



International Education Association Inc.

www.isana.org.au

Annual Report 2014

ISANA International Education Association Inc.



EDUCATE - ADVOCATE

ISANA – International Education Association:

2

- Provides a means for the exchange of information and networking;
- Facilitates the professional development of members;
- Builds links with associated organisations both locally and overseas; and
- Liaises with government and other agencies on policy matters relating to international students in Australia and New Zealand.

CONTENTS

PRESIDENT'S REPORT	4
--------------------	---

BRANCH REPORTS

Victoria/Tasmania	6
-------------------	---

Queensland	9
------------	---

New Zealand	11
-------------	----

SANiTy (SA/NT)	13
----------------	----

ACTiveNSW (NSW/ACT)	15
---------------------	----

SECRETARIAT REPORT	17
--------------------	----

WHAT WE DO	18
------------	----

WHERE WE WORK	20
---------------	----

DECLARATIONS OF INTEREST	22
--------------------------	----

LIFE MEMBERS	22
--------------	----

FINANCIALS	23
------------	----

PRESIDENTS REPORT

It is with great pleasure that we provide this report to members on the Association's activities for the last 12 months. The national office bearers, along with the branch representatives constitute the ISANA Council who are responsible for the management of the Association. The council members during the last 12 months are:

President – Mary Ann Seow

Vice-President - Bronwyn Gilson

Vice-President (Professional Development) – Tom Bayliss-Hack

Vice-President (Planning and Development) – Vibeke Foss

Communications Manager – Ann Bell

Treasurer – Kathy Matthews

New South Wales/ACT – Ed Pember

Victoria/Tasmania – Sharon Smith

South Australia/Northern Territory – TJ Malhi

Queensland – Sam Hilbig

ISANA thanks Madeleine Dimitroulis for steering the NSW/ACT branch and welcomed Ed Pember to the role of Branch President in February this year. Most of the work done for ISANA is conducted through the Branches who have been very active running Professional Development workshops. The Branch reports are included in this report and they reflect the great work done on your behalf by the many individuals who volunteer their time.

As with previous years, Council had a planning weekend in March and teleconferences through the year. This year, Council carried out the wishes of members at the last AGM and completed the final edits to the constitution to move ISANA from an Association to an incorporated company.

In addition, ISANA has initiated a Newsletter to members to keep you informed of events and activities. ISANA's Secretariat is to be commended for developing this little communication. If you have not been receiving this bulletin, please do let us know. An incomplete action is the revamp of the ISANA website. This is in train and a new website will be launched in 2015.

ISANA has continued to work closely with the Council of International Students Australia (CISA). This year, ISANA was represented at their Annual Conference held at the University of South Australia, City West campus, facilitated the election of the new Executive and later the training of the new team.

The ISANA Council once again offered Student Bursaries to international students in each state and territory. These bursaries consist of a fee waiver for the ISANA National Conference and \$1000 to contribute towards their travel costs. A merit based selection process was undertaken to determine to successful applicants. We believe that this is an opportunity to develop future student leaders as well as providing valuable input to our national conferences.

With the success of the 2013 Accommodation Video competition, ISANA agreed to fund a similar competition in 2014. The winning videos produced entirely by students are available on the website. I encourage members to utilise these videos as a communication tool for your students as nothing beats peer advice. Special thanks to Molly Bonnefin, Tracy Rood, Pat Petronio and Kristine Papadopoulas for making this happen.

In addition to these activities, ISANA has represented the views of members in recent government reviews. This year, we have submitted member views on:

- the TPS Post-Implementation Review,
- the discussion paper on changes to the ESOS Framework,
- the explanatory statements for Student Refund Arrangements
- the Joint Review of Border Fees, Charges and Taxes

We thank members for taking the time to provide feedback. In particular, I would like to thank Danielle Hartridge, Immediate Past President, Natasha Pressley, Vice-President SANiTy and Claire Croker, Vice-President, Victoria/Tasmania for their roles in teleconferences representing ISANA and Sharon Smith, Victoria/Tasmania President and Life Member Paula Dunstan for putting together the written submissions.

One of the strengths of ISANA is that we are a professional association that represents people working with international students in Australia. Our broad membership base of specialists in every field and sector of the international education sector is unique and valued. ISANA will continue to play an active role in stakeholder discussions conducted by the Australian government in 2015.

Finally, ISANA was accepted as a courtesy associate of the UK Council for International Student Affairs (UKCISA). ISANA members are now able to log into the members only site and have access to web resources (including member's pages, but not the member's forum) and kept updated with communications. We encourage members to take advantage of this access to excellent resources and information.

2014 has been a busy year for ISANA culminating in the joint Annual conference with ANZSSA. Special thanks to our ISANA Secretariat Tracy Noble for her valuable contribution, hard work and infinite patience with the new Council. This team of volunteers and ISANA would be the poorer without her efficiency and good organisation. I also like to thank Ben Thiessen for his ongoing support and valuable advice.

Last but not least, I thank members of Council for their support and I look forward to 2015 and working with them for the ISANA membership.

