



ANUSA Student Assistance Team Report

Quarter 1, 2026 (Jan-March)

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

Overview

In this quarter, the SAT team did more with less. While we were operating at a reduced staffing capacity for the majority of the reporting period, we saw our total caseload rise significantly. The broad trend of improved access to the SAT team via our Advocate case management system has continued. This is now our third full quarter since Advocate initially went live in 2025.

Academically, SAT recorded 163 academic matters during the quarter. The most frequent academic issues included late withdrawal applications, followed by ECA assistance, show-cause appeals, and 'other' matters, reflecting the deferred exam period and the two rounds of show-cause appeals that took place in semester 1. Although smaller in number, HDR matters remained particularly complex and resource-intensive.

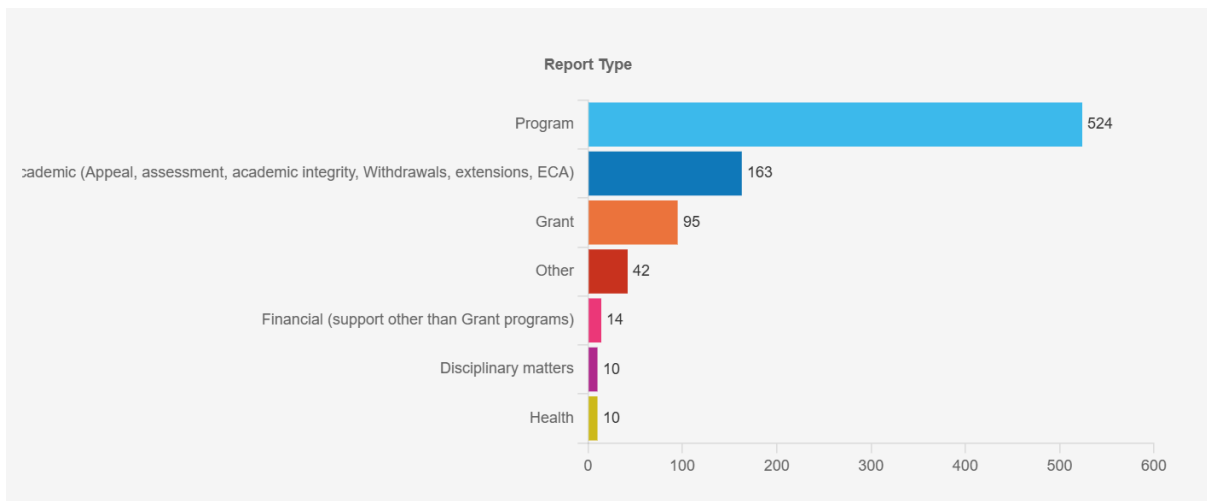
We also assisted students with critical matters, including disclosures of SASH, domestic and family violence, complex mental health, suicidal ideation and substance abuse.

Alongside critical and academic casework, SAT continued to administer a range of grants and programs. Expenditure on financial grants and programs increased from \$45k in Q4 to \$64k in Q1 2026. We attribute this rise to the improved accessibility of the new case management system, Advocate, and the introduction of new financial programs throughout the previous year. The ANUSA Assistance Grant remained the most accessible grant, while the Grocery Voucher Program and Birth Control Subsidy remained the most utilised

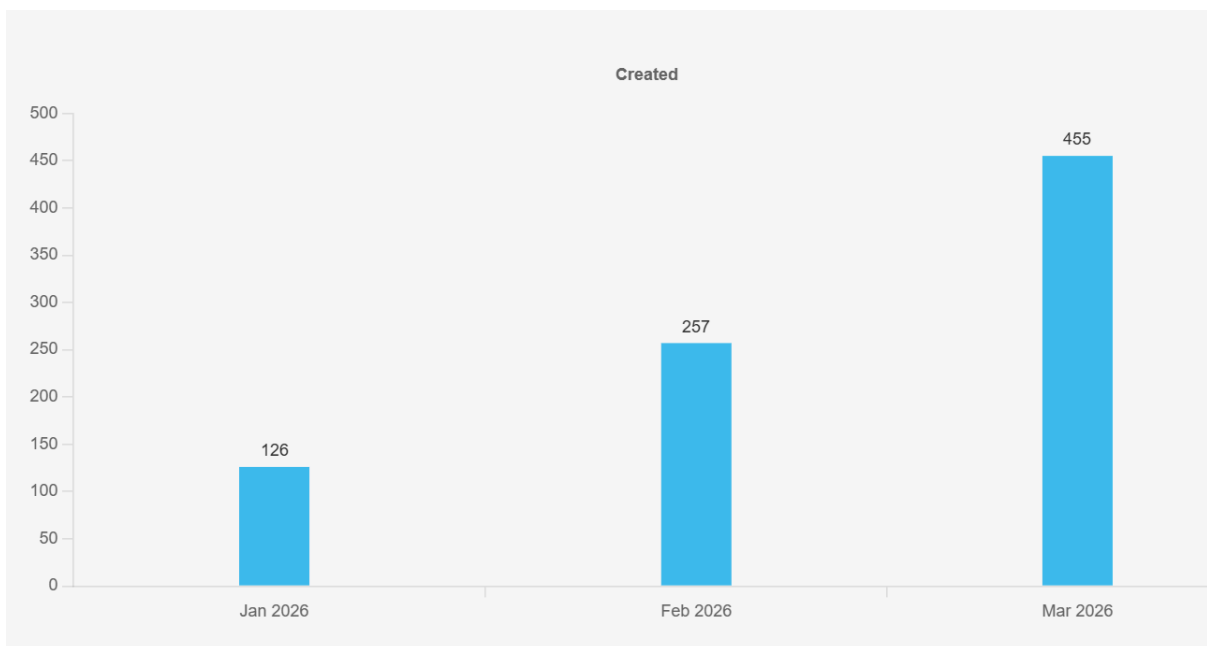
programs. SAT maintained efficient service delivery, with almost all applications assessed and payments processed within 2–3 business days.

