



anusa

ANU STUDENTS' ASSOCIATION

2022 END OF YEAR REPORT

ANUSA acknowledges the Australian Aboriginal and Torres Strait Islander peoples of this nation. We acknowledge the traditional custodians of the lands, the Ngunnawal and Ngambri people, on which our organisation is located. We pay our respects to ancestors and Elders, past and present.

ANUSA is committed to honouring Australian Aboriginal and Torres Strait Islander peoples' unique cultural and spiritual relationships to the land, waters and seas and their rich contribution to society.

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MESSAGE FROM 2022 ANUSA PRESIDENT CHRISTIAN FLYNN

Welcome to the 2022 ANUSA Annual Report! As we begin to move out of the pandemic, this year has proven as busy as any for ANUSA. From an incredibly busy O-Week to campaigns run all year to dozens of projects delivering on important improvements to students' welfare, more happens in a year at ANUSA than can ever possibly be expressed in a few short paragraphs. However, there are a few important aspects of ANUSA's work that deserve special attention in this report.

The Brian Kenyon Student Space became a stand-out of 2022 after our Vice President, Chido, put in a huge amount of effort to clean up, renovate, and decorate the space. Now delivering free breakfast, lunch, and dinner daily to hundreds throughout semester, the space is a true student hub on campus, and is one of the few places that can be truly said to be entirely run by students. Combined with our Mutual Aid station, the ANUSA space has never been busier nor more welcoming for students, a crucial step towards a union that genuinely engages with our membership.

This year has also seen some big campaigns both continue and kick off. Our autonomous departments, as always, led the way with important reports such as the 2022 Racism Report and the Follow Through ANU Report, both of which were accompanied with well-attended actions. Campaigns around the School of Art and Design and course cuts in CASS both gathered momentum, and ANUSA prominently led major actions in relation to the Religious Discrimination Bill and transphobia on campus.

In the governance space, we undertook some major reforms to important aspects of how ANUSA functioned. Chief among these were changes made to our Clubs Regulations, successfully shrinking over 50 pages of documentation to less than 10, ensuring that our clubs can focus on doing what they do best – connecting students across our vast campus. Further changes to our department Election Regulations and a much needed updating of our Finance Regulations completed the process of reforming much of our governance at one point or another this year.

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The high level of need for our grants in 2020 and 2021 continued this year, despite the lack of a strict “lockdown” period. I’m proud that we delivered on over \$300,000 of student assistance grants, keeping hundreds of people in homes and in university. This, combined with popularity of our BKSS, O-Week events, and increased staffing in our Legal Service all created a large deficit by the mid-way point of Semester 2. After months of hard work, I’m pleased to say that this deficit has been eliminated and ANUSA is projected to run a surplus due to a successful bid for \$532,000 of SSAF money from the ANU. This places ANUSA’s finances in a strong position going into 2023, and despite continuing challenges primarily due to high uptake in our services, I’m confident that we’ll be able to weather those challenges and come out stronger for it.

Finally, one of the projects I was most personally invested in this year was working to ensure that postgraduates continue to have independent, high-quality representation and services into 2023 and beyond. ANUSA has stepped up this year in multiple ways to ensure that postgraduates continue to receive the high-quality support they deserve. Our Legal Service was extended to welcome all postgraduate students, giving them valuable access to important support when people are most in need. Our departments took important steps through constitutional changes to ensure that postgraduates would feel welcomed into autonomous spaces, reflecting the broader concept that there is far more that unites postgraduates and undergraduates than divides us. By far most significantly of all, ANUSA took the landmark decision at a general meeting to extend our membership to postgraduates. This change, adopted through a unanimous vote, will fundamentally alter and augment the ability of our union to build a better university for students. While there’s more work to be done to ensure that our union becomes a place for all students, not just undergraduates, I’m proud of this monumental step we’ve taken.

I cannot express in words the gratitude I hold for the year as President that the membership granted to me. There’s a long way to go in our struggle to fight for and with students, but I have more confidence than ever in our membership that we have everything we need to continue building a student union we can believe in together. ANU, thank you for the honour and opportunity to serve you as President, and I cannot wait to see where we all collectively take our student union in the years to come.

