



ANUSA Student Assistance Team Report

Quarter 2, 2023 (March-May)

Overview

Q2 2023 saw more students back on campus than any time in the last 2-3 years. With students returning to campus, and the increase in living costs, we saw an uptake in the applications for our financial programs. Unfortunately, with more students in residences, we saw an increase in disciplinary cases as well. The mandatory provision of [USI number](#) caused some serious issues as well, especially to the students who were not engaged with the university for a variety of compassionate reasons. The implementation of the [Job Ready Graduate Package](#) also saw students seeking help with Late Withdrawal as the alternative was paying their full fees upfront.

The support of postgraduates remained a focus for us with detailed planning of the expansion of the team and upskilling ourselves to assist HDR candidates.

Q2 highlights

Stats are from March-May

ANUSA SAT Statistics	Successful Applicant	Unsuccessful Applicant	Total number and success rate	\$ Amount
Grocery Vouchers	258	0	258 (100%)	\$12900
Transport Vouchers	18/27	9 (voucher picked up)	18 (66%)	\$289.80
Assistance Grant	44	43	87 (50.5%)	\$10850
Medical Emergency Grant	7	4	11 (63%)	\$1884
Carers Grant	0	0	0	0

Accommodation Grant	4	0	4 (100%)	\$980
ANU Book Award (this is not from our budget line)	0	0	0	0
Graduation Ceremony Assistance Program (this is not from our budget line)	5	0	5	-

Casework spotlight areas

Matter	Count	Percentage
Total Matters (emails, zoom, in person meeting, phone calls)	900	100
Academic Matters (Spec Cons, Def Exams, Academic integrity, Appeals, course issues, academic advocacy)	571	63
Disciplinary Matters	71	7.8
Financial Matters	253	28
Health	74	8.2
Accommodation	14	1.5
Others (incl. Tax help, legal referrals)	19	2.1

*Each case could pertain to multiple matters, hence there are more matters compared to the total.

Contact method:

Email	807
Zoom	24
In Person	51
Phone	9

Financial

With our reduced budget, SAT has been stricter with the amount of money granted per student. After earlier changes to requesting 60 days' bank transaction histories for grants, grocery voucher allocation per student, we also decreased the ANUSA Assistance Grant to \$500 per year, as opposed to \$750 per year.

Despite tightening the criteria, we saw an uptake of financial assistance applications as more students have returned to the campus as compared to the earlier quarters. The biggest increase was in utilisation of the Grocery vouchers.

We restarted ANUSA Transport Voucher Program. The program was suspended in 2020 after COVID-19 related restrictions kicked in.

28% of students contacting ANUSA SAT have asked for financial support in this quarter.

Revised GVP/AAG form

SAT revised the GVP/AAG applications form to reflect the changes in criteria and the available amounts.

Transport Voucher Program

We restarted ANUSA Transport Voucher Program. The program was suspended in 2020 after COVID-19 related restrictions kicked in. The program provides tickets to the students which they can use to travel on Action buses and Metro light rail. Successful applicants will receive 10 Transport Canberra Tertiary fair vouchers (worth \$16.10).

Meeting with Food Coop regarding grocery vouchers

Food Co-op reached out to us and offered to provide the grocery vouchers, similar to the ones we buy from Coles. Emily and Hassan had a meeting with the Food Coop and explored

the viability of adding these vouchers to the mix. As it assists on-campus students only, the variety of products is limited and would have increased our workload so we decided to not go ahead with this option currently. This option can be revisited in the future.

Academic

63% of students contacting SAT required assistance with an academic matter during this quarter. We continue to assist students with late withdrawals, show cause, appeals, special consideration and academic integrity related matters.

Late Withdrawals

There were massive delays in LW application processing time because the administration of this process was being moved from Student Central to ASQO. Some applications did not receive an outcome for up to 6 months as compared to the stated deadline of 28 working days.

We helped multiple students these times and escalated the matters which were time sensitive. ASQO established an email that we could reach out to for urgent cases to be reviewed, and we have been accessing this service.

We also noticed that the outcomes for LW have been stricter. This can be attributed to the ending of a lenient approach which could be observed during the COVID years.