While few new initiatives progressed this quarter, we successfully rolled out our new Textbook reimbursement Program following the closure of Harry Hartog. We have also launched Skill Up and are currently assessing applications to support students in developing employability-related skills.

Casework spotlight areas



Overall data by report type - Q1 2026. Total = 858 cases.



Total cases created in Q1 = 838

The team continues to see a high uptake of student cases relative to previous quarters. This change is primarily driven by the ease of access to SAT services via the Advocate case management system.

To illustrate this point, in Q1 2025, ANUSA SAT (prior to the implementation of Advocate) received a total of 391 cases. In Q1 2026, this number spiked to 838 cases, which represents an increase of over 114% from Q1 2025. Q4 2025 had a total of 741 cases, meaning there was a 13% increase in overall cases received by the SAT team between Q4 2025 and Q1 2026. Considering that the SAT team was operating at 2.8 FTE (out of a standard 3.8 FTE) for the entirety of February and March, Q1 2026 represented a huge workload for each staff member of SAT.

Financial programs continued to account for the majority of SAT cases. While these are relatively simple compared to other ANUSA SAT cases, their consistently high volume was a challenge for the team.

The broad uptake of SAT support is reflected in the high number of cases marked in the system as 'Financial (support other than grant programs) and 'Other'. These cases reflect demand for SAT's support in areas that we have traditionally not seen high uptake in (hence the broad categorisations). Examples of these questions were issues with ANU accommodation, ANU facilities and access to professional, community-based support.

Student cohort breakdown

In previous reports, the SAT team has provided a demographic breakdown of the students that SAT has assisted. In the Q4, 2025 report, we provided a breakdown based on the 188 students for whom we had this data recorded in Advocate. This represented 25% of students assisted in the quarter, making it impracticable to infer any meaningful trends or inferences.

As of Q1 2026, we have demographic data on only 4% of the students we have assisted from Advocate data. While we are currently still manually inputting some demographic data on financial applications into our internal log, this is a limited cohort, and the manual nature of data collection is problematic.

This is a serious issue that stems from long delays in the data integration process, for which the SAT team had a Privacy Impact Assessment (PIA) completed and approved in March 2025. Unfortunately, ANUSA has experienced long delays from ANU's end in commencing this program of work, initially agreed to in March 2025. Casey and Eleanor had a constructive meeting with IT in March to get this work back on track. This will continue to be a high-priority item for SAT, as our ability to identify demographic trends in our casework is currently severely inhibited by a lack of access to this data. We thank Charley for his advocacy in escalating this issue for us.

Critical and complex cases

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

SAT assisted around 40 students with critical cases in Q1 2026, including some ongoing cases carried over from the previous quarter. This was lower overall than Q4 2025, but significantly higher than the corresponding period from 2025, when we assisted 29 students.

University processes

There were multiple university processes that influenced our critical student caseload in Q1 2026. In addition to the usual Disciplinary Rule, Medical Leave Rule, Professional Behaviour Committee, HDR termination process and Appeals Rule cases we see each quarter, we also had two rounds of 'show cause' notices come through.

Show cause appeals are the final stage of appeals available to students to stay enrolled in their programs when they do not meet the expected academic performance under the Academic Progress Rule 2019. The stakes in show cause are high, and many students are forced to confront issues affecting their study, which can often involve health and mental health conditions, traumatic events and other personal challenges. The SAT team assisted 26 students with show-cause appeals, which opened the door for many to address long-standing issues and access professional support for the first time.

Suicide ideation/complex Mental Health

SAT received 10 cases via Advocate that required assistance for health-related matters, primarily mental health. We also continued to assist with cases rolled over from 2025, as well as cases that came in initially for academic support and later disclosed issues with mental health and/or suicidal ideation.

SAT prioritises our support for students in this space, given their vulnerability and the high stakes involved when they fall afoul of university processes for reasons beyond their control.

Gender Based Violence and Domestic Violence

In Quarter 1 2026, SAT engaged with 9 students who disclosed being impacted by Gender based violence, including one case where the SAT team liaised with a group of students working together. A further three students reported their studies being affected by Domestic Violence and harassment.

Our assistance varies by the individual needs of each case. It can include assisting students to navigate internal ANU complaints and support processes, connecting with professional support services, helping access emergency accommodation or financial assistance, as well as assisting students with academic adjustments.

Our support to students who make disclosures to us is **always** confidential, person-centred and non-judgemental.

