



# ANUSA Student Assistance Team Report

Quarter 4, 2025 (Oct-Dec)

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

## Overview

This quarter, the SAT team continued to operate in a high-intensity environment, marking the second quarter of using Advocate as our case management system. As noted previously, utilisation of both academic and financial support services continued to increase compared to earlier quarters, following the introduction of the online Advocate form.

Academically, SAT recorded 244 academic matters during the quarter. As is typical for Q4, the most frequent academic issues included ECA applications, followed by late withdrawal, academic integrity, and assessment appeals, reflecting the end-of-semester assessment and examination period. Although smaller in number, HDR matters remained particularly complex and resource-intensive.

We also continued to support students navigating formal university processes, including matters under the Disciplinary Rule, Medical Leave Rule, Appeals Rule, Professional Behaviour Committee processes, and HDR termination procedures. Throughout 2025, SAT supported at least 28 students through these processes, including serving as a support person in hearings where exclusion from the University was a possible outcome.

Alongside critical and academic casework, SAT continued to administer a range of grants and programs. While overall expenditure was lower than in Q3 2025, demand for financial assistance remained strong. The ANUSA Assistance Grant remained the most accessible

grant, while the Groceries 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.

Several targeted initiatives progressed this quarter, including the launch of the ANUSA Bicycle Program, equity tickets for the NUS Conference, and the conclusion of the Skill Up Program for Semester 2 2025, which supported students in developing employability-related skills.

SAT also continued to participate in SENCON this year, where we presented on the ANUSA PrEP and Birth Control Subsidy, which were also nominated for a national Equity, Diversity and Inclusion award.

## Casework spotlight areas

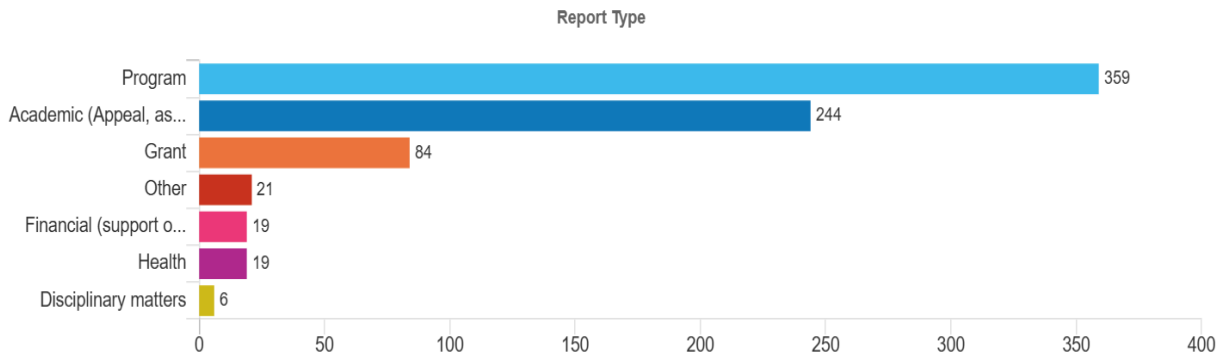
This is the second quarter in which SAT has calculated the total number of cases across both financial and non-financial services. In Q4, this amounted to 741 cases, representing a significant volume of work. In 2025 overall, we handled 2,442 cases, nearly double the 1,236 recorded in the previous year. This increase is largely attributable to the introduction of new programs, SAT taking over programs like Birth Control Subsidy, and the introduction of Advocate, which made it significantly easier and more accessible for students to seek support.

There was a strong focus on complex and critical casework this quarter, with SAT assisting at least 49 students in Q4 2025, including several matters carried over from the previous quarter. Notably, 5 of the 7 students who disclosed experiences of family or partner violence in 2025 accessed SAT support during Q4.

