speaking with him. Great energy!

ANUSA offers a wide range of legal aid services that can address troublesome legal problems, effectively protecting the rights and interests of ANU students.

Maybe have more translation service?

Mason was very professional and reassuring. The entire process from checking in and being offered a glass of water, to being ushered into a private room provided a comfortable environment for me to discuss my legal issue.

Yes. The ANUSA legal service provided me with tremendous support and courage during one of the most difficult times in my university life. It helped me face the unknown rationally while reminding me to stay honest and uphold my integrity. Kathryn not only gave me professional legal advice but also referred me to other departments that could offer further assistance. More importantly, she provided emotional support and comfort that truly touched me. Her empathy and patience calmed my fears and gave me strength. I'm deeply grateful for the guidance I received. I will focus on completing my studies and remember this support as something that made a real difference in my life. Thank you to ANUSA and the university for offering such an important service.

Michael is a great lawyer and very understanding person

Excellent service. Thank you

Prepare a question list before the appointment, it will be more efficiently.

Mason your suggestions are really helpful and made me feel not so nervous and anxious about the coming inspection. It's so good to have you and your colleagues in ANUSA, helping the students who do not have experience, just like me.

The legal advice I got from my appointment was the opposite advice I got from legal aid... ANUSA lawyer said it was legal and was not discrimination, Legal aid said it was unlawful and discrimination and to make a complaint to the HRC... very inconsistent

My session was pretty great, It was lovely to talk to the lawyer regarding my phd options. Thanks to her for great advice and answering my queries.

ANUSA legal service was straightforward and clear.

Would definitely recommend this service to other students. Legal issues can be scary, I personally felt helpless and disadvantaged. However Mason has been amazing through this long process. He has been understanding, managed my expectations while also being a reminder that I wasn't alone in this. I appreciate everything he has done for me in this emotionally draining time. Thank you!

Mason is a very good person and knowledgeable lawyer

Mason is very helpful and knowledgeable.

This was an extremely positive and helpful experience for me and I am very grateful for this service. Kathryn was kind, patient and understanding and gave me some excellent, practical advice. I did not feel rushed at all and I found her very easy to talk to.

Well spoken, well informed, patient, and thorough. Mr. Curtotti was clear about my enquiry the first time I explained it, knew exactly where to find the resources, what I should make sure of, any important headlines, and even a better alternative solution. He also sent me a follow-up email about an important pointer he found in case I had not seen it. 10/10.

I don't have any specific feedback, but I think the legal service is extremely helpful for students, especially if it's their first time getting legal advice for any matter. In my case, getting advice from ANUSA legal service has been extremely helpful before actually going to a migration agent.

I found Mason to be a very helpful, respectful but also efficient lawyer, who helped me to solve my legal problem quickly and effectively. I should be more than happy to use Mason's services in the (hopefully) unlikely chance I may require legal assistance on a matter in the future. I like how he was especially focussed on helping me to build my own skills to deal with similar problems in the future on my own.

I initially went in just to ask Kathryn about extending my student visa, since I was worried about the timeline for thesis examination and getting the completion letter needed for the 485 work visa. But she went above and beyond—explaining not only the student visa extension process, but also how to apply for the 485 and even the PR visa, as well as offering really helpful advice on planning the next steps.

Much appreciated

Very professional and helpful advises been received and is exactly suitable for my current status.

Really appreciate Kat providing advice that I didn't even know I needed at this point. I was completely ignorant of a lot of things and she made sure to explain some of the very important things that I needed to know. So I appreciate her going the extra mile to help me rather than just answering the few questions I had.

This is the best thing that has happened to me all week! Thank you SO MUCH. "When nobody's got you, the ANUSA legal team's got you"

Kathryn Lee (and all the team) are great!

Dear Mason, Thank you so much for the invaluable legal advice you provided to Bettie and me today. Your assistance was truly indispensable for our situation !

It was so helpful and resolved my questions, thank you so much for having this available!

I am really grateful to be able to receive such a good legal service from ANUSA. All appointments I've had with ANUSA lawyers have always been satisfactory, they answered all my questions very clearly. I also like that not only they are expert in what they do, they also have empathy towards what the client is experiencing. I particularly like to book my appointments with Michael, as I've already had experience with him, and he has been very helpful in assisting my legal enquiries.

No comments. I'm impressed by the quality of experience

Michael was very clear and assistive. His knowledge and advice was greatly needed and appreciated. Would definitely access this service again, and I felt lucky I had access to such a legal service through ANUSA.