Mary Ann Seow
National President
ISANA: international Education Association
On behalf of the ISANA Council

VICTORIA & TASMANIA

This year has been an exciting and busy one for the Vic/Tas branch, we have developed new ideas, broken records in event attendance and grown our membership after each of our professional development sessions. The report below will outline the year behind us and provide some thoughts for the year ahead.

2014 Professional Development

In 2014 we hosted 3 professional development sessions and one state branch conference. The PD sessions were developed through surveying and speaking with members about their issues and professional development needs. At the first PD session in April, we ran a facilitated session where attendees discussed the main workplace /sector issues and through group discussion sought solutions from each other's experience and knowledge. The topics for the 2nd and 3rd PD sessions were taken from this session, where issues and topics of interest were highlighted. The second PD session, a panel of speakers from Department of Immigration and Dept of Education in Canberra, attracted record attendance at PD workshops over the past three years, with well over 100 people in the room. Our final PD session for the year, a panel of students, who provided their insights and experiences into connecting international and domestic students on campus.

Branch Conference

The branch conference was again an outstanding event for the branch members and non-members alike. The program was diverse, relevant and provided participants with a great balance of workshop, presentations and networking opportunities. The keynote speakers were inspiring and provided participants with new perceptions of the international education sector and its connection with the broader community, and the rest of the world. A huge thank you to our hard working branch conference committee for running a successful and thought provoking event.

Membership update

As noted earlier, our membership has grown in 2014 by approximately 10%. This growth has been largely due to the success of the professional development sessions, after which, non-members attending have joined following the session.

New initiatives in 2014

In 2014, we have a few small initiatives. Firstly with a new communications officer we have created a monthly newsletter to members that will provide a regular source of information about branch and national activities. We have also reactivated our Facebook page and will be working on expanding this further in 2015. The second initiative was to provide complimentary conference registrations to PD session attendees – drawn at the second pd session – one to the national conference and one to the branch conference. These were over and above our 2 national conference bursaries.

Relationships with other organisations

In 2014, all committee members assisted in further developing our relationships with other organisations who work in international education. These include: ACPET, Vision, VTI, VIDC, Dept Education and Dept Immigration. Further to this, we have strengthened our relationship with the state government's International Education Unit - Study Melbourne, and are currently discussing more opportunities to collaborate through the new Study Melbourne Student Centre to provide PD activities for members.

OSHC report

Over the past 6 months we have steadily been planning a report to present to the Victorian government regarding issues faced by international students trying to access Health care in Victoria. This report is a collaborative piece of work between ISANA, Victorian Tafe International (VTI) and Victorian International Directors Committee (VIDC). We are aiming to have a draft report by March 2015.

ESOS and VISA Fee review submissions

Over the past two months our branch has contributed to two national government department reviews. The first was the ESOS review – based on a discussion paper outlining proposed changes to the National Code of Practice and the ESOS Act. We facilitated a session for members to provide feedback on the Discussion paper. This session was held at very short notice, hosted by Study Melbourne Student Center and facilitated by Anne Fildes. There were over 15 members present at the 3 hour session. The feedback generously provided was incorporated into the national ISANA submission which is now available for members to access on our website, isana.org.au. Thank you to Study Melbourne, Anne Fildes and the members who attended and provided such incredibly detailed and important insight.

ISANA Tasmania

Over the past three years, we have attempted to merge the Tasmanian and Victorian branches. Challenged by barriers such as Bass Strait, lack of time in workplaces, and financial limitations, our ongoing attempts to run a PD session in Tasmania and obtain a Tasmanian member representative over the past two years have failed. We have succeeded in providing funds to three Tasmanian members to attend PD sessions and 2 to attend National Conference in 2014. However, I am disappointed in the overall situation for Tasmanian members. I will be seeking some advice from National Executive at our next meeting on this situation. Tasmanian members views and thoughts about this would be gratefully accepted and considered in ongoing discussion and activity.

7

Regional Victoria

Over recent years, members from regional Victoria have engaged less frequently with the Victorian branch initiatives. In 2015 we are seeking a regional representative to join the committee to enhance the connection for regional members.

To assist our capacity to reach both Tasmanian and Regional Victorian members we are investigating the options for PD venues with video conferencing facilities for 2015.

Conference Bursary winners

Congratulations to:

- Peter Dawborn, Jill Thompson and Tina Malaeb for winning the member 2014 National Conference Bursaries
- Felicity Fallon for winning the 2014 branch conference bursary
- Thanh Tu Tran (La Trobe University) for winning the Student Bursary for Victoria

State Government Ministerial Roundtable

In 2014, ISANA was invited to attend the first State government ministerial roundtable. Branch Vice President Claire Croker attended on behalf of ISANA. Topics of discussion included employment and employability as a key issue for students in Victoria. The next roundtable event is scheduled for 2015.

City of Melbourne Roundtable

ISANA has attended 3 City of Melbourne Roundtable events in 2014, hosted by Councillor Foster. Through these roundtable events, ISANA has been provided opportunity to feedback directly to Councillors on a diverse range of topics, including health and mental health, welfare of international students, public transport concession, employment, and community collaboration.