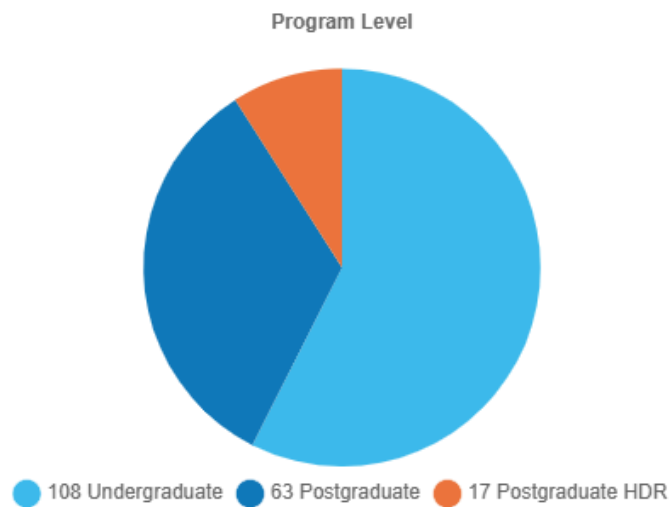
While many of these matters involved high-stakes university processes, a significant number of critical cases included elements of sexual assault and harassment (SASH), suicidal ideation, complex mental health conditions, housing instability, acute financial hardship, and experiences of racism, discrimination, and ableism, both on and off campus. SAT also supported several students experiencing ongoing and complex mental health conditions, with some cases requiring long-term and intensive assistance.

Expenditure on financial grants and programs decreased from \$92k in Q3 to \$45k in Q4. While this represents a decline from the previous quarter, it remains an increase compared

to Q4 2024. This sustained uplift is largely attributable to the improved accessibility of the new case management system, Advocate, and the introduction of new financial programs throughout the year.



### **Student cohort breakdown**



We currently have limited program enrollment data due to the lack of data integration in the Advocate Case Management system. Of the 188 students captured, 57% were undergraduates, 33% were postgraduate coursework students, and 8% were higher degree by research candidates.

## Critical and complex cases (\*\* Content Warning: This section mentions SASH, family violence and suicidal ideation\*\*)

SAT assisted around 50 students with critical cases in Q4 2025, including some ongoing cases carried over from the previous quarter.

### University processes

The cases reported to the university under Disciplinary Rule, Medical Leave Rule, Professional Behaviour Committee, HDR termination process, and Appeals Rule are high stake cases where exclusion from the university is a possible outcome. In 2025, we supported at least **28 students** with these processes, including by acting as a support person in the hearings.

### Suicide ideation/complex Mental Health

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. In 2025, we have assisted at least 25 individuals who have disclosed suicidal ideation. These cases require very timely and delicate attention, and some of the cases require regular support over a long period. On top of these 25, there are a number of complex mental health cases where students experience severe depression, PTSD, Bipolar and other complex mental health conditions.

SAT aims to maintain our capacity to support the most vulnerable student cohorts, both in terms of staff training and in our ability to provide timely appointments and support.

### Gender based violence

In 2025, SAT supported at least 11 students who disclosed experiences of sexual assault and harassment (SASH), and 7 students who experienced family or partner violence. We assisted them with a combination of support. This included helping students access temporary safe accommodation, assisting students through the ANU complaint processes, referring to ANUSA legal and some ANU and external support services, providing financial support and assisting students to access academic adjustments.

Interestingly, 5 out of 7 family/partner violence cases accessed our service in Q4 of 2025. We could not establish a correlation with any particular factor that may have caused this, but it will be interesting to note if a similar trend follows in 2026.

## Racism & Discrimination

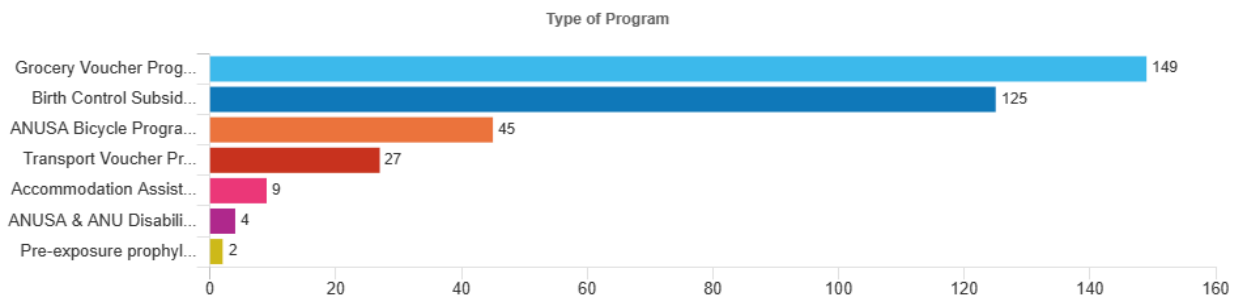
4 students shared the individual experiences of racism (on-campus and off-campus) and 4 complained about the experiences of Ableism. There were multiple other complaints about systemic racism, especially by some ANU academics.