Other complex matters

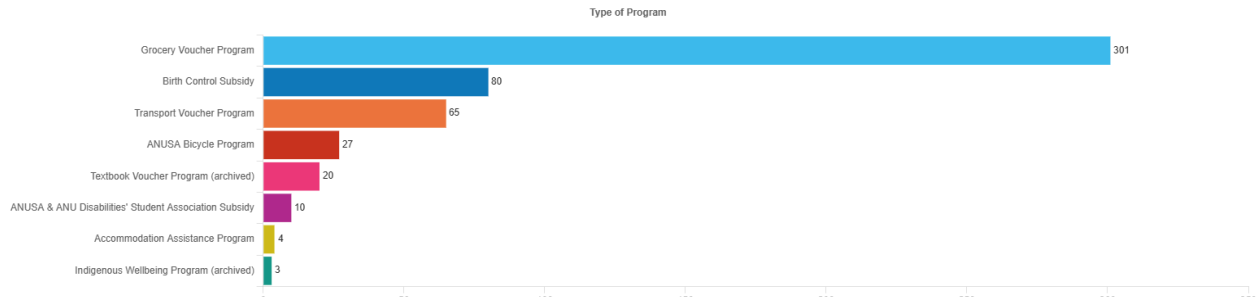
The SAT team engaged with three students in Quarter 1 regarding issues with substance abuse. While this is a small number, we will remain alert to this becoming a trend.

Students of Concern Functionality

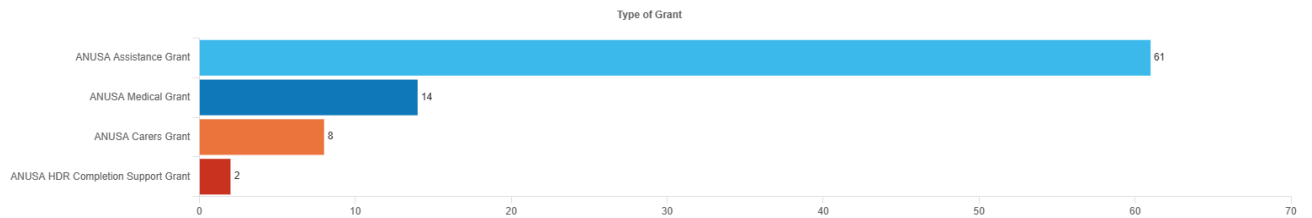
The SAT team has encountered obstacles with the 'Students of Concern' functionality in the Advocate case management system. This part of the system is designed to assist us with tracking and monitoring our critical casework. We have been working with Advocate to try to get this functioning since early January, and will continue to prioritise this with Symplicity. This will allow much more efficient monitoring and reporting of critical cases in future.

FINANCIAL (Q1 Figures)

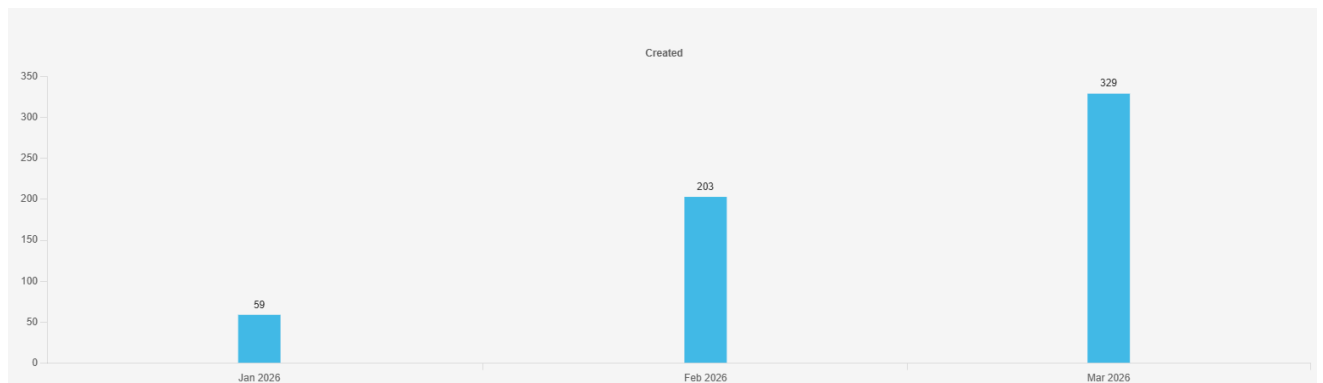
Grocery voucher is still our most utilised program.



The ANUSA assistance grant is the most accessed grant.



March was the peak period for financial assistance applications.



| <u>Grant/Program</u> | <u>UG Successful</u> (# and \$) | <u>PGCW Successful</u> (# and \$) | <u>PGHDR Successful</u> (# and \$) | <u>Total Successful</u> | <u>Total applications</u> (successful and unsuccessful) |
|---|------------------------------------|---------------------------------------|---------------------------------------|-------------------------|--|
| <u>ANUSA Assistance Grant (AAG)</u> | <u>11/\$6350</u> | <u>19/\$10600</u> | <u>4/\$2200</u> | <u>31/\$19150</u> | <u>Total: 62</u> <u>31 unsuccessful</u> |
| <u>ANUSA Medical Grant (AMG)</u> | <u>1/\$500</u> | <u>7/\$3350</u> | <u>0</u> | <u>8/\$3850</u> | <u>Total: 15</u> <u>7 unsuccessful</u> |
| <u>ANUSA Carers & Parents Grant (ACG)</u> | <u>1/\$1000</u> | <u>1/\$500</u> | <u>3/\$1600</u> | <u>5/\$3100</u> | <u>Total: 8</u> <u>3 unsuccessful</u> |
| <u>Accommodation Assistance Program (AAP)</u> | <u>0</u> | <u>0</u> | <u>1/\$490</u> | <u>1/\$490</u> | <u>Total: 4</u> <u>3 unsuccessful</u> |
| <u>ANUSA Indigenous Wellbeing Program (IWP)</u> | <u>0</u> | <u>2/\$600</u> | <u>1/\$300</u> | <u>3/\$900</u> | <u>Total: 3</u> <u>All successful</u> |
| <u>ANUSA HDR Completion Support Grant (AHG)</u> | <u>NA</u> | <u>NA</u> | <u>1/\$500</u> | <u>1/\$500</u> | <u>Total: 2</u> <u>1 unsuccessful</u> |