Conclusion

As I stated earlier, it has been a busy and exciting year for our branch, and for the national executive. The ability of this branch to provide events, and attend forums and meetings has been largely due to the overall teamwork of the branch committee. We have worked solidly this year, to ensure we develop and improve the members experience and engagement. We farewell from our committee the communications officer, pd coordinators, conference coordinators and secondary school representative and hope they remain engaged with the branch either on the committee or in other roles with the national committee. On behalf of the executive committee, I warmly thank them for their hard work and dedication. We will welcome new people into the vacant positions and encourage members to become involved as it is a very rewarding experience.

We are excited about hosting the ISANA national conference next year, and warmly invite members and non-members from throughout Australia to Melbourne for the conference. We are looking forward to assisting the conference committee develop an exciting, thought provoking and innovative program.

Thank you to all members for your attendance, participation and support of the branch in 2014. I look forward to working with you all again in 2015.

Sharon Smith
Vic/Tas President

QUEENSLAND

2014 has been a busy year for Queensland as we have focussed on workshops and held our first Professional Development session in Townsville

This was a great success and we are considering a Professional Workshop in Cairns next year and possibly an all-day event at the Gold Coast to reach out to our regional members

The following professional development sessions were conducted in 2014;

15 March

Brisbane Marketing kicked off the Workshop calendar for 2014 and gave a comprehensive overview of current Brisbane Social Inclusion Programs including City Welcome Festival, Brisbane International Student Ambassadors, Lord Mayor's International Student Friendship Ceremonies, Study Brisbane International Student Guide, Brisbane Buddy student discount card, Study Brisbane International Airport welcome, Brisbane Greeters, www.studybrisbane.com and Study Brisbane accommodation portal.

Key highlights from Gordon's presentation were:

- 7,500 attendees at the Welcome Festival including 5,000 students
- launch of the new website and Prospective Student Guides
- establishment of a Welcome Desk at Brisbane Airport (which can be used as a 'meet and greet' point by institutions)
- expansion of the Brisbane Greeters program (for possible use during O week)
- Brisbane Buddy Card (discount card for students)
- launch of accommodation portal within the Study Brisbane website (www.brisbanestudenthousing.com.au)
- 'Choose Brisbane' campaign to tie in with G20 summit
- establishment of 'Global Youth Challenge', a year 11&12 global youth leadership scheme in collaboration with IES (International Education Services)
- launch of 'Ultimate Graduation' competition in collaboration with Qantas
- launch of new leisure tourism campaign

May

Representative from DEWR and Immigration were invited to attend an open discussion on policy and Immigration issues affecting our International students.

60 people attended this popular workshop and were able to voice their opinions and concerns about the National Code and Immigration processes.

Attendees were given the opportunity to ask questions and discuss processes with 2 representatives from Canberra and a local Immigration officers.

This event attracted many individual across the Educational sector including schools, TAFE and Higher Education.

August

The highlight of the Professional Development calendar was an all day workshop hosted by James Cook University with support from our Professional Development Member Tom Bayliss-Hack .

This was our First Professional Development Workshop held in Townsville. The object was to provide a Workshop for our NQ Members and Locals to entice membership and promote ISANA and its resources.

Tom ran the workshop and the PD grant was accessed to engage a Psychologist to explore Mental Health Issues. The day progressed with a student panel providing the opportunity to hear from students about their issues and what they encountered when they arrived in Australia. The program concluded with an open discussion facilitated by professionals from local businesses.

All accounts the workshop was very successful with just over 30 attendees and the potential of 2 new memberships.

September

This workshop was designed to integrate with CISA and learn about the student Ambassador programs supported through Study Brisbane.

Brisbane Student Ambassador program, CISA reps and the G20 International program.

This was attended by 25 people from a broad range of organisations ranging from agents, private accommodation providers and Institutes. There were a number of non-members at this workshop who were very keen to become involved with ISANA.

We used this as an opportunity to promote the forthcoming ISANA Conference in December in Adelaide.

Presenters

- **Anna Jones, Project Manager for the Brisbane Ambassador Program and Simone Trentino, a Brisbane International Student Ambassador.**

Key highlights from Anna and Simone's presentation were:

- An overview of the Brisbane International Student Ambassador Program (BISA) (including aims and activities)
- Value of the BISA program for Ambassadors and prospective students offshore
- Applications for 2015 BISA open in November 2014
- An overview of the Brisbane Friendship Ceremony
- An overview of City Welcome Festival
- Overview of Brisbane Welcomes the World Program
- Expansion of above programs to strengthen links between domestic and international students
- **Gift Mutero, CISA Representative**

10

Gift gave a comprehensive overview of the role of CISA and highlighted some of its achievements so far including advocating for international students on a number of key issues.

Gift also referred to the CISA website and shared some footage from the 'I am not Australian but I have an Australian story' initiative.

The lack of ELICOS representation within CISA was raised and Gift encouraged all attendees to contact him to forge greater links with CISA – qld@cisa.edu.au

- **Han Huyn, Student Liaison Officer, G20 Cultural Program Department of the Premier and Cabinet**

Han gave an overview of the upcoming volunteer opportunities for international and domestic students to participate in meaningful work experience as part of the G20 cultural events. Han referred to several of the events planned including 'Brisbane on Parade'

Han also asked for input from institutions on how best to engage students.