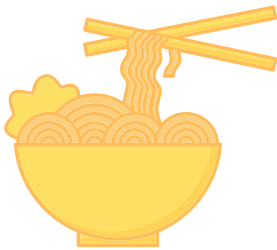
WHAT WE DID IN 2022



In 2022 we assisted with thousands of cases and administered over 1,600 ANUSA grants and programs.



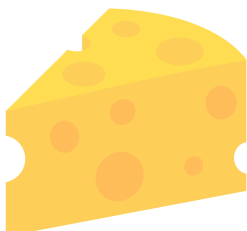
We worked on a number of campaigns such as: Too Little, Too Late and Follow Through ANU with ANU Women's Department, campaigned alongside the Disabilities Students' Association against a mandatory return to campus and worked with Unions ACT to conduct a workplace rights survey



Expansion of BKSS coverage to include lunch and dinner



ANUSA projected to run a surplus in 2022 after successfully campaigning for \$532,000 of SSAF



5220 slices of cheese were eaten at the BKSS

2022 CAMPAIGNS AND ACTIONS



ANUSA members voted to extend membership to postgraduate students



CW: SASH

Collaborated with ANU Women's Department on the Too Little, Too Late and Follow Through ANU Campaigns and protested about ANU's failure to provide adequate support for survivors of sexual assault and sexual harassment.



School of Art and Design opening hours extended after student pressure



Brought a case to hearing at the Civil and Administrative Tribunal against the ANU over residential hall occupancy agreements



In partnership with Unions ACT, ran a campus wide survey into Workplace Rights on campus

ANUSA ELECTION

The ANUSA elections happen each year in Semester 2. All positions are held for a period of one year, beginning December 1st and ending November 30th the following year. Here are the stats for the 2022 elections.

1,825 voters

17,591 total votes





Vice-President
Chido Nyakuengama

CW: Sexual Assault Sexual Harassment, Racism

The lives of ANU students were once again difficult as we entered the 3rd year of the pandemic. As well as the ongoing impacts of the corporatised university meant that advocating for the rights of students was often challenging. I'm really proud of what the executive team was able to achieve this year but also the huge amount of work done by Department officers, especially in the face of ongoing marginalisation.

The start of this year was dominated by uncertainty as we worked to bring back our operations to in-person where safe and possible to do so alongside strengthening our online delivery. This proved essential to meet the needs of students still abroad but also students who are workers and immunocompromised students. We continued to advocate for students in residence halls who were impacted by COVID-19 outbreaks and the ANU's response in the early months of this year.

This year was deeply affected by the release of the National Student Safety Survey Results in March. Many thanks go to Avan the Womens Officer, General Secretary Ben and the entire Womens' Department for the organisation of tremendous actions in the wake of the result release. A huge effort on August 1st followed, which was unbelievable considering the huge amount of organising and advocacy that came earlier in the year. I'm very proud to be a part of the grassroots activists who year after year fight university management to demand justice and safety for survivors on the ANU campus.

In September, the first anniversary of the Racism Report passed. This was something I had the pleasure of working on last year and was unbelievably impressed with the work of 2022 BIPOC Officer Chanel to lead not only a rally but also publish a follow-up report on the inaction of the ANU. There was a massive effort shown by the Indigenous Department and Office Katchmirr this year to work against ongoing colonialism within the deeply colonial institution of the ANU.

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The BKSS was a great focus of mine this year and I was so proud to reopen it fully with a great team of staff after 2 years of COVID closures. We were able to serve more students than ever before, expanding our meal provisions to include lunches and dinners. This proved to be a vital source of food for many students during the cost of living crisis and periods of high inflation. The ramen nights during the exam period became a hub on campus with our busiest night serving over 150 students dinner and I was so glad to meet so many new students and bring them into ANUSA's services every day.

So many reps provided support to students when ANU systems failed them, this included college reps, course reps, advocates at halls and anyone who put their hand up to represent our members. Students do so much unpaid, unrecognised labour to make life better at ANU and I like to thank everyone for their contributions.

I'd like to finish with a big thank you to all the ANUSA staff who made this year possible. Every single day they provide support and care to our members on difficult issues that reflect the tough circumstances ANU students today must endure through.



General Secretary Ben Yates

This year we made important strides in the governance of ANUSA. Key reforms passed and the groundwork laid for further reform in the future. I also worked closely with many representatives and other individuals and groups to deliver exciting projects.