| | | | | | |
|--|---------------------------|--|--------------------------|----------------------------|--|
| <u>Grocery Voucher Program (GVP)</u> | <u>117/\$11700</u> | <u>157/\$15700</u> <u>0</u> | <u>21/\$2100</u> | <u>295/\$29500</u> | <u>Total: 301</u> <u>6 Unsuccessful</u> |
| <u>Transport Voucher Program (TVP)</u> | <u>3/\$48.3</u> | <u>53/\$853.3</u> | <u>6/\$96.6</u> | <u>62/\$998.2</u> | <u>Total: 65</u> <u>3 unsuccessful</u> |
| <u>ANUSA Textbook Program</u> | <u>17/2889.19</u> | <u>0</u> | <u>0</u> | <u>17/2889.19</u> | <u>Total: 20</u> <u>3 unsuccessful</u> |
| <u>Birth Control Subsidy</u> | <u>64/\$1567</u> | <u>4/\$126.98</u> | <u>7/\$189.31</u> | <u>75/\$1883.29</u> | <u>Total:80</u> <u>5 unsuccessful</u> |
| <u>Pre-exposure prophylaxis (PrEP) Subsidy</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>0</u> | <u>Total:0</u> |
| <u>ANUSA & ANU Disabilities' Student Association Subsidy(DSA)</u> | <u>8/\$502.00</u> | <u>1/\$226.00</u> | <u>0</u> | <u>9/\$728.00</u> | <u>Total: 10</u> <u>1 unsuccessful</u> |
| <u>ANUSA Bicycle Program</u> | <u>17/\$2089</u> | <u>2/\$295.90</u> | <u>1/\$150.00</u> | <u>20/\$2534.90</u> | <u>Total: 27</u> <u>7 unsuccessful</u> |
| <u>Total amount spent/total applications</u> | | | | <u>\$64,640.29</u> | <u>597</u> |

This quarter, we provided an exponentially higher amount in grants and programs compared to Q4, 2025 (**\$64,640.29 in Q1 2025 vs \$45287.54 in Q4 2025**). This trend is consistent with the increased use of our Advocate form, as students now find it easier to access our financial support services. This is further reflected in our **Q1** figures, where we provided **\$39,697.40** in support, representing an increase of almost **63%** compared to the previous year.

Among grants, the Assistance Grant remains the most accessible, followed by the Medical Grant and the Parents and Carers Grant. Among programs, the Grocery Voucher Program has consistently been the most popular option for students, followed by the Birth Control Subsidy. Despite the increase in our financial services being accessed, SAT maintained efficient service delivery, assessing applications, communicating outcomes, and processing payments for the large majority of successful applicants within 2–3 business days. This turnaround ensures that ANUSA grants and programs remain highly accessible to students at ANU experiencing urgent financial hardship.

Graduation Ceremony Assistance Program (GCAP)

This quarter, we successfully administered the GCAP in collaboration with the ANU Graduations and Examinations team. We received a total of 15 applications, of which 10 were successful. While a small number of students reported not receiving clear or timely information from the university (largely due to short staffing issues), we worked collaboratively to address these concerns and resolve the issues promptly to ensure students had a smooth graduation ceremony. We thank the Graduations team for their collaboration with GCAP at such a busy time.

Bicycle Program

As of the second quarter since the launch of the Bicycle Program, this program has been running smoothly and efficiently. We've had a total of 20 successful applicants this quarter, spending a total of **\$2534.90**, higher than the spending in **Q4 2025 (\$1983.94)**. Eligibility is assessed based on the demonstration of genuine financial need and clearly identified bicycle-related expenses. This initiative responds directly to rising ANU parking costs and reflects ANUSA's ongoing commitment to promoting affordable and sustainable transport options for students.

Transport Vouchers

The TVP has seen a steady increase. There have been a total of 62 successful applicants in Q1 (compared to **30 in Q4 2025**). The TVP program has been running smoothly. Out of the total 62 successful applicants, postgraduate students made up approximately **85.5%**, HDR students accounted for **9.7%**, and undergraduate students represented **4.8%**, indicating a clear shift in engagement patterns, with postgraduate and HDR students accessing the program at significantly higher rates. SAT has not received any incident reports regarding voucher rejections 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

A total of 295 vouchers were provided to students this quarter. This is a massive increase compared to Q4 2025 (**115 vouchers** with **\$15500** being spent). Additionally, the improved ease of applying for grants and programs following the implementation of Advocate contributed to the higher uptake. SAT will continue to support students as cost-of-living pressures persist.