## Other complex matters

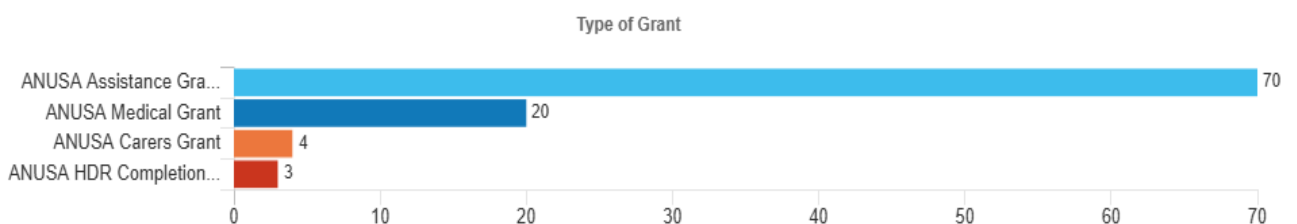
Critical case management has remained a central focus for SAT this quarter, with ongoing efforts aimed at supporting students facing complex and high-impact issues, including bereavement, housing instability, and critical financial hardship. SAT continues to work collaboratively with internal and external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

## FINANCIAL (Q4 Figures)

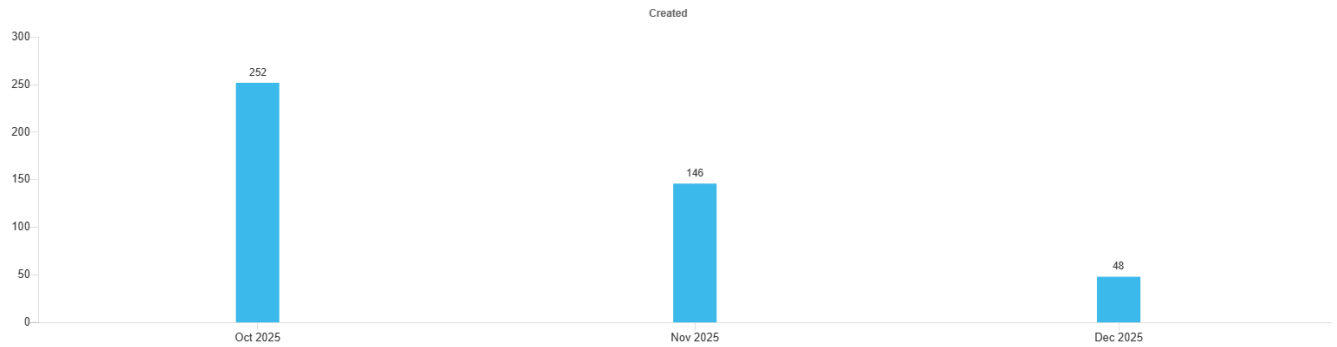
Grocery voucher is still our most utilised program.



ANUSA assistance grant is the most accessed grant.



October was the peak period for financial assistance applications.



<b><u>Grant/Program</u></b>	<b><u>UG Successful</u></b> <b><u>(# and \$)</u></b>	<b><u>PGCW Successful</u></b> <b><u>( # and \$)</u></b>	<b><u>PGHDR Successful</u></b> <b><u>(# and \$)</u></b>	<b><u>Total Successful</u></b>	<b><u>Total applications</u></b> <b><u>(successful and unsuccessful)</u></b>
<b><u>ANUSA Assistance Grant (AAG)</u></b>	<b><u>15/\$9600</u></b>	<b><u>8/\$5400</u></b>	<b><u>1/\$500</u></b>	<b><u>24/\$15900</u></b>	<b><u>Total: 57</u></b> <b><u>33 unsuccessful</u></b>
<b><u>ANUSA Medical Grant (AMG)</u></b>	<b><u>3/\$1500</u></b>	<b><u>4/\$1800</u></b>	<b><u>0</u></b>	<b><u>7/\$3300</u></b>	<b><u>Total: 23</u></b> <b><u>16 unsuccessful</u></b>
<b><u>ANUSA Carers &amp; Parents Grant (ACG)</u></b>	<b><u>0</u></b>	<b><u>1/\$500</u></b>	<b><u>0</u></b>	<b><u>1/\$500</u></b>	<b><u>Total: 3</u></b> <b><u>2 unsuccessful</u></b>