On the 30th of March this year, we held the Too Little, Too Late Special General Meeting, called by the Womens Department in response to the results of the National Student Safety Survey. It was a great privilege to work with Avan and the Womens Department to make this happen. Despite torrential rain and short notice, this meeting was the largest ANUSA meeting in a generation with over 400 students in attendance. This represented an important and exciting synergy between the governance functions and activist mission of ANUSA.

This year, I was also proud to deliver major overhauls to department election regulations. For the better part of a decade, ANUSA departments had to use a workaround to provide for an autonomous election for the department officers. This work around involved a messy and time-consuming process of placeholder candidates running in the annual election and resigning. The reforms provide a secure and democratic approach to autonomous department elections, reducing the time burden on department officers and protecting a fair and democratic election. I am grateful to this year's department officer team who worked with me to produce these reforms and I was glad to see them function smoothly through the end of 2022.

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We tidied and reformed the Procurement Policy and Finance Regulations. I also have done preliminary work for overhauling the Media Policy and to create Disputes Regulations. I have held a number of meetings of the Governance and Election Reform Working Group and I am grateful to the representatives and members who took the time to attend. We also held an 'SRC Zero' meeting in December 2021 to increase transparency early in our terms and provide a feedback mechanism before SRC 1.

With the news of PARSA being defunded this year, much of my term was taken up with imagining and drafting many reforms to secure postgraduate representation and services into 2023. As President in 2023, I will continue to work hard to ensure postgraduate students have a strong, independent student union. At the third Ordinary General Meeting this year, we unanimously passed a motion to include postgraduate students in ANUSA's membership, as well as to introduce important reforms with particular poignancy for postgraduates such as a Parents and Carers' Collective.

Aside from governance work, I have been proud to represent students on the Academic Quality Assurance Committee, University Research Committee, TEQSA Re-Accreditation Oversight Committee, Undergraduate Curriculum Review Working Group and several other ad-hoc working groups and projects.

I'm proud of ANUSA's history of strong and stable governance. It is the foundation that secures the Union's core work by providing a safe workplace, a functional structure and a vibrant student democracy. This year, we continued the work of upholding best-practice governance and I look forward to continuing to work hard for students next year as President.



Welfare Officer Grace King

It's been a pleasure to have been the inaugural Welfare Officer in 2022. The timing for the establishment of this role was uncanny considering the cost of living crisis and I would like to acknowledge, and stand in solidarity with, all the students who have struggled this year.

This year, we had all-time high uptakes of ANUSA grants and services. This is attributable both to increased need, and to the great work that ANUSA has done in getting more students involved with our union. I am proud to say that after a long, COVID-19-induced hiatus, Skill Up came back in 2022 — providing training and certification to support student employment. I am also proud of the introduction of the COVID-19 grant in 2022, which ensured that students who were cut off from Centrelink COVID-19 payments were uplifted by our union.

The establishment of the mutual aid system in the ANUSA foyer was the most exciting and fulfilling project I completed this year. The mutual aid system allows students to anonymously give and take items and has been immensely popular all year. Throughout my term, I have only become more convinced that a community that is connected and accountable to one another will achieve far greater things than the university or the government will ever give to us, or want us to have. I am proud of that legacy, and of our union.

I am so excited to see how our union grow and strengthen in 2023. How lucky we are to be a part of it!



Clubs Officer Phoenix O'Neill

2022 has been a busy and exciting year for the Clubs portfolio!

With the loosening of COVID restrictions, we were able to have O-Week, Bush Week and Friday Night Party back in full swing this year. In particular, 2022's O-Week, Daybreak, was a massive welcome to campus for multiple years of students who had not been able to attend due to travel restrictions. Although the pandemic has not gone away, being able to begin rebuilding campus culture has been extremely exciting. Friday Night Party was held for the first time in September, on Fellows Oval with Skeggs as a headliner.

There has been a lot of change in terms of Clubs. As the inaugural Clubs Officer, I had my work cut out for me. The Clubs policy was entirely rewritten into the Clubs Regulations, from 50 pages to 15, with a focus on making the system easier, more accessible and less bureaucratic. I've also been overseeing and assisting with the change to QPay which will be complete over the break. We've also introduced an online training module for clubs that will hopefully grow over the coming years.

Finally, we held the first Union Ball in 2022 - a ball open to all students. It was a lovely way to end the year.