Textbook Program

At the end of Q4 2025, ANUSA received unexpected news of the closure of the ANU Harry Hartog Store, which put a temporary pause on the Textbook Program. Despite this setback, SAT has implemented an alternative way to continue this program, starting from semester 1, 2026 onwards. While the previous textbook program was a voucher-based program partnered with Harry Hartog, our current one is reimbursement-based. Students can receive a reimbursement of up to **\$300**. The program is still to purchase prescribed textbooks only, but there is no restriction on textbook format or place of purchase anymore. The program went live on 9th February and closed on 10th March, with a total of 17 successful applications. This was a slight increase from Q3 figures (**\$1850** spent in **Q3 2025** vs **\$2889.19** in **Q1 2026**). The ANUSA Textbook Program will continue to support students facing financial hardship in purchasing prescribed textbook(s) for their enrolled courses in 2026.

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 will continuously keep an eye out for potential candidates.

Birth Control Subsidy

Birth Control Subsidy has been widely accessed by students in need. This quarter, a total of 75 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.

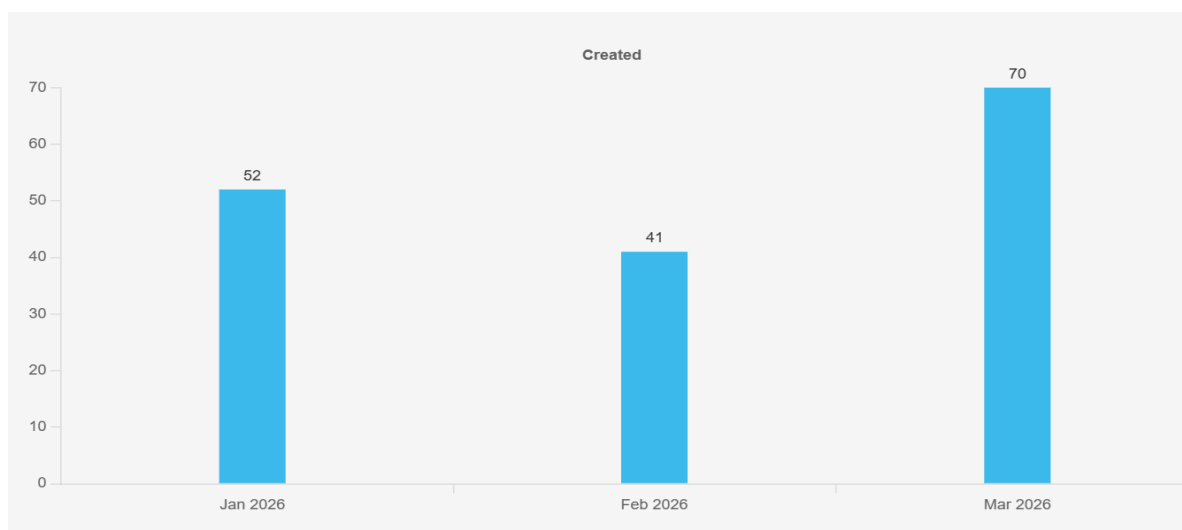
Disabilities' Student Association Subsidy

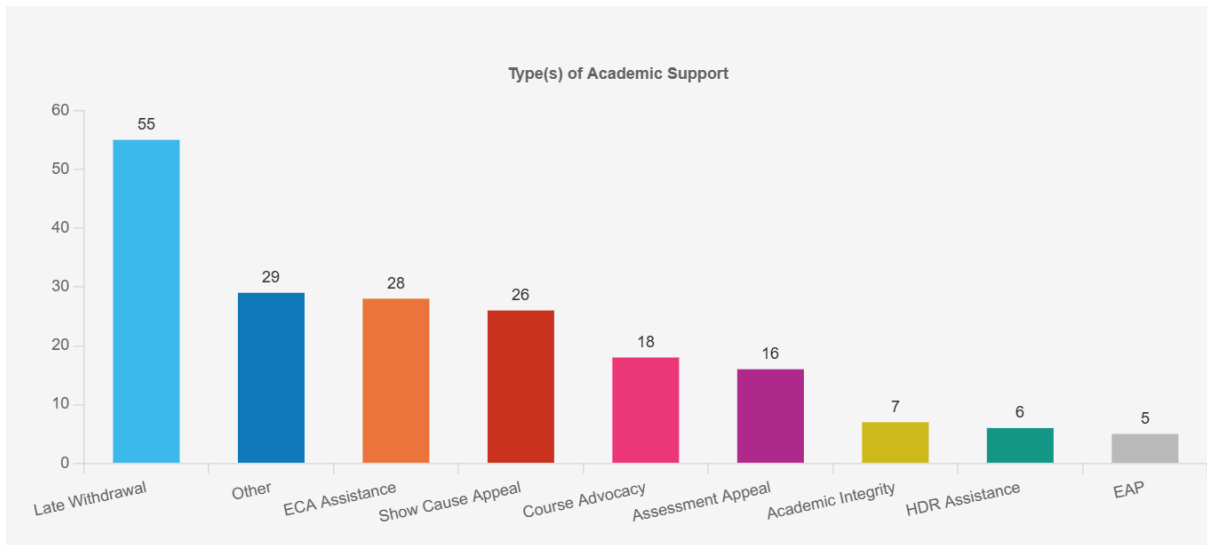
As of the third quarter after the launch of the ANUSA & ANU Disabilities' Student Association Subsidy, this program has been running smoothly. There were 9 successful applicants this quarter, with a total of **\$728 spent**. SAT will continue to work alongside the DSA in providing financial support to students with disabilities in 2026.