<b><u>Accommodation Assistance Program (AAP)</u></b>	<b><u>4/\$1550</u></b>	<b><u>1/\$595</u></b>	<b><u>0</u></b>	<b><u>5/\$2145</u></b>	<b><u>Total: 5</u></b>
<b><u>ANUSA Indigenous Wellbeing Program (IWP)</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>
<b><u>ANUSA HDR Completion Support Grant (AHG)</u></b>	<b><u>NA</u></b>	<b><u>NA</u></b>	<b><u>2/\$1500</u></b>	<b><u>2/\$1500</u></b>	<b><u>Total: 4</u></b> <b><u>2 unsuccessful</u></b>
<b><u>Grocery Voucher Program (GVP)</u></b>	<b><u>76/\$7600</u></b>	<b><u>70/\$7000</u></b>	<b><u>8/\$800</u></b>	<b><u>155/\$15500</u></b>	<b><u>Total: 155</u></b> <b><u>All successful</u></b>
<b><u>Transport Voucher Program (TVP)</u></b>	<b><u>8/\$128.8</u></b>	<b><u>19/\$305.9</u></b>	<b><u>3/\$48.3</u></b>	<b><u>50/\$805</u></b>	<b><u>Total: 30</u></b> <b><u>All successful</u></b>
<b><u>ANUSA Textbook Program</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>0</u></b>	<b><u>Total: 1</u></b> <b><u>1 unsuccessful</u></b>
<b><u>Birth Control Subsidy</u></b>	<b><u>90/\$2521.15</u></b>	<b><u>8/\$247.52</u></b>	<b><u>1/\$39.98</u></b>	<b><u>99/\$2808.65</u></b>	<b><u>Total:114</u></b> <b><u>15 unsuccessful</u></b>
<b><u>Pre-exposure prophylaxis (PrEP) Subsidy</u></b>	<b><u>0</u></b>	<b><u>2/\$80.11</u></b>	<b><u>0</u></b>	<b><u>2/\$80.11</u></b>	<b><u>Total:2</u></b> <b><u>All successful</u></b>

<b><u>ANUSA &amp; ANU Disabilities' Student Association Subsidy(DSA)</u></b>	<b><u>4/\$703.95</u></b>	<b><u>1/\$60.89</u></b>	<b><u>0</u></b>	<b><u>5/\$764.84</u></b>	<b><u>Total: 5</u></b> <b><u>All successful</u></b>
<b><u>ANUSA Bicycle Program</u></b>	<b><u>5/\$595</u></b>	<b><u>12/\$1368</u></b>	<b><u>1/\$20.94</u></b>	<b><u>19/\$1983.94</u></b>	<b><u>Total: 20</u></b> <b><u>2 unsuccessful</u></b>
<b><u>Total amount spent/total applications</u></b>				<b><u>\$45,287.54</u></b>	<b><u>419</u></b>

This quarter, we provided a lower amount in grants and programs compared to Q3, 2025 (**\$45,287.54 in Q4 2025 vs \$92,588.18 in Q3 2025**). This trend is consistent over the years, as most students require lesser support after they finish their exams in November.

Among grants, the Assistance Grant remains the most accessible, followed by the Medical Grant and the Carer Grant. Among programs, the Groceries Voucher Program has consistently been the most popular option for students, followed by the Birth Control Subsidy. Despite the reduced total expenditure, SAT maintained efficient service delivery, assessing applications, communicating outcomes, and processing payments for all successful applicants within 2–3 business days. This turnaround ensures that ANUSA grants and programs remain highly accessible to students experiencing urgent financial hardship at ANU.

### **Bicycle Program**

In Q4 2025, ANUSA launched a new Bicycle Program aimed at encouraging students to adopt a more active and affordable lifestyle and use bicycles as a primary mode of transport. This reimbursement program provides up to \$150 per student for bicycle purchases, maintenance costs, and safety equipment. 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

Following the official confirmation from the Transport Minister that MyWay vouchers would remain valid under the new MyWay+ system, the TVP program has been running smoothly. This quarter, ANUSA has approved 30 applications. SAT has again 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 115 vouchers were provided to students this quarter. 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 ANU Harry Hartog Store, which put a temporary pause on the Textbook Program. Despite this news, SAT is actively looking for an alternative way to continue this program in Semester 1 2026. The ANUSA Textbook Voucher 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 issued the bursary to a successful candidate in Q2 for 2025.