An online recruitment form will be available next week.

October

Discussion on the Review of ESOS Framework and Queensland Branch submission .This small discussion was attended by QUT and Griffith staff and provided an opportunity to discuss the review and provide some feedback for the submission.

Our final event for the year will be the AGM and members will be able to network and debrief about ISANA and provide input for the Professional Development calendar for 2015.

While our membership numbers have slightly decreased, our attendance at workshops has been quite high identifying the need for additional training and support sessions for our valued members and colleagues. This year we have noticed a considerable rise in non-member attendance at the workshops. Total membership for Queensland is currently at 104 and the Townsville workshop was an excellent promotional tool to increase membership in Northern Queensland highlighting the need for Professional development and interest in learning

A large majority of Queensland members originate from the University sector with a small number from Secondary schools and TAFE and local Government.

Thank you to the National Council for the support through 2014, Queensland Branch Committee and special thanks to Tracy Noble from Secretariat who is always available to answer questions and offer assistance.

We look forward to a busy 2015 with an exciting Professional Development program and collaboration with North Queensland to increase awareness of ISANA and the benefits and resources available. Developing stronger links with schools sector and focus on relevant topics and issues effecting International Education.

Regards,

Samantha Hilbig
QLD President

NEW ZEALAND

It is a pleasure to be able to report on the past 12 months, in which there have been a number of highlights.

One of the more obvious is the launching of our new website. It has been a priority for several years now to create an online platform which enables us to communicate with members and the wider international education sector in a more efficient and effective way. I am sure you will agree that having information available (especially in relation to the conference) via the website makes it a lot easier to find information, and keep up-to-date. While we have started with a relatively simple model, we are looking to progressively enhance the website over time.

ISANA New Zealand's membership currently stands at 150 members, which is up a few when compared to this time last year. The Auckland region again has the highest number of members with 29%, followed by Wellington with 16%, and Otago and Waikato, both with 13%. The University sector continues to represent the largest sector group with 45% of all members, followed by the ITP Sector with 19%, the School Sector with 14%, and the PTE Sector and Others both on 11%.

ISANA New Zealand has maintained its practice of recent years in returning a financial surplus for the 2013/14 financial year. This prudent approach to our financial position has allowed us to continue to invest in activities which are to the benefit of primarily our members, but also the wider sector.

An important reason why we are on the 'right side of the ledger' is the vital support we receive from our family of sponsors. Marsh and Allianz (Principal New Zealand Conference Sponsors for 2014), Uni-Care (PD Day Sponsor), and International Student Ministries of New Zealand (ISMNZ) have provided vital sponsorship to ISANA NZ this year. On behalf of the organisation, I would like thank Marsh, Allianz, Uni-Care and ISMNZ for their generous support.

We held a very successful national conference in late August in which more than 120 members and non-members attended. At the Conference I was thrilled to award Sylvia Hooker, a former ISANA New Zealand President and a highly regarded member of the international education community in New Zealand, the ISANA NZ Award for her leadership within the support community and tireless contributions over many years.

The ISANA NZ Executive has met once in-person this year, as well as holding several teleconference meetings. While there are some additional costs (travel, etc) associated with meeting in-person, it is important that we continue to make provision to do this and I thank those who attend these meetings for giving up a Saturday to do so.

I would like to thank all members of the Executive for the time they have given to ISANA NZ during the past 12 months, and acknowledge that without their commitment to the organisation and good work, it would simply not be possible for us to achieve what we do. I would like to personally congratulate Carla Rey Vasquez (who works for AFS) and Xi (Sissi) Zhong (who works for the University of Canterbury) who were elected onto the Executive (for the first time) at the last AGM.

Claire Hastings, our administrator, continues to provide an excellent service to the membership. Claire is the person most of us interact with, and her regular emails and updates ensure that we are all kept informed of what is happening with ISANA NZ and the wider international education sector.

On behalf of the New Zealand Executive I would like to wish all ISANA members, on both sides of the Tasman, a safe and relaxing Christmas and New Year.

Jason Cushen
NZ President

SANiTy - SOUTH AUSTRALIA & NORTHERN TERRITORY

SANiTy started this year with a new committee as listed below:

President	Tejinder Malhi, Student Solutions tj@studentsolutions.com.au
Vice President	Tash Pressley, University Senior College tash.pressley@adelaide.edu.au
Secretary	Jodie Bishop, Navitas jbishop@eynesbury.sa.edu.au
Treasurer	Kathy Matthews, Allianz Global Assistance, KMatthews@allianz-assistance.com.au
Communication Officer	Vibeke Foss, Charles Darwin University, Vibeke.Foss@cdu.edu.au
General Committee	Laurel Clewlow, University Senior College laurel.clewlow@adelaide.edu.au
General Committee	Pat Petronio , University of South Australia, Pat.Petronio@unisa.edu.au
General Committee	Louise Skull, Woodcroft College skull_l@woodcroft.sa.edu.au
General Committee	Benjamin Hooper , The University of Adelaide benjamin.hooper@adelaide.edu.au
General Committee	Vanesa Duran, Flinders University Student Association vanesa.duranracero@flinders.edu.au

13

Focus for this year's branch committee has been to provide our members networking opportunities among their peers in South Australia at its events. SANiTy successfully organised three events which are listed below:

PD SESSION : 1

Topic:

Helpful tools during stressful times at your workplace.