Thank you to all of the staff, volunteers and club executives who make the work of the Clubs portfolio possible, and I cannot wait to see what next year's team gets up to!



Treasurer Jaya Rayan

2022 was at times a turbulent year for the budget, but I am very happy with where our finances have ended up as of December 1st. Unexpectedly high demand for our services caused by an influx of students returning to campus, as well as continuing difficult economic conditions nationally put strain on our budget. In particular, we spent a significant sum on student assistance grants, from \$27,284 in 2019 pre-pandemic to \$275,951 this year. In addition, due to tumult in the postgraduate service provision space at the ANU we successfully expanded many of our services, such as our legal service and free meals in the BKSS, to also cater to postgraduates.

Combined, all of this created a lot of uncertainty in our spending for 2022. The budget had to be continually updated, and money had to be reallocated from other line items to better reflect our new spending priorities. Despite all of this, due to lower than expected spending in the final months of this year combined with a successful bid for SSAF reserves, I'm proud to say that ANUSA will run a surplus in 2022. As this surplus is non-SSAF income we'll also be able to use it to build our reserves, the best case scenario for us in regards to our spending by the end of every financial year.

Aside from my regular work, I am quite proud of the other projects I have completed and worked on this year. Some highlights were:

- Consolidating all vending machine management on campus under ANUSA. This will not only give ANUSA a new much needed independent income stream, it will also provide students with a more diverse range of eating options on campus. The transition to full ANUSA management will continue to occur beyond my term, however I am proud to have pitched and spearheaded this new model.
- Running a data collection campaign with Unions ACT to measure student wage theft at on campus businesses and writing a report to document these findings, the first time such work has been done since the pandemic.
- Updating the Ethical Sponsorships Policy to allow for better department consultation. More broadly, I am proud to have led the Ethical Sponsorships Committee through another successful year, and to have created new policies and procedures internally to manage this process.
- Writing a prospectus for an ANUSA-run business in Kambri, building off the work done by the Treasurer in 2021. Work to establish this business continues, and though it has been an arduous multi-year process I am confident that eventually with continued work this can become a reality.
- Creating a budget for 2023, estimating the increase in each line item needed if ANUSA were to become the sole student union for undergraduate and postgraduate students.



Education Officer Beatrice Tucker

The role in the Ed Office was a positive learning experience and in learning from 2022, I'm keen to be ramping up the organising strategy for 2023.

2022 as Education Officer started fast, securing supplies for organising and banner making, planning activist upskilling events, selecting Deputy Education Officers, learning new graphics skills for future posters and planning O-week for the Education Committee.

ANUSA was involved in two major protests before Sem 1's teaching period even began.

Invasion Day this year marked the Aboriginal Tent Embassy's 50th anniversary, the longest running occupation. Alongside Katchmirr, Amy and the Indigenous Department, we logistically supported the protest march from Garema Place to the Embassy; A major 2000 people present, ANU Students coming out in solidarity in the fight against the violence of Imperialism and colonisation in so-called Australia.

Getting word that the queerphobic religious discrimination bill was moving to a vote in parliament, we organised the first protest against this voting round of the bill, in the country. Leading up to the rally we had two days of intense organising, starting the year off with a fighting stance against structural oppression and unchecked power.

Unluckily, I spent O-week on my couch with COVID-19, sending graphics and event plans over to the 2022 Deputy Education Officers who did great work with little support, to start Ed Com off for the year. The National Education Officer (from the National Union of Students) travelled to Canberra to take my place and support the Education Committee on Market Day, having tonnes of political conversations with interested students, connecting how our Education is under threat and the broader politics behind that.

Those politics being that no longer are students receiving an educational service where we are provided quality education, but instead we are the product that universities are creating for Industry; this can be clearly seen in how in the late 1980's 89% of Higher Education funding came from the government, now less than 40% of Uni funding is Government funded, the rest of the money being provided by Industry and the Military Industry, whose interests the Universities serve. Last year ANU created a whopping \$232m surplus, yet the University has not replaced or rehired any of the 432 staff that lost their jobs due to the University crying poor from COVID-19.

Semester one was spent building up a basis for Education organising, with education-based events, political films and casual pub discussions, post film discussions and more.