## Birth Control Subsidy

Birth Control Subsidy has widely been accessed by students in need. This quarter, a total of 106 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 second quarter after the launch of the ANUSA & ANU Disabilities' Student Association Subsidy, this program has been running smoothly. There are 5 successful applicants this quarter, with a total of \$764 spent. SAT will continue to work alongside the DSA in providing financial support to students with disabilities in 2026.

## Pre-exposure prophylaxis (PrEP) Subsidy

Since its launch in Q3 2025, the PrEP Subsidy has seen a smaller intake compared to other ANUSA programs. Nevertheless, its introduction reflects ANUSA's commitment to increasing awareness of HIV prevention and ensuring access to necessary support. In Q4 2025, SAT received two successful applications, indicating growing student awareness of the program.

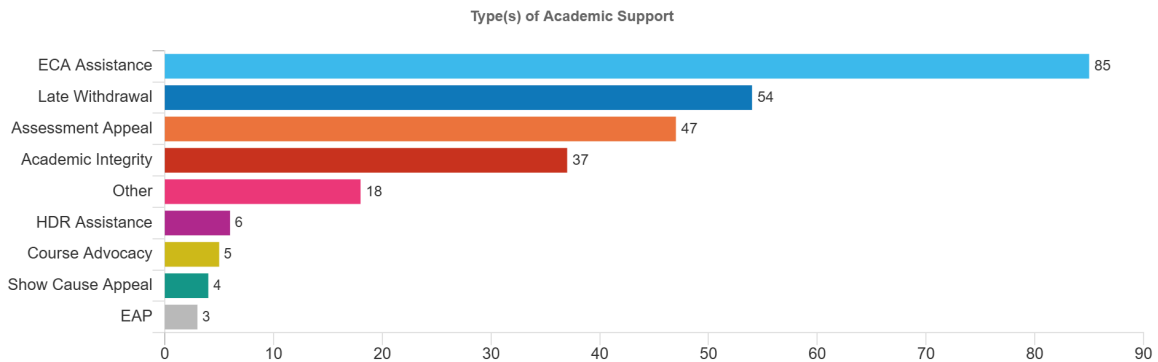
## Equity Tickets

SAT helped administer equity tickets for the NUS conference this quarter. 21 successful applicants have received a \$400 equity ticket to cover their conference registration and travel costs. We also administered other equity tickets, including ANUSA's clubs and Union Ball.

## Skill Up

The Skill Up Program for Semester 2 2025 launched on 25 August and closed on 15 September, receiving 146 applications. In response to student feedback, SAT finalised the list of successful applicants in Q4 to avoid overlapping with the exam period. Ultimately, 64 applicants were reimbursed for their selected courses. The most popular courses included First Aid, RSA, White Card, and coffee-related training. SAT will continue to deliver the Skill Up Program in 2026 to support students' employability and skills development.

# Academic



We recorded 244 academic matters in the quarter.. The distribution of our academic caseload totals 259: this is because some academic matters are categorised across multiple academic categories (for example, helping a student with show cause and late withdrawal in the same matter).

Of these matters, 85 related to ECA applications (34.8%), which is typical for Q4 reports, as the quarter encompasses the end of Semester 2 and the Semester 2 examination period. The next highest categories in our academic matters were late withdrawal (22.1%), assessment appeal (19.3%) and academic integrity (15.2%).

As noted in the Q3 2025 report, we are still adapting to ongoing changes in our data reporting as we transition our casework to Advocate. While we adapted to a “multi-select” of academic issues during the quarter, this report’s data will not wholly reflect this change, as it was implemented mid-reporting period. Additionally, we are reporting Q4 in isolation, rather than using the cumulative annual method used in the 2024 quarterly reports.

## Late Withdrawal

Late withdrawal accounted for over 22% of our academic matters in Q4. This was not a huge surprise, as the quarter encompassed the deadline for late withdrawal applications for Semester 2, 2024, and the process remained contentious for students due to the high evidentiary bar for supporting documentation.

It’s important to note that this also affects SAT’s resourcing, as we often need to spend significant time reviewing late withdrawal applications and appeals with an almost forensic level of detail. While it may feature in 22% of our academic cases, it likely consumes a higher percentage of our time assisting students.