Show Cause

There were multiple successful show cause responses that we assisted with. Some students who were excluded from the university through this process were later reinstated after we assisted them through the Late Withdrawal process.

Postgraduate support

Although, ANUSA will officially start assisting students from July'23 but we observed more and more postgrads approaching us for assistance as PARSAs were not responding to them in time. We eventually assisted a few postgrads as it would not have been nice to leave them unsupported.

Accommodation

ANUSA Accommodation Assistance Program

As predicted, accommodation requests slowed down this quarter as students are usually settled into their long-term accommodation at this point. We assisted one student with 3 nights' stay this quarter. We imagine that this figure may increase

again with the start of semester 2, as new students will start looking for accommodation, and may require some interim assistance.

[ANU Accommodation Bursary](#)

SAT is part of the committee which reviews the ANU undergraduate accommodation bursaries. As part of the committee, we reviewed applications and provided our recommendations on each. We reviewed 26 applications this quarter, of which most have expressed an increase of day-to-day expenditure and lost of income as their main reasons for applying.

Disciplinary

Students with a number of appeals and disciplinary cases were assisted by SAT. Majority of these case relate to sexual assault and sexual harassment (SASH). The cases also included matters related to racism, online abuse, fraudulent documents amongst others.

We have worked closely with the Dean of Students and have taken referrals from SS&WT regarding some of these cases.

There was a rise in severe mental health and self-harm cases. The team was able to assist the students presenting with these ideations and connect them to the support services both on-campus and off-campus.

Other Activities

[Updates to the Website - Assessment extension blog](#)

Created a blog on assessment extensions and consolidated information on the topic to make it easier for the students to understand the assessment extension procedure.

[Prepared for SAT recruitment](#)

As the SAT team is expanding, we assisted in the recruitment process (finalising position descriptions, shortlisting candidates) and are now getting ready for the interviews.

[Fight the Right rally \(23rd March\)](#)

Participated in the counter rally against transphobic UK activist Kellie-Jay Keen aka "Posie Parker".

Some wins

- 28th April - Helped student's exclusion notice to be rescinded after successful Late Withdrawals.

Greetings Hassan

Heard back from the department, I am still enrolled. Thank you so much for all your assistance and guidance.

- A message from a critical incident. The Student was supported after the incident too and now they have returned to their home safely.

“Actually, during these days in campus, I still received some support. I want to express my thanks to ANUSA (), but Mr. Hassan invite me to have a conversation on March 29. He is really kind and he did want to help me.”

- Student was at risk of paying \$20,000 for tuition fees this semester as they were impacted by the low-completion rate. Managed to assist student with a critical late withdrawal application, and it was successful. Student no longer had to pay \$20,000.

Hi Emily,

Yes absolutely, it is such a relief.

Thank you for all of your help and support, you are amazing.

- Assisted a student from being unenrolled due to not uploading their USI on time. We spoke to Bernadette at ASQO to ask for an exception, and one was made based on our advocacy.

Hi Emily,

Thank you so much for your help! That request has been actioned.

- A student's graduation was being pushed by 1 semester as a result of delay in providing USI. The matter was taken up with STAR on 20th April and a special consideration was granted to them allowing them to graduate in time.

Community connections, networking and training

Presentations & Panels

- HDR Presentation 6th April

Community connections:

- Met Ying-Yi (CBE assoc dean student exp)
- Set Up a stall at CBE Careers Fair (1st March)
- PARSA-ANUSA SAT Catch up (2nd March)
- Met Student Safety & Wellbeing team (8th May) and discussed escalation process of the critical incidents
- Met Naura Sautter (ASQO) & Bernadette Hodge (STAR) to discuss the USI issue. (29th March).

Training

- Visited ACT supreme court (9th March) and learnt about the settings of the court hearing. Ex-Chief Justice mentioned that the majority of the cases in the court are SASH related matters.
- Completed a Financial Abuse workshop run by Redfern Legal Centre, a workshop on how to identify and assist victims of financial abuse.

Future goals and focus areas

- Prepare for assisting postgraduate students.
- Successfully notify all stakeholders of ANUSA being a single student union for all.
- Recruitment for SAT and induction of incoming staff.