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My main regret of Semester 1 is not taking a stronger stance critiquing the Labor government in the lead up to the 2022 Federal Election. In April, 2022 General Secretary Ben Yates and I organised a Senate Panel Discussion to give ANU students an opportunity to ask their questions to the panel of Senate Candidates. I chaired this discussion and asked mostly pre-submitted questions. In retrospect, I would have liked to have led more from the floor, pushing harder for candidates to substantially answer the questions put to them, rather than allowing for major skirting around questions, therefore not being accountable for the politics of their parties and what they represent.

Despite being less right-wing than the Liberals, Labor have actually been the source of most major cuts to quality education throughout history. The Hawke government introduced HECS fees, pushing the cost onto students. Throughout the years HECS fees have risen higher and higher, allowing the conditions for the Liberal Government to introduce the Job Ready Graduates Package in 2020, meaning that Arts and humanities students pay 2.17 x what those same degrees previously cost. Meanwhile while Science degree may cost less for students, Universities overall are receiving less funding for those degrees, meaning that out of the 432 COVID-19 job losses, over 100 were from science at ANU.

Labor also brought in the 1992 Dawkins reforms that meant huge cuts for all universities, but especially smaller institutions who lost their funding and were forced to amalgamate with the large universities, which has dramatically effected students at the School of Art and Design (previously the independent Canberra School of Art) and the Music School.

By placing more pressure on Labor before the election as a student union, it would have forced Labor to run genuinely progressive policy on Education that students and workers alike could have held them to. Instead Labor have been welcomed as a Left-wing change, while not being that at all, having run in the election with no promise of undoing the Liberal's Job Ready Graduates Package, and introducing the despicable Higher Education Accords, which like all Labor accords before it, will mean reforms that improve the Product (students) for Industry, and decrease our quality education, freedom of speech in our research and learning for learning's sake.

Semester 2 was kicked off with a major fight against cuts to degrees and a boundary push on courses. We all can tell that course offerings are lowering, the Programs and Courses website listing masses of courses that are never offered, giving students the idea they'll be learning things they never will.

The College of Arts and Science's (CASS) Associate deans would say that removing 5 degrees from being offered is simply a restructure and that no courses are being cut. The degrees they have disestablished are the Bachelor of Archaeology, Bachelor of Classical Studies, Bachelor of Middle Eastern Studies, Bachelor of European Studies and the Bachelor of Development. Having a degree in place means that courses in those areas have structural security. Even if courses haven't been cut this very minute, there's now no accountability for the ANU to have to run a degrees worth of courses, but instead a measly few can be run to fulfill only a major, which is exactly what the ANU did when they disestablished the Bachelor of Latin American Studies in 2017.

The CASS Deans claim they're even "investing" in these areas. Sure they're hiring more staff, but they failed to mention the multiple staff in the same areas whose sessional and casual contracts have not been renewed into the future. They also failed to mention how many people took redundancies from those areas during the COVID-19 job losses, meaning that hiring is a necessity to continue to claim to provide a decent education at all.

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This is not an ANU only issue. The same cuts happened at the University of Sydney last year in their Faculty of Arts and Social Sciences (FASS) and these cuts are happening right now at UNSW, all uni's moving to decrease specialisation in undergraduate study in order to force students to pay to specialise in post-graduate study, shrouding it in the language of 'transdisciplinary'. You cannot transcend disciplines if you do not have the education to understand what disciplines and framings the ideas you're utilising come from. New methodological and pedagogical framings cannot be created out of no understanding of pedagogy at all. These cuts are not what transdisciplinary means, and the Higher Education Sector is insidiously misusing academic language to justify major cuts, aiming to run more 2000-person courses and less smaller sized specific courses. Higher Education promises to be an exciting and liberating time of learning and growth, instead we find a degree factory claiming excellence.

The fight against cuts is definitely not over for ANU and the 'No Cuts at ANU' campaign has only just started. Check out all that went on at the @no_cuts_at_ANU instagram and linktree where there's tonnes of info.

Finally I'd like to mention the work I took part in mobilising the School of Art and Design (SOAD) to fight for better since the ANU's implementation of their 'Change Plan' a.k.a cuts plan, to decrease specialisation there. Despite making profit for the ANU, Creative Arts aren't the profit maximising equivalent that say a PPE degree is. Creative degrees require resources, tools, technical staff to maintain those tools, workshop and studio space, desks and many hours a day of studio access to potentially higher risk tasks such as welding, that require specialised staff to teach those skills. That doesn't even then touch on the usual development of one's ideas, concepts and critical thinking that most degrees contain.