On a more positive note, the SAT and ANUSA Legal teams held a productive meeting with ASQO staff on 14/10/2025, during which we shared our concerns regarding documentation requirements and trauma-informed practice. We were encouraged by the responses we received and are hopeful this may lead to positive change in how late withdrawal requests are assessed.

### Academic integrity

2025 has continued the historical trend of Q4 having a high proportion of academic integrity matters. We have seen academic integrity matters experience a prolonged spike, as the glut of CSS cases and appeals continues to work its way through the system (as noted in Q2 and Q3 reports).

This may increase the academic integrity caseload in Q1 2026 relative to our normal expectations. This is because when integrity cases are delayed, the timing of new cases is affected, and that ripple effect extends to integrity appeals as well.

### HDR uptake

Our HDR casework remains time-intensive and highly involved. While it may seem a small category numerically (6 cases representing 2.78% of our casework), it has required a far greater investment of time and staff resources as we have attempted to assist students in several highly complex candidature disputes.

We have had several very satisfying successes with HDR cases, including the successful appeal of a termination-of-candidature finding. Despite some wins, the intensive resource requirements and high complexity of HDR casework have necessitated clarifying our scope of practice for HDR candidature matters and identifying areas where we may not be able to provide highly involved case management support going forward.

## Accommodation

### ANUSA Accommodation Assistance Program

In this quarter, for emergency accommodation, we processed 5 applications and provided students with 27 nights' assistance, amounting to \$2145.

## 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 11 applications in this quarter.

## Other Activities

### Implementation of the Advocate case management system

Q4 is just the second quarter after deployment of Advocate - the new case management system. Though it is working well, and students are accessing it easily, there is a big piece of post-implementation work in documenting the workflows, getting familiar with the new interface, identifying any issues in our use, and adjusting our approach in some cases.

We approached this implementation in a very structured way, by setting up regular internal meetings, delegating tasks to each team member, arranging regular catchups with our client manager at Symplicity. There has been considerable progress this quarter in our use of Advocate, but there are still many areas of growth, especially Data integration, managing critical cases, and improved reporting and data analytics.

### 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. We have consulted with several other student unions (via SENCON platform, attended workshops by Renee Hamiltan (a consultant who has worked on the code), and attended sessions on this code at the SEN Conference in Brisbane.

We have also consulted internally with ANU’s project manager (Elani) on the implementation of the code. SAT anticipates to be a major area of work in 2026, where a lot of consultation will take place and policies and procedures will be updated by ANU to be compliant with the code. SAT, along with our Legal team and execs, will continue to advocate for student’s interests at each platform.

## Feedback on Student Disciplinary Framework Review

SAT along with ANUSA legal team provided detailed feedback on the Student Disciplinary Framework review. We also met Bree (Registrar) and Eleni (Project manager - SDFR) in late December to provide our detailed feedback on the review and voice our concerns.

## Student Experience Network Welfare and Wellbeing forum

Casey continued in his role as the convenor for SEN's Welfare and Wellbeing forum. We really enjoyed the opportunity to meet Meighan Hay from the Waikato Students' Union (WSU) in-person at SENCON in Brisbane. Meighan is the Student Support Manager at WSU and is a fellow member of the forums's working group, along with Ruth Thomas from the University of Adelaide's Student Care team (who sadly couldn't make SENCON this year).

Hassan and Casey enjoyed the opportunity to present at SENCON about the ANUSA PreP and birth control subsidies, which were nominated for an award for Best Equity, Diversity and Inclusion Initiative. The presentation was well-received and garnered some very positive discussion and questions. We were also grateful for 2025 Treasurer Hayden O'Brien's video cameo!