Skill Up

Skill Up for Sem 1 2026 was launched on 23rd March. It is intended to close on 7th April. We are currently in the process of accepting and assessing applications. SAT will provide successful students with a response a week after the program closes. The most popular courses students are interested in are consistent, mainly First Aid, Responsible Service of Alcohol training, Working with the Vulnerable People Card, Coffee-related courses and White Card. SAT will organise another Skill Up program in semester 2 (Q3).

Academic





We recorded 163 academic matters in the quarter. The distribution of our academic caseload totals 190: this is because some academic matters are categorised across multiple academic categories (for example, helping a student with a show cause and late withdrawal in the same matter).

We saw a big spike in late withdrawal (**33.7%** of academic caseload) and show cause cases (**15.9%**). The expansion of access to SAT support has resulted in an increase in cases that we have not previously needed to categorise.

Late Withdrawal

Late withdrawals as a percentage of our overall workload spiked from **22%** in Q4 2025 to **33.7%** in Q1 2026. This can be attributed to several factors:

- While no deadline for late withdrawal application occurred in Q1 2026, the release of S2, 2025 results prompted many students to explore their options for mitigating the impact of extenuating circumstances upon their academic performance.
- Q1 2026 saw two rounds of 'show cause' notices sent out by the Academic Progress team. Show cause notices often prompt students to confront difficult situations, which can often form the basis for late withdrawal applications, as well as show cause appeals.

- The SAT team has gained a very good reputation for our tailored assistance with late withdrawal applications. As a result, the SAT team received a number of student referrals, primarily from the Dean of Students.

In terms of late withdrawal, we continue to have concerns for the high evidentiary bar enforced by the ASQO team in assessing late withdrawal, as well as the potential for this heavy compliance focus to have adverse impacts upon students who have experienced trauma.

This same heavy evidentiary bar places resourcing strain upon the SAT team, as we are required to invest significant time and thought into assisting students to meet the bar set by the ASQO team.

Show Cause

As mentioned elsewhere in this report, SAT assisted 26 students with show-cause-related matters. There were two show-cause rounds in Q1 2026, capturing students who have met the cumulative fail-count for exclusion under the Academic Progress Rule 2019, as well as students who have met the threshold via repeated failure of the same course. As of the end of Q1 2026, some students received multiple notices, which appears to have been an oversight.

Course Advocacy and Other

17.8% of our academic casework was classified as 'other', and **11%** was flagged as course advocacy, where we assist students in communicating with their college, counsellors, or other parts of the university. These two categories combined accounted for **28.8%** of our academic casework, which is much higher than we have seen historically on our SAT reports.

The increased accessibility to SAT via Advocate, as well as the good reputation we enjoy among the student population, has potentially resulted in students seeking our help for a wider variety of issues they have encountered at the university. Given the tumult and widespread changes of the last 12-18 months at the ANU, we also think there has been increased disruption for students.

SAT will consider amendments to our academic reporting in Advocate to better track cases that fall in these categories.

Accommodation

ANUSA Accommodation Assistance Program

In this quarter, we saw a decrease in the Accommodation Assistance Program uptake. We received 5 applications but were only able to approve one, for 7 nights' accommodation costing **\$490**. Some students who applied as a stopgap were able to find alternate solutions, so they withdrew their applications.

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 6 applications in this quarter.

Other Activities

Implementation of the Advocate case management system

Q1 2026 marks the third quarter since the deployment of Advocate, the new case management system currently used by the SAT team. We have now reached a stage where the team is largely familiar with most of its functionalities. During this quarter, we also finalised the documentation of workflows across all SAT procedures to ensure consistency and minimise errors in recording student and case information.

While the system is performing well in terms of reporting, data collection, and ease of access for students, there are still a few areas that require further catch-ups with our Client Manager at Symplicity, particularly the “**Students of Concern**” functionality. Establishing clearer processes around this feature will be a key focus for the next quarter, as it will allow us to better identify and manage critical cases within Advocate.

Although there has been no tangible progress in data integration for Advocate this quarter, it remains a top priority. Achieving this will significantly improve our reporting capabilities and enable a more comprehensive capture of student demographic data.

ACT Peer CARE Community Consultation

Casey attended the ACT Peer CARE Community Consultation for Roses in the Ocean at Meridian on February 13th. This was as part of the stakeholders and organisations consultation, to provide feedback for the roll-out of peer support services in the ACT for people with lived experience of suicide. While there was nobody else from the university sector present, there was an interesting cross-section of community services. We provided useful information on challenges faced by students in Canberra, particularly international students. We will be referring students who disclose lived experience of suicide to the warm line and PEER companion walks, as we feel this service fills an extremely important gap between immediate crisis support and ongoing counselling services.

Student Experience Network Welfare and Wellbeing forum

Casey has continued in his role as the convenor for SEN's Welfare and Wellbeing forum for 2026. The working group from 2025, with Meighan Hay from the Waikato Students' Union and Ruth Thomas from the University of Adelaide's Student Care team, continues in 2026. While we have all experienced workload crunches in Q1, we are looking forward to continuing to put on high-quality sessions for the network for the remainder of 2026, leading up to SEN regional events in June.