Great service. It helped to navigate my options toward PR.

I am truly grateful for the guidance and support of the ANUSA Legal Service. They have gone above and beyond in helping me, whether it was with tenancy questions, visa guidance, or even career-related advice. Their AMA catch-up sessions every Monday have also been a great bonus as I can ask quick questions. Thank you so much to the ANUSA Legal Service team - you are truly my heroes!

Kai is extremely nice and thorough with her legal advice. Really appreciate it.

Generally pleased with the advice given.

Very direct, straightforward, and to the point. A very fruitful and informative session.

Masson is a really friendly and easy going lawyer

Kathryn was very patient and kind. My appointment was mostly just to confirm that my understanding of the immigration/visa processes were correct so as to avoid any mishaps during the actual application process. Kathryn very kindly talked me through it, as well as provided me some alternatives to the routes I was considering.

If the waiting time is minimised, it would be great.

Thank you Kai to help me solve my issue and clarify some confusing parts.

A more thorough and long-term plan would be appreciated.

Kathryn is very understanding and helpful.

The website you use to book appointments does not render on certain phone screens, the automated reminder emails sent by lawtap also do not render properly on certain browsers making them unreadable.

Very very very helpful, kind and helped exactly how I needed

Very good advice!

Mason was excellent and provided very useful and relevant information!

ANUSA legal service has always been very helpful in addressing all sorts of legal matters I've encountered. The lawyers are expert in their field, very understanding, and they always explain things clearly. They are kind and empathetic, and they are always willing to help. In particular, my experience with Michael Curtotti has been excellent. He always gave me helpful legal advice and assisted me throughout my journey in resolving the matters at hand. I would absolutely recommend ANUSA legal service to other ANU students.

Michael Curtotti's legal advice was clear, very helpful, and provided well-reasoned guidance that addressed my needs effectively.

As asked for in my meeting I would like to provide the details of my boyfriend to permit him to speak to a lawyer on the same matter

All of my questions are answered and the explanation is clear, very satisfied!

Kai's legal support is excellent! Hopefully my visa application could be finalised as soon as possible.

Kai was very patient with me and helped me well in navigating certain difficulties I was facing.

Mason, I really appreciate your recommendations and the way you have been advising me. Your guidance has been very helpful, and I feel more confident moving forward with your support.

Thanks for this service, everything was clear. The lawyer explained everything thoroughly for me which I really needed as an international student.

Good

Kai was very helpful and patient!

ANUSA Legal Service is an excellent service for students seeking migration advice. I particularly appreciate how accessible it is and the commitment to help (thanks Kathryn Lee!). I think continuing to promote awareness of the service to new ANU students would make it even more impactful.

quite helpful and thank you.

no at the moment

I think anusa legal advice team is very good and helpful. It provides help that is critical to students, especially to international students. This is my second time with Kat Lee and I find her to be very professional and helpful, and easy to talk to. I will definitely recommend and come back to her and to anusa team for more.

best experience. got all my doubts cleared. 10/10 recommend. I spoke with Mason Britton.

Kathryn has been incredibly helpful and professional in addressing my queries regarding immigration and visa applications. I truly appreciated her clear guidance and supportive approach. Her familiarity with ANU's systems meant she was able to quickly identify and share the right contact methods for the people I needed to reach out to. I would strongly recommend her to other students who may be facing challenges in these areas.

I consulted the ANUSA legal services team about an obscure financial matter and was pleasantly surprised by the level of professionalism and expertise of the legal services team. They helped me with understanding the legal situation, and helpfully laid out the options available to me, as well as the risks and rewards associated with each option. Highly recommend!

I appreciate that it is a free service accessible to all ANU students. The legal service is very helpful and respectful of the individual's problems. Confidentiality is taken very seriously and advice is given appropriate to the student's personal situation.

I am thankful for the legal advice ANUSA provides. Today's session was very helpful for me. It put me at ease and I was provided with a lot of amazing information. I was provided with two lawyers which was amazing. I wish them health, wealth and happiness of heart.

Whenever there is a need for legal advice, I would definitely recommend ANUSA legal service.

If you could have a page of resources of legal clinics or legal aids which can is not too costly for us to access for matters that the ANUSA legal clinic can't do, that would be much appreciated.