How would you respond to notification that there has been a crisis?

Do you have useful policies for managing stressful times?

Do you have an interagency support network or a crisis care team?

Then... What about the calm after the storm?

Do you have a daily routine or activities for your own self-care?

Speakers

Dr Nadia Lovett, Counsellor, University Senior College

Ms. Nadia Rujic, Manager: Counselling Service, University of South Australia

Venue: Hotel Richmond

NETWORK EVENTS -1

Mid-Year Networking Function, For International Education Professionals, Homestay Officers, Marketers, Recruiters, Admission Officers, Advisors, Counsellors and Unit heads.

Topic:

The international education sector in SA and Study Adelaide's direction post 2015 funding cuts

Speaker

Greg Marshall, Study Adelaide

Venue: Stag Hotel

NETWORK EVENTS -2

Speaker

Dirk Mulder, Director International, UniSA

Venue:

The Belgian Beer Bar

Along with the above events the committee met several times during the year.

SAiNTy decided not to organise the state conference this year instead promoting and encouraging the local members to attend the national conference to be held in SA from 2 Dec – 5 Dec.

Overall, feedback from members participating in our PD sessions and events has been positive. Our aim for next year is to increase our membership in SA and work with the national committee in creating awareness of national issues and challenges at state level.

This year all the above events were run at no cost to members and their guests to increase the membership. This has led the committee to look for others ways of generating revenue including scholarship, grants from the national council and joint events.

The international education sector is going through alot of reforms including introduction of SVP for universities and private providers, ESOS review and ever increasing competition for countries looking to host international students. SANiTy will continue to work hard to support our members to meet the challenges ahead.

As SANiTy President, I have represented the issues of members at the National Council, at the South Australian DIBP Client Reference Group, with Education Adelaide.

Finally, I would like to acknowledge the hard work of all the branch committee members in making this year's events successful.

TJ Malhi

SAINTy President

ACTivNSW - NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY

It has been a year of change and learning for ACTiveNSW and thanks must be made to past ACTiveNSW committee members. Madeleine Dimitroulis was Vice President and became acting president in 2013. Khushveen Majhail was secretary and did a great job at keeping the committee active and functioning. Both these members have now resigned from their positions; and on behalf of the membership the committee would like to express its deepest thanks for their service. It is also necessary to thank all National Council Members for their support, particularly Tracy Noble, from the Secretariat, and also Sharon Smith, Victoria Branch President for her mentoring.

Since the last AGM in 2013 there have been a number of changes to the committee. We now have a new President (Edward Pember since Jan 2014), Vice President (Angela Leota-Hughes since July 2014) and Secretary (Amy Choo also July 2014). Continuing members also need be thanked, Greg Zaharis, (Treasurer) and Lyndall Benton, have served diligently during this time of transition. Lyndall Benton is now PD manager and we have another new position, Communications Manager, filled by Brett Lyon. Angela Leota-Hughes (who is also a continuing committee member) has, as just mentioned, become Vice President since the last AGM. Thanks to all committee members for the hard work and commitment shown to international students, ISANA and our members.

2014 has been a year of change and acclimatisation for ACTiveNSW. Our achievements have been modest, though fruitful. Although we have only had three PD sessions this year we have done our best to ensure that our ACT members have been catered for, this was one of the priorities for the committee in 2014. We owe a deep thanks to Shanton Chang, who has supported the development of the new committee and provided all our PD sessions this year.

We have developed our relationships with CISA, the ANU, and importantly, the City Council of Sydney. The latter local government organisation has been instrumental in making contacts within the fields of international education and associated support service and we look forward to working harder to strengthen these bonds in the next year.

Our branch contributed to recommendations to Federal policy documents as well as other important committees, Education Associations and international education stake holders.

The new team that we have is committed to making a stronger impact in 2015. To do this we need buy in from our members, and we also need to work harder to provide information that furthers the cause of international education and the students that we all serve.

In 2015 we intend to develop our budding relationships with local Government. We will be putting out a tri annual newsletter informing NSW and ACT members of issues of relevance in International Education. We will have a more strategic approach to delivering PD sessions, and aim to provide a greater variety of presenters. We also hope to incorporate greater use of technology so that matters of interest are available to members without the need to physically travel. Interact with your committee members

For the record our achievements of the year are listed below:

- Representation at My study, my Career, Sydney 21st March, 2014. Lyndall Benton attended on behalf of ISANA members.
- Professional Development Session June 5th 2014, CQUniversity Sydney, NSW- Shanton Chang- International Student Information Seeking Behaviour. Number of attendees: 24
- Professional Development Session June 19th 2014, ANU, Canberra, ACT - Shanton Chang- Working with International Student (presentation & discussion). 2 sessions, ANU private session approx. 40 attendees, ISANA & General Public session 14 attendees.