Staff Changes

SAT were very happy to welcome Emily back to the team after her period of leave, welcome back Emily!

Casey will continue to backfill Hassan's Senior Advisor role until his anticipated return to the team in late September 2026. The team was very happy that Hassan's new addition arrived safely and well.

'Ask Me Anything' AMA sessions

SAT have joined in the AMA sessions developed by the ANUSA Legal team. We thank Legal for having us collaborate in these sessions, as well as Kate and Ellen for assisting us in revamping the marketing materials to include SAT. Thanks also to Charley for his shout-out on social media!

O-week Semester 1 2026

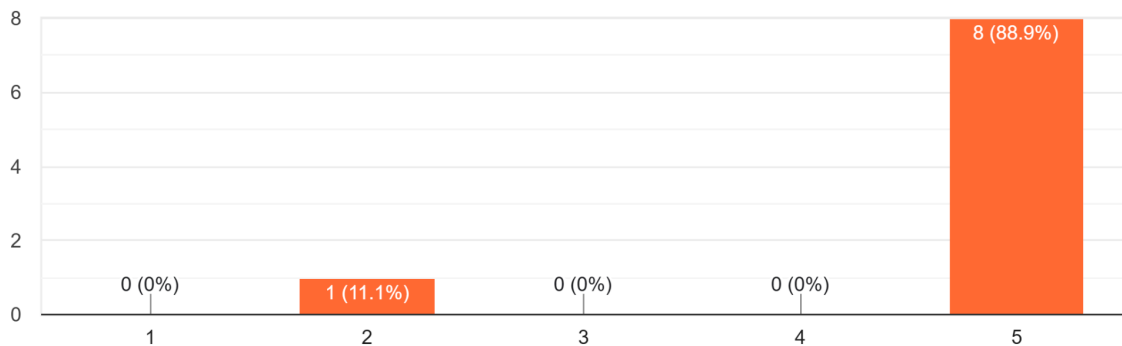
SAT participated in a busy O-week in 2026. We found ourselves in hi-vis vests directing trucks, unloading pallets and assisting the Community Life Officer across the campus. During the week, we also participated in the Mini Services Fair organised by Student Life, Eiman presented at the International Student Orientation session, and Casey presented at the Access Scholarship welcome session.

Student Feedback

SAT continues to collect formal feedback from students via our feedback form. More than 80% of the students found the 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?

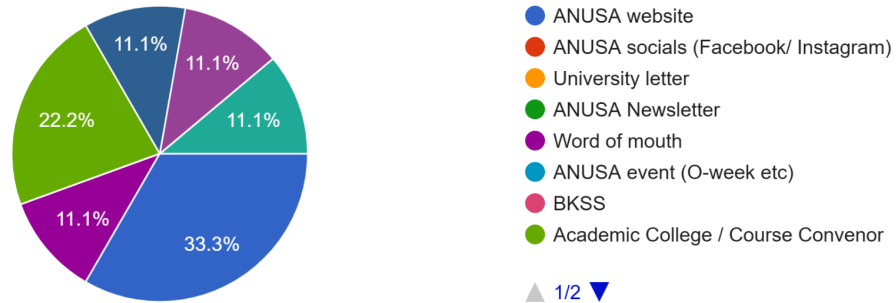
9 responses



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

How did you hear about our service?

9 responses



Some Wins

Email dated 6th Jan 2026

Hello Andy,

Thank you very much for the voucher! It is a really great help.

Email dated 7th Jan 2026

Dear Eiman,

Thank you very much for your further feedback. I understand the need to more clearly explain [Redacted] based off of your recommendation.

I am revising my statement accordingly and will incorporate this clarification.

Thank you again for your continued support and guidance

Email dated 16th Jan 2026

Dear Eiman

I want to let you know that my graduation ceremony date has been moved to 4 Feb 2026, as per my request. I am really thankful for your prompt and effective advocacy. It means a lot.

Email dated 19th Jan 2026

Good Afternoon Hassan and Happy New Year. We wanted to thank you again for your assistance and to let you know that XXXX appeal against the earlier later withdrawal decision was successful for all the semesters except the one that fell outside the normal

application timeframe.

Email Dated 21st January 2026

Dear ANUSA Assistance Team

Thank you very much, I really appreciate your efforts in accommodating students' financial needs.

Email dated 29th January 2026

Dear Student Assistance Team,

Thank you very much for approving my ANUSA Assistance Grant application. Sorry for late reply. I have already received the payment, and I sincerely appreciate the support provided through ANUSA and SSAF.

Thank you again for your help and assistance.

Email dated 30th January 2026

Hi Eiman,

Thank you very much for your continued help with my show cause and late withdrawal matters, and for the detailed guidance you provided in your emails.

Thank you again for your support and understanding during this very difficult period. Your guidance has been extremely valuable, and I really appreciate the time and care you are putting into helping me.

Email dated 9th February 2026

Hi Hassan.

Hope you're well.

I got an outcome today from XXX, and was successful in receiving an exemption for XXXX.

Thanks again for all your help with this, I think it's a great outcome!

Email dated 22nd february 2026

Hi Casey, thanks so much for your email!