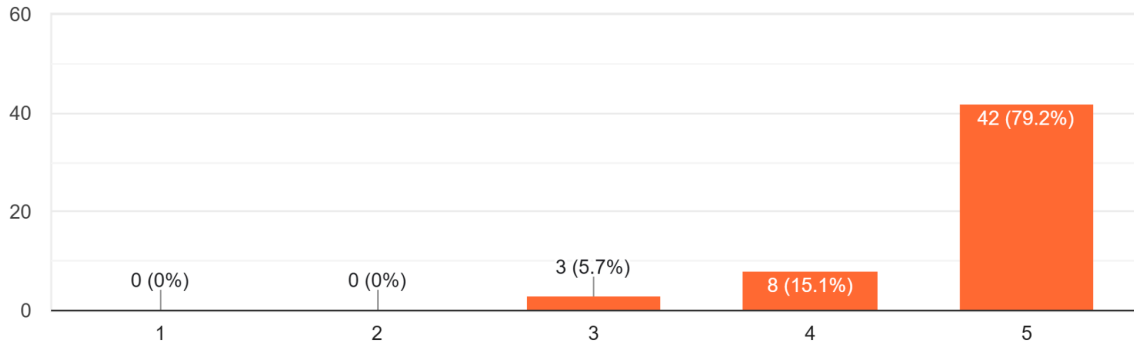
We were also thrilled for ANUSA Legal's award for their "Justice Parked" campaign and supported Eleanor in presenting about the ANUSA Cooking Show, which was also well-received.

## Student Feedback

SAT continues to collect formal feedback from students via our feedback form. More than 90% 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?

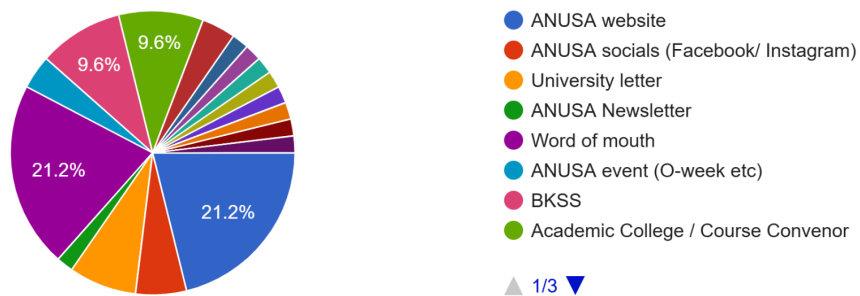
53 responses



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

### How did you hear about our service?

52 responses



# Some Wins

## **Email dated 1st October 2025**

Hi Casey,

Thank you for checking in:) Yes, my application got approved and I have received a WD grade for XXXXX. Thank you once again for all your support and guidance, I am deeply grateful.

## **Email dated 3rd October 2025**

Dear Casey,

I hope this email finds you well.

I am writing to share some wonderful news with you—my application for Late Withdrawal has been approved. I just received the official notification from ASQO, and XXXXX will now show as WD on my academic record.

I cannot express how grateful I am for your support throughout this entire process. This journey has been incredibly challenging, and there were many moments when I felt completely lost and overwhelmed. Your guidance, patience, and expertise made all the difference.

Your professionalism, compassion, and commitment to helping students truly made a tremendous difference to me. This outcome means I can move forward with my studies without the devastating impact of a failed course, and I will be able to graduate as planned in 2026.

Thank you again, Casey, for everything you have done. I will be forever grateful for your kindness and support during one of the most difficult periods of my life.

## **Email dated 8 October 2025**

Dear Casey,

First, I would like to express my deepest gratitude for you to spend today with me to discuss the issue of academic integrity. Whether it was in solving the problem itself or in soothing my emotions, you have provided tremendous assistance! I am very grateful to you.

### **Email dated 14th October 2025**

*Hi Hassan,*

*I wanted to share an update with you. My appeal for the Late Withdrawal has finally been successful, even after I had already graduated. It's such a relief after nearly half a year of waiting.*

*I sincerely want to thank you for your encouragement and for helping me write such a strong support letter. Your guidance truly made a difference throughout this long process.*

*I really appreciate all your help and kindness. Hope you have a great week ahead!*

### **Email dated 21st Oct 2025**

*Dear Eiman,*

*I've received the response regarding my disciplinary hearing. It was a good outcome given the circumstances, and I'm very grateful for all the help and support you've provided throughout this process.*

### **Email dated 22 October 2025**

Just wanted to share a wonderful news that my appeal has been approved. Many thanks to Casie from ANUSA for the immense help and assistance in reframing and restructuring my appeal and obtained this amazing news that gives me great relief and optimism.

### **Email dated 22 October 2025**

Dear Casey,

I have submitted my statement. Once again, I would like to express my gratitude to you! Thank you for helping to point out the parts that need to be revised!!! I feel as if a heavy burden has been lifted from my heart, and I'm much more relaxed now.