- Representation at CISA National convention. 7th July. Angela Leota-Hughes, Vice President attended on behalf of ISANA members.
- Representation at the International Education Provider's Forum (hosted by NSW Police) 23rd October 2014. President addressed 130 international education providers and stakeholders, plus more across NSW by webcast.
- Professional Development Session November 14th 2014, Education Centre of Australia, Sydney, NSW- Shanton Chang- Working with International Students: Understanding Cultural Values and Expectations. 23 attendees

Edward Pember
ACTiveNSW President

SECRETARIAT REPORT

The main functions of the Secretariat are:

- Providing administrative support to the President, Vice President, Treasurer and branch committee members.
- Being the first point of contact via phone and email for members
- To facilitate the signing of new members, including supporting the branches and contacting non-members who attended the national conference.
- Liaising closely with the branch treasurers to gather and collate financial data for the BAS.
- Maintaining the memberships database, the processing of which includes the actual data entry, banking cheques, cross checking Eftpos remittances plus the paperwork continues to be a large part of the Secretariat role.
- Routine administrative procedures include liaising via email with new members, responding to enquiries, arranging printing, constructing the annual report, updating the website.
- The Secretariat also liaises closely with facilitators of the state run PD sessions, including setting up online registrations and reporting.
- The Secretariat's role also includes the responsibility of book-keeping (XERO), and preparing and lodging the BAS for each quarter.

Membership figures:

November 2007	- 441
November 2008	- 374
November 2009	- 348
November 2010	- 485
November 2011	- 460
November 2012	- 407
November 2013	- 408
November 2014	- 414

Tracy Noble
ISANA Secretariat

WHAT WE DO:

ISANA MEMBERS IN AUSTRALIA HOLD THE FOLLOWING POSITIONS:

Academic Co-Ordinator	Director of Staff	International Student Manager
Accommodation Advisor	Director of Studies - ELICOS	International Student Officer
Accommodation Coordinator	Director of Studies/Program Manager	International Student Program Coordinator
Accommodation Officer	Director Student Services	International Student Programs Support Officer
Accommodation Services Coordinator	Education Consultant	International Student Registrar
Acting Manager of Career Education, Study Abroad & Exchange	Education Student Adviser	International Student Services Manager
Administration	Emerging Markets and OSHC Business Development Manager	International Student Support
Administration Manager, Student Life & Learning	Enrolments Manager	International students Program Head of School
Administration Officer/ International Student Coordinator	Enrolments Officer	International Study Abroad Officer
Administrative Assistant	Exchange Programs & Camps Coordinator	International Transition Coordinator
Admissions Director, Australasia	Executive Director: Academic Services	ISP Program Manager
Admissions Officer	Executive Manager	Learning Advisor
Assistant Dean (International Exchange)	Executive Officer	Learning Skills Tutor
Assistant Director, Strategic Engagement	Global Brand Manager	Lecturer
Assistant Manager	Government Scholarships Coordinator	Manager
Associate Director International Student Support	Head - Student Advice	Managing Director
AusAID Liaison Officer	Head of Admissions	National Business Development Manager
Australian Director	Head Of Department	National Client Services Manager
Branch Manager	Head of Department, International Studies	National Manager
Business Manager	Head, ACU English Language Centres	Operations Manager
Business System Manager	Head, International Student Services	Outbound Coordinator Victoria Abroad
Campus Director	Homestay Accommodation Officer	Outreach Advisor
Campus Manager	Homestay Admin Assistant	Overseas Student Coordinator
Catholic Chaplain to Intl Students	Homestay Coordination	Partner
CEO	Homestay Manager	Principal
Cheif Consultant	Stakeholder Relations Coordinator	Professor - Business & Economics
Community Engagement Strategist	Inter-Cultural Engagement Officer	Program Director
Community Worker	International Administration Team Leader	Program Manager
Compliance Officer	International Coordinator	Project Officer
Consultant (Cross-cultural Issues)	International Education Director	PSN Manager
Consultant: Intl Learning & Teaching Unit	International Education Project Coordinator	Psychologist
Coordinator - International Student Experience	International Officer - Student Support	Quality & Compliance Officer
Coordinator International Student Services	International Policy and Process Officer	Reception - Administration
Dean of International Students	International Program Coordinator	Regional Account Manager
Dean of Students	International Services Coordinator	Registrar
Deputy Head of College	International Services Manager	Registrar and Administration Manager
Deputy Principal	International Services Officer	Research Fellow And Lecturer
Director	International Sponsorship & Scholarship Officer	Resident Director Programs
Director International Student Program	International Student Administration Officer	Scholarships Officer
Director - Student Development	International Student Adviser	School Counsellor
Director of Academic & Student Services	International Student Coordinator	SEIS Officer
Director of Admissions & Marketing	International Student Counselor	Senior Advisor Monash Connect
Director of Enrolments	International Student Information Assistant	Senior Case Manager
Director of International Programs	International Student Liaison Officer	Senior Coordinator, International Student Wellbeing
Director of Marketing	International Student Management Coordinator	Senior Counsellor