I'm happy to move onto the appeals process if you suggest it.

...

I really can't thank you enough for your help, it genuinely means so much during this time.

Email dated 23rd February 2026

Hi Andy,

Thank you very much for the voucher! This will be really helpful to me.

Email dated 25th February 2026

Hi Hassan,

I just wanted to let you know that I got approved to transfer into the Master of XXXX for S1, 2026! I couldn't have achieved it without your consistent support! And now I am ready to graduate at the end of this semester!!

Email dated 27th February 2026

Dear Eiman,

Thank you for your making time to be present as my support person in the inquiry. I sincerely appreciate your guidance and assistance during the preparation and inquiry.

Email dated 2nd March 2026

Hi Eiman,

Thank you so much for your help. I appreciate it, hopefully I will get my extension soon.

Email dated 4th March 2026

OMG Andy you are the best!!!

THANK YOU!

Yes please if you can tell me where I need to go for these and the times that they are happening each week/what each of them provides again that would really help me a lot.

Thank you so much!

These kind of requests might seem a bit silly/strange but they are REALLY helpful for me. Total game changers! Thank you!

Email dated 12th March 2026

Dear Casey !

Thank you again for your help and for taking the time to guide me through the late withdrawal process. I really appreciated your patience and professionalism during our conversation, which made me feel safe and supported, and I'm very grateful.

Email dated 17th March 2026

Hi Eiman,

I did want to thank you for checking in and for your support during this difficult period. Your kindness and concern really mean a lot to me.

I also wanted to share that my appeal was successful, and I received my Letter of Completion a few days ago. I'm very relieved about the outcome.

Thank you again for reaching out and for supporting me through such a tough time. I truly appreciate it

Email dated 19th March 2026

Dear ANUSA team,

I would like to share some positive feedback about a staff member at ANUSA named Casey. I initially tried to submit this through the ANUSA feedback website, but I was unable to do so, so I am writing this email instead.

I am an international student at ANU, and navigating university processes can sometimes feel overwhelming, especially when facing complex or stressful situations. During my recent visit to ANUSA seeking academic support, Casey was incredibly understanding, patient, and professional, which made a significant difference to my experience.

What impressed me the most was that even though it had been about two years since our previous interaction, he still remembered the details of our earlier conversation. That made me feel genuinely heard and supported.

Casey took the time to clearly explain my options and patiently answer my questions. He never made me feel rushed, and his guidance helped make a stressful situation much easier for me to manage.

It is rare to meet someone who is both highly professional and genuinely compassionate toward students. I truly feel lucky and proud that our university has staff members like Casey. His kindness and dedication make a real difference to students, and I am very grateful for the support he provided.

Email dated 19th March 2026

Dear Eiman,

Thank you so much for providing this voucher. It's really helpful.

Email dated 25th March 2026

Hi Eiman,

Thank you for taking the time to explain the late withdrawal application process in such detail.

Apologies for the delayed reply since I was given another opportunity to sit my exams. And I've now completed all my courses from last semester and have passed them.

Also, a BIG thank you for reviewing my complaint draft earlier. Your advice was helpful and supported me through a tough time. With all the support I received, I was finally able to begin my new semester.

Thanks again for all your support.

Email dated 26th March 2026

Hi Casey,

So sorry for the late response - I've been meaning to write back to you but haven't had time until now!

....

More importantly, the reason I wanted to write to you was to sincerely thank you for help and support you have provided every single step of the way, not just for this, but also for the XXXX matter. I am sure that reading the slabs of text I sent to you is far more than any other student usually writes, but you patiently read through them and provided feedback wherever possible.

Thanks and hope you are staying well.

Email dated 26th March 2026

Dear Eiman,

I accept and appreciate the outcome of the inquiry. I am writing to express my sincere gratitude for your guidance and support throughout the process. Thanks to you and ANUSA. Your advice on my Inquiry strategies was invaluable.

I cherish the chance to rehabilitate myself and will always wake myself up to be a student with integrity and honesty.

Thank you again for your time and support.

Email dated 27th March 2026

Dear Casey!

Thank you for your kind message. I'm really glad to hear from you!

I truly appreciate all the support you and the team have provided. It made a big difference for me. ^_^!

Community connections, networking and training

Presentations & Panels

- SAT Planning Day - 7th Jan 2026
- ANUSA Staff planning day - 14th Jan 2026
- Convened SEN's Welfare and Wellbeing forum on multiple occasions
- SDFR - Case Management Working Group
- International Student Orientation - 16th Feb 2026
- O' Week mini services fair - 16th Feb 2026
- Access Scholarship Welcome and Information Session - 17th Feb 2026
- Residential Roadshow at Burgmann College - 11th January 2026

In-house support

- Reviewed the crash course guide
- Meeting with Aurora (Education Officer) to plan activity on the use of AI.'

Community connections:

- Meeting with Jenni and Peter (Dean of Students)
- Met with new HDR Officer Keira
- Roses in the Ocean - 13th Feb

Training:

- Mental Health First Aid
- CPR and First Aid
- Accidental Counsellor Training

Future goals and focus areas

- Consolidating SAT offerings (grants, programs and areas of assistance)
- Better reporting of critical and complex cases.
- 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 the SAT staff in the use of the new system

- Understand the new ANU structures and processes after the implementation plan of the academic portfolio.