For over a decade the ANU has made dramatic cuts to SOAD, reducing the 9am - 3pm 5 days a week learning style, to only 4hr practical classes per course. Then they recently removed 2 of the workshops, furniture and gold and silversmithing, ANU having the last furniture degree that had any focus on timber in the country. Then after hours access was taken away during COVID-19 and have not yet been returned to the previous 1200hrs per semester. Instead students only have 570hrs of medium risk access between the hours of 8-6pm. In a survey of the 3rd year cohort in 2022, only 6 out of 42 students didn't regularly work between the hours of 8-6pm, meaning that working students are punished and those lucky enough to have more financial support are dramatically benefited. In October we decided to fight for more, and after our petition for more hours was ignored, we occupied the School during the hours we used to have from 6pm - 10pm at night.

SOAD management staff had been claiming it would take a few more months for further access, using a lack of a central courtyard light to delay allowing access hours. But since occupying, within the week they announced they'd increase the amount of hours we were allowed to be in our workshops until 10pm, but only for weekdays and that there would still be no weekend access. Although this is not the result we will settle for, it shows that when protest action is taken, management's claims that changes are impossible, magically become possible within the week.

Protest action works and I'm keen to continue to fight for more at the School of Art, in CASS and across the entire University into 2023, ramping up the organising strategy and fighting for quality Education.

STUDENT ASSISTANCE

Since 1st December 2021 our Student Assistance Team have assisted in **thousands of cases**. These included issues such as welfare, financial, academic, advocacy, accommodation and so much more.

99.64% found ANUSA financial support useful*

100% found ANUSA Student Assistance useful*

1,684 total successful grant and program applications

\$329,571 total financial assistance provided to students



- Transitioned back to in-person appointments
- Collated and reviewed the ANU Book Award applications.
- On the ANU Accommodation Bursary review panel.
- Selected the Eun Ju Emergency Bursary recipient.
- Collated and reviewed applications for the Graduation Exhibition Assistance Program and the Graduation Ceremony Assistance Program.
- Initiated the COVID-19 grant program
- Developed a working relationship with a new accommodation provider (Canberra Accommodation Centre)
- Assisted a high number of Disciplinary cases and appeals – including SASH
- Re-started Skill Up program this year which saw 78 students getting important certifications to help them in finding jobs.
- Presented at several events
 - Academic integrity awareness day
 - Off-campus accommodation for off-campus students
 - O-Week and Bush Week

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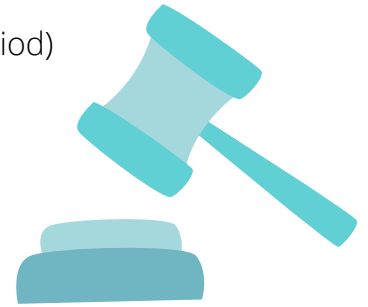
LEGAL

366 individual students helped (more than 2x the previous period)

797 students reached through in person community legal education or online presentations

4 migration workshops ran throughout the year

6 presentations including disability discrimination workshops, How to Adult workshops, International Student Careers Panel, Panel presentation for LSS Women in Law



The ANUSA Legal Service is a community legal centre staffed with practising lawyers and operated by ANUSA. It provides free and confidential advice to ANU students and ANU student clubs and societies. Legal issues that students face include tenancy and occupancy disputes, visa issues, problems with employment entitlements and a wide range of other legal questions.

“FINALLY, I JUST FOUND SOMEONE WHO CAN HELP ME OUT AT ANU.”

“THE ADVICE WAS VERY CLEAR WHILE BEING THOROUGH, I FOUND IT EXTREMELY HELPFUL.”

“THIS IS A FANTASTIC SERVICE, THANK YOU VERY MUCH!”

This year, the ANUSA Legal Service was opened to postgraduate students of ANU. Postgraduates currently make up around 25% of the legal service clients. Feedback from students shows the service is highly valued and useful to students. A significant proportion of students who use the service identify as belonging to one or more of the following groups: linguistically and culturally diverse, identify as LGBTQI+, woman or woman aligned or experiencing a disability. 83% of those using the service would definitely not be able to afford the legal services they are able to access as a free service through the ANUSA Legal Service. The remainder expressed doubt as to whether they could afford commercial services. Students come from all colleges and at all stages of their studies.