### **Email dated 22nd Oct 2025**

*Dear Eiman,*

*I'm very pleased to let you know that the Academic Integrity review has concluded with no breach found. Thank you so much for all your help and support throughout this process — I truly appreciate it.*

### **Email dated 24th Oct 2025**

*Dear Eiman, I hope you're well. Thank you again for your guidance earlier regarding my situation, it was really helpful in clarifying how to approach my RSL appeal.*

### **Email dated 27th Oct 2025**

*Dear Eiman, Thank you so much for taking your time to review my statement and providing such helpful feedback, thank you!*

*Dear Eiman,*

*Thank you so much for your reply. I'll submit that now, thank you for your support!! I've filled in the feedback form and thank you again for being so kind and helpful!*

### **Email dated 4th Nov 2025**

*Hi Casey,*

*Thanks for the update. I really appreciate your help with this issue.*

### **Email dated 5th Nov 2025**

*Dear Student Assistance Team,*

*Thank you so much for your kind support and for approving my ANUSA Grant application. I'm truly grateful for this assistance - it means a lot to me during such a difficult time. This support will make a real difference in helping me manage my living expenses and ease some of the financial pressure I've been under.*

*I sincerely appreciate the work ANUSA does to support students like me, and I'm very thankful for your understanding and compassion.*

### **Email dated 24th Nov 2025**

*Dear Eiman*

*My late withdrawal application was successful. Thank you for the advice, it was a huge help.*

### **Email dated 25th Nov 2025**

*Hi Eiman and Student assistance team,*

*Thank you so much for the reply and it really helped me a lot. I'll follow your suggestion*

*Thank you soooo much again for your support again. I'm so grateful that there is someone who can help me during such hard process 😊*

### **Email dated 8th Dec 2025**

*Hi Eiman,*

*I sincerely hope you will continue to assist me in the future. I am deeply grateful for your time and support, especially considering your busy schedule, as this matter is very important to my future.*

*Again, thank you for your time and support. It helps me a lot.*

**Email dated 9th Dec 2025**

*Hi Andy and the Student Assistance Team, Thank you very much for processing my application and for the \$100 Coles grocery voucher. It will make a real difference!*

**Email dated 9th Dec 2025**

*Dear Eiman,*

*Thank you so much for taking the time to give me such detailed advice. Your email really warmed my heart. I am very grateful for your help and understanding during this vulnerable period for me.*

*Thank you again for your kindness and for your thoughtful support. As an international student far from home, your understanding really makes me feel cared for and less alone.*

**Email dated 16th Dec 2025**

*Hi Eiman,*

*Thank you very much for taking the time to review my statement and for your detailed and thoughtful feedback. I sincerely appreciate the guidance and the support you have provided. I am currently revising my statement carefully in line with your advice and will work on strengthening these sections with more specific detail and clearer explanations. Thank you again for your patience and support throughout this process.*

**Email dated 22nd Dec 2025**

*Hi Eiman,*

*I just wanted to say thank you again for your time and support last week. Having you involved made a real difference for me, and I really appreciate your help throughout the meeting.*

**Email dated 27th Dec 2025**

*Hi,*

*I have received the grant. It has been a great help in my transition. Thank you very much and happy holidays!*

# Community connections, networking and training

## Presentations & Panels

- SEN Conference 24-28 November
  - Shortlisted for the best equity and diversity initiative award
  - Presented on Birth control & PrEP subsidy at the conference.
  - Presented the Cooking videos and other ANUSA's food initiatives at the conference.
- Convened SEN's Welfare and Wellbeing forum on multiple occasions

## Community connections:

- Meeting with ASQO (with ANUSA Legal) - 14th October
- Catchup with HDR officer - 28th October
- Gendered Based Violence Compliance Roundtable - 30th October.
- Caught up with Rachel from Tribal App - the app intends to promote the connections and friendships among the university students.
- Afternoon tea with DoS and ASQO
- Casual catchup with Sarah Bayes - AD exams and prizes
- Met CITSA CEO Andrew Scotford with Eleanor - 12/12/2025.
- Met Bree and Eleni to discuss SDFR review. 22.12.2025

## Training:

- CRCC fireside chat 14th October
- SEN Conference's key sessions
  - National Students Ombudsman
  - GBV Code by Renee hamilton
  - Food relief programs and partners
  - Advocacy campaign - Broken Bear campaign by DUSA to promote understanding of special consideration.

## 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](mailto: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 ANU structures and processes after the implementation plan of the academic portfolio.