Mason was incredibly helpful, explaining my rights in difficult situation in great detail and with clarity, and outlining the options available to me. I am deeply grateful for his expertise, as this is already the second time he has provided me with significant assistance. Many thanks to the ANUSA legal team for the opportunity to receive this consultation!

Mason Britton was incredible. He explained everything very thoroughly and in a way that I could understand. He walked me through everything I needed to know about and gave me next steps. I even had a little cry in relief afterwards. I am extremely grateful.

Thanks Mason for great help, ease of understanding and providing support with my queries

Maybe a board beside the stairs could help students find the legal centre easier 😊 But still thank you for the patience of the reception staff.

I am extremely grateful for the professional and caring support I received from Kai Reyes for my student visa application, which was pending for a decision for almost two years since being submitted, and I have to look for help from the ANUSA legal service. My lawyer demonstrated exceptional expertise, patience, and dedication. Thanks to her effort and guidance for assisting with my application, my visa was successfully granted, even sooner than I expected. I truly appreciate her professionalism, empathy, and commitment to achieving the best outcome for her clients. I would highly recommend her services to anyone needing migration or visa assistance.

Legal services for students must pay attention to ITS system for students. As per my personal experience and my peers' with ANU ITS, their system really requires a change. They have personally caused so much mental exhaustion to me in 2 years. Dealing with them and their system feels like its is not designed for academia (especially in an International university)

ANUSA's legal services are very helpful and accessible for students. It's a great support system for those who may need legal advice or assistance during their studies.

I really didn't like being accused of not being a student and then having to prove it myself- some better method of verifying this from my uNumber would be greatly appreciated.

Good job! Thanks for your advice!!!

I feel like this could have also been answered in an e-mail, maybe that would have been less time. But overall, very thankful

Kai was really helpful and amazing in explaining things to me in simple terms and how the law works. It really helps having a better understanding of the situation that I am currently in. I would recommend this service to any ANU student in need of legal advice or finding themselves in a predicament. Truly spectacular level of service.

It is a massive relief for the ANU student on the different matters related to student clubs, student visa and other related issues.

Thank you Mason for the really clear advice and even going through about how to draft a letter and the steps to proceed. It was exceptionally clear and easily absorbable from a non-legal perspective. I really appreciate it, thank you so much.

Lee is an exceptional lawyer, clear, thorough and always ahead of every detail. Thanks

Michael was very helpful, clear and listened also to my questions to ensure he tackled them one by one.

The ANUSA lawyers have been very helpful, friendly and cooperative.

I was not very familiar with the rental issue faced. Hence it was very helpful that ANU legal provided additional advice for related areas that could be of potential concern that I was not aware to have asked.

Invaluable service

Kai was incredibly helpful in addressing all of my concerns and was able to help me navigate all my post-study visa options, including informing me of options and technicalities I was previously unaware of. I would highly recommend her as ANUSA's services for other international students looking for help with understanding their migration options.

The wait time of 3 days was on my request based on my schedule. I was actually offered a day wait, which unfortunately did not suit my schedule. From the time I came in to book appointment until the meeting, I felt very assisted, respected, and heard. Especially during the consultation meeting, the consultant made me feel very understood and validated.

The information shared by Kat is pretty helpful

Mason was very approachable and clear in explaining my options.

The legal advice I received was very informative and helpful.

Fantastic service, great starting point, especially useful for anyone who lacks the funds to commit to a paid law firm.

None, She was friendly and helpful.

I feel understood and supported. You can express your thoughts safely.

Kathryn Lee was exceptionally professional and patient. She gave us clear, practical legal advice and, just as importantly, reassured us that the situation was manageable. She truly put our minds at ease. Highly recommend!

Mason was extremely patient and friendly. Walked me through the process and several questions, even after explaining the same a few times. He was very resourceful.

Kat was very helpful. She walked me through the whole process and responded to my queries, provided me options. Glad I availed of the service.

I am always satisfied with the service provided by ANUSA legal. The lawyers I have consulted with were all lovely. In particular, I would 100% recommend Michael Curtotti to anyone who needs legal advice. He is kind and understanding of my situation, and he approaches my concerns with empathy. He is an expert in his area, he is always helpful, and willing to assist in any way he can.

Perfect

Dear Kathryn, I hope you are doing well. I just wanted to thank you again for taking the time to meet with me recently. I found our one-on-one discussion extremely helpful and really appreciated the clarity and practical guidance you provided. Wishing you a wonderful holiday season and a well-deserved break.