During the year the ANUSA Legal Service was able to expand our service provision in both number (reaching more than twice as many students as the service reached last year following an increase in staffing) and in 'value added' services that could be provided, including through representational services to students experiencing complex legal needs. Our value added legal services include:

- Running complex litigation test cases for students in ACAT
- Obtaining pro bono support from a barrister for student clients
- Accompanied students to police stations and ACAT as a support person
- Facilitated more outreach to law firms, lawyers, barristers in Canberra to increase community networks for students and referral networks
- Built a relationship with an experienced mediator to provide free mediation services for students
- Settled complex matters and obtained settlements in legal disputes involving personal injury
- Got a student visa cancellation overturned
- Assisted students in a tenancy ACAT hearing which won the students \$13,657 against their landlord
- Assisted students in dealing with a defamation claim against them and got the defamation proceedings dropped
- Overturned a university administrative decision on grounds of disability discrimination
- Assisted students in obtaining wages back from an employer in an underpayment of wages cases by writing to those employers
- Writing letters on behalf of numerous students experiencing problems with other parties (e.g. underpayment of wages or other disputes).
- Helping student clubs with reviewing constitutions and dealing with disputes

Anonymous feedback was collected from students on how they experienced the service:

76% gave a 5 rating for appointment wait time (improved from 59%)

88% gave a 5 rating for usefulness of legal advice. (improved from 81%)

89.6% gave a 5 rating for how easy the advice was to understand.(improved from 88%)

95.1% gave a 5 rating for accessibility and cultural appropriateness.(improved from 91%)

85.6% gave a 10 out of 10 response on likelihood of recommending the service to other students (improved from 79%)

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ANUSA 2022 SURVEY

Each year we run the ANUSA Survey to hear what's important to you and how you feel about everything ANUSA! Here's what you told us this year.

99.64% found ANUSA financial support useful

100% found ANUSA Student Assistance useful

96.42% found the ANUSA legal service useful

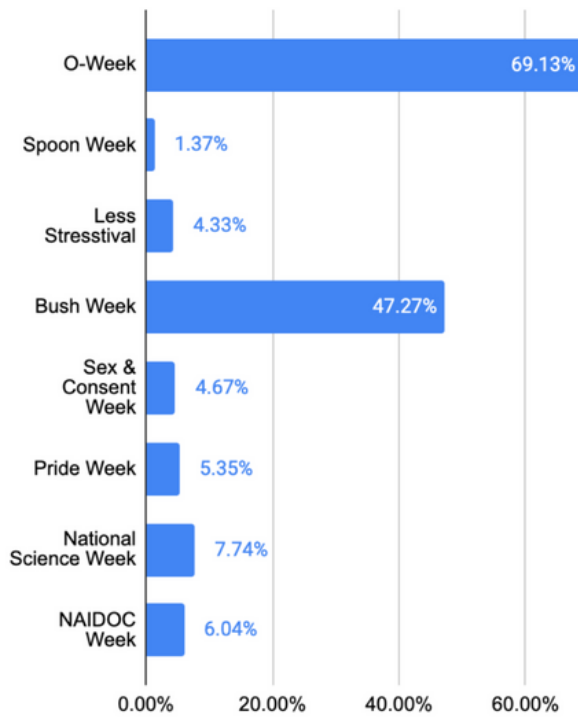
19.9% of students use an ANUSA notebook

53.26% of students find out about ANUSA services and events through word of mouth