Senior International Student Advisor	Student Adviser	Student Support Manager
Senior Intl Student Support Officer	Student Advisor And International Student Support Officer	Student Support Officer
Senior Manager, International Administration	Student Advisory & Welfare Manager	Student Welfare Advisor
Senior Program Manager	Student Advocacy Officer	Student Welfare Counsellor
Senior Project Officer	Student and Community Support Manager	Student Welfare Officer
Senior Student Adviser	Student Centre Manager	Student Wellbeing Advisor
Senior Student Welfare Officer	Student Counsellor	Study Abroad & Exchange Coordinator
Service Quality Manager	Student Engagement Assistant	Teacher
Social Worker	Student Experience Coordinator	Teacher/Student Counsellor
Sponsored Project Officer	Student Finance & Advocacy Officer	Teaching & Learning Facilitator & Orientation Program
Sponsored Student Project Officer	Student Mentor Coordinator	Team Leader
State Manager	Student Services Coordinator	Team Leader - Credit For Prior Learning
Station Officer	Student Services Manager	Training Advocate
Student Counsellor	Student Services Officer	Welfare Officer
Student (PhD)	Student Support and Engagement Coordinator	
Student Accommodation Coordinator	Student Support Coordinator (Careers & Events)	

WHERE WE WORK:

ISANA MEMBERS WORK FOR THE FOLLOWING AUSTRALIAN ORGANISATIONS:

ACT Department of Education & Training	Curtin University	Kenmore State High School
Agas Consultants Pty Ltd	Deakin University	Kent Institute of Business & Technology
AIM Overseas	DECD - IES	Korowa Anglican Girls' School
Allianz Global Assistance	Dental Nursing Australia	La Trobe University
Anand International India	Department of Education and Early Childhood Development	Language Studies International
Angels Immigration & Education Consultants	Department of Education Training & Employment	Le Cordon Bleu Australia
ANZ Bank	Department of State Development, Business & Innovation	Lilydale Adventist Academy
Aquinas College	DETA International	Loreto College
Arabic Communication Experts	Discover Matrix Pty Ltd	Macquarie Institute
Asian Student Accommodation	Duck Overseas Consultant	Macquarie University
Aust-One Education Services	Edge Hill State School	McD University Of Divinity
Austraining International	Edith Cowan University	Melbourne Global Mobility, Melbourne University
AustraLearn	Education Adelaide	Melbourne Institute of Business and Technology
Australian Catholic University	Education Centre of Australia Pty Ltd	Melbourne University
Australian Education International	Education Queensland International	Mentone Girls' Grammar School
Australian Homestay Network	Elanora State High School	Mercedes College
Australian National University	Eynesbury College	Metro College of Technology Pty Ltd
Balmoral State High School	Familystay Australia	Metropolitan Fire Brigade
Baxter Institute	First Step Australia	Metropolitan South Institute of TAFE
Beaconhills College	Flinders University	MIBT
Bendigo TAFE	Focal Holdings Pty Ltd	Mitchelton SHS
Bradford College	Forest Lake International College	MLC
Brighton Grammar School	Genazzano FCJ College	MMJ Consulting
Bupa Australia - Overseas Student Health Cover	Global Experience	Monash College Pty Ltd
C Q University	Global Programs In Sustainability	Monash University
Caloundra Christian College	Government Education And Training International Tasmania	NETC Pty Ltd
Cambridge International College	Griffith English Language Institute	Multicultural Communities Council of SA Inc
Campus Life Villages	Griffith University	NAVITAS (Saibt/Celusa/Eynesbury)
Canberra Institute of Technology	Hobart Academy	North Coast TAFE
Canterbury College	Hobart College	Nunawading Christian College
CAPA International Education	Homestay Network Pty Ltd	Nyanda State High School
Carnegie Mellon University	ICTE-UQ	Office of The Training Advocate
Cavendish State High School	IDP IELTS	OSHC Worldcare
Centenary Heights State High School	Immanuel College	Ozava
Central Australian College	Imperial College of Technology and Management	OZ Homestay
Centre For Culture, Ethnicity And Health	Independent Schools Queensland	PIBT/NAVITAS
Challenger Institute of Technology	Intensive English Language Institute	Prince Alfred College
Charles Darwin University	Interantional Education Services	PSM Global
Charles Sturt University Study Centre	International Australian Academy	Pulteney Grammar School
Chisholm Institute Of TAFE	International College of Technology and Management	Qld Institute of Business & Technology
CISA Project Manager	International Education Services	Queensland University of Technology
CIT Solutions	International Student Services QUT	Riverina Institute of TAFE
City of Melbourne	Ipswich Girls' Grammar School	RMIT
Cleveland District State High School	Ivanhoe Grammar School	Rochedale State High School
Coolum State High School	James Cook University	Sacred Heart College Senior
Cordina Sate High School	Kawana Waters State College	SAIBT/CELUSA
CQ University	Kelvin Grove State College	School Of Psychology, The University of Queensland
Craigslea State High School		SkillsTech Australia
Curtin College		