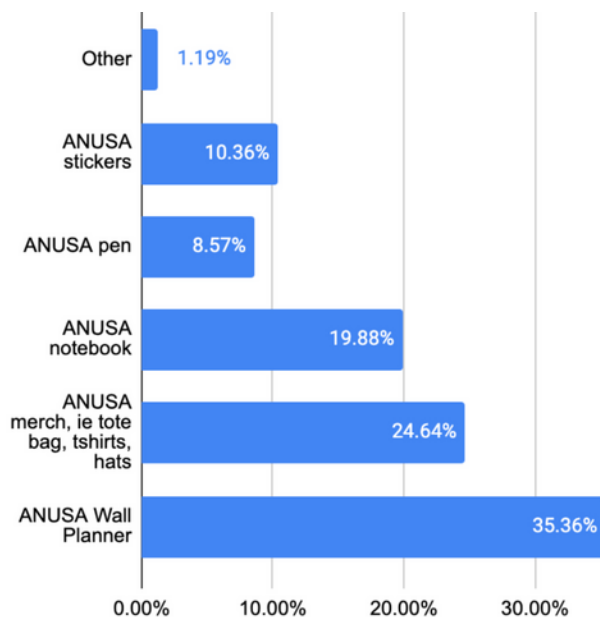
ANUSA 2022 SURVEY

Which ANUSA events did you attend in 2022?



69.13% of students attended O-Week in 2022

Which of the following ANUSA merch do you use?



Over 35% of students used an ANUSA Wall Planner

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ANUSA WEBSITE STATS

28,922

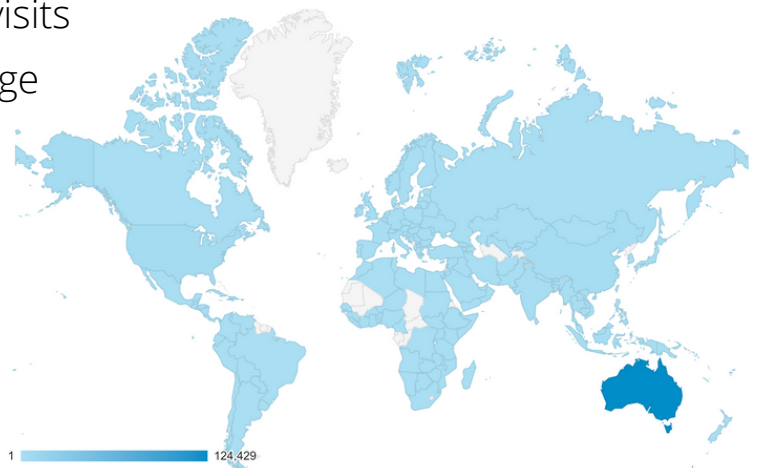
The number of visits to ANUSA Clubs List page - the most popular page this year

9,506











The number of visits to our financial assistance page

5,918

The number of visits to our grants page



Visitors from Australia made up 91.54% of website visits, followed by United States, China, India, Indonesia, UK, Singapore, Hong Kong, Japan and Russia.

 Australia	91.54%
 United States	1.68%
 China	1.30%
 India	0.70%
 Indonesia	0.33%
 United Kingdom	0.31%
 Singapore	0.29%
 Hong Kong	0.24%
 Japan	0.21%
 Russia	0.18%

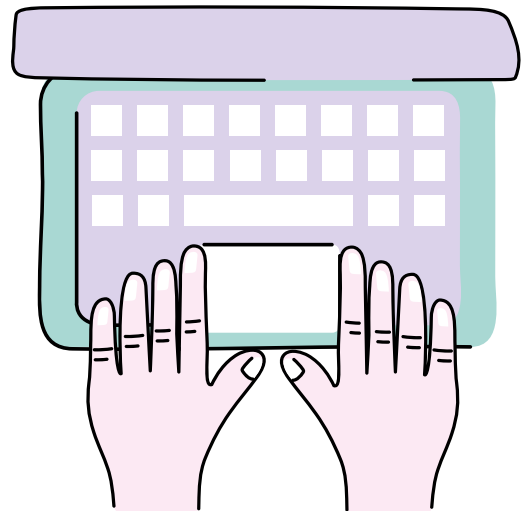
ANUSA SOCIALS STATS

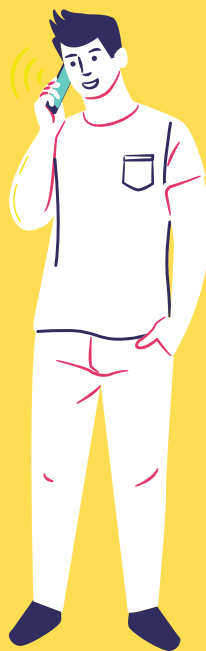
177 People messaged us for help through our Facebook page

20,279 Facebook page followers

2,628 Instagram followers

3,598 Group members in New @ ANU 2022





Don't forget that if you ever need help
during your time at university,
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