Smithfield State High School	Trinity Beach State School, Education Queensland
South Australian Institute of Business and Technology	Trinity College - University of Melbourne
Southbank Institute of Technology	Trinity College Gawler Inc
Southern Cross University	Tropicana Lodge
St Aloysius College	Tuart College
St Mary's Anglican Girl's School	TWGG International
St Philip's Christian College Port Stephens	UCL Australia
Stanley College	Universal Students' Consultancy
Student Accommodation Services Pty. Ltd.	Universal Visa
Student Solutions Pty Ltd	University College London
Student Support Services	University Of Ballarat
Study Group	University of Canberra
Sunnybank State High School	University of Divinity
Swinbourne University of Technology	University of Melbourne
Sydney Institute of Business & Technology (SIBT)	University of New England
TAS TAFE	University of Notre Dame Australia
TAFE South Australia International	University of South Australia
TAFESA Croydon campus	University of Southern Queensland
TAFE QLD North	University Of Sydney Foundation Program
Tasmanian Polytechnic	University of Tasmania
Taylor's Senior College	University of Western Australia
The Australian National University	University of Western Sydney
The Knox School	University of Wollongong
The University of Adelaide	University Senior College
The University of Melbourne	Urbanest
The University of New South Wales	UOW College
The University of Newcastle	Victoria University
The University of Queensland	VSEC Educationa
Top Education Institution	VTI Victorian TAFE International
Torrens University Australia	Wesley College
Townsville International English School	Westbourne Grammar School
Trinity	Western Overseas
Trinity At UWA	Whitefriars College
Trinity Bay State High School	Woodcroft College
	Zenith Business Academy

DECLARATION OF INTEREST

NIL

LIFE MEMBERS

Graeme	Baguley
Heather	Bigelow
Bryan	Burke
Paula	Dunstan
Felicity	Fallon
Brit	Helgeby
Gilbert	Hennequin
Carol	Hogan
Vivien	Hope
Ross	Lehman
Sylvia	Lewohl
Elaine	McBride
Gavin	Sanderson
Peter	Spolc
Patrick	Willix
Liz	Wright

ISANA INTERNATIONAL EDUCATION

ASSOCIATION INC.

Financial Statements

For the Year Ended 30 September 2014

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

STATEMENT BY MEMBERS OF THE COMMITTEE

The committee has determined that the Association is not a reporting entity. The committee has determined that this special purpose financial report should be prepared in accordance with the accounting policies of the Association.

The committee declares that:

1. the financial statements give a true and fair view of the financial position of ISANA International Education Association Inc. as at 30 June 2014 and of its performance for the year ended on that date, and
2. in the committee's opinion there are reasonable grounds to believe that the Association will be able to pay its debts as and when they become due and payable.

This declaration is made in accordance with a resolution of the Committee and is signed for and on behalf of the Committee by:

President

Dated: 24 November 2014

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Pty Ltd

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INDEPENDENT AUDIT REPORT TO THE MEMBERS OF ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

We have audited the accompanying financial report, being a special purpose financial report of ISANA International Education Association Incorporated, which comprises the statement of financial position as at 30 September 2014, the income and expenditure statement for the year then ended, notes comprising a summary of significant accounting policies, other explanatory notes and the statement by members of the Committee.

Committee's Responsibility for the Financial Report

The Committee of ISANA International Education Association Incorporated is responsible for the preparation of the financial report, and has determined that the basis of preparation described in Note 1 is appropriate to meet the requirements of the Associations Incorporation Act 1991 (ACT) and the needs of the members. The Committee's responsibility also includes such internal control as the committee determines is necessary to enable the preparation of a financial report that is free from material misstatement, whether due to fraud or error.

Auditor's Responsibility

Our responsibility is to express an opinion on the financial report based on our audit. We have conducted our audit in accordance with Australian Auditing Standards. Those standards require that we comply with relevant ethical requirements relating to audit engagements and plan and perform the audit to obtain reasonable assurance whether the financial report is free from material misstatement.

An audit involves performing procedures to obtain audit evidence about the amounts and disclosures in the financial report. The procedures selected depend on the auditor's judgement, including the assessment of the risks of material misstatement of the financial report, whether due to fraud or error. In making those risk assessments, the auditor considers internal control relevant to the association's preparation and fair presentation of the financial report in order to design audit procedures that are appropriate in the circumstances, but not for the purpose of expressing an opinion on the effectiveness of the association's internal control. An audit also includes evaluating the appropriateness of accounting policies used and the reasonableness of accounting estimates made by the committee, as well as evaluating the overall presentation of the financial report.

We believe that the audit evidence we have obtained is sufficient and appropriate to provide a basis for our audit opinion.

Auditor's Opinion

In our opinion, except for the matter referred to in the qualification paragraph, the financial report of ISANA International Education Association Incorporated presents fairly, in all material respects the financial position of the Association as at 30 September 2014 and of its financial performance for the year then ended in accordance with the accounting policies described in Note 1 to the financial statements, and the Associations Incorporation Act 1991 (ACT).

Basis of Accounting and Restriction on Distribution

Without modifying our opinion, we draw attention to Note 1 to the financial statements, describing the basis of accounting. The financial report has been prepared to assist ISANA International Education Association Incorporated to meet the requirements of the Associations Incorporation Act 1991 (ACT). As a result the financial report may not be suitable for another purpose.



Michael Ian Derbyshire
Director

Date: 24 November 2014

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2014

	2014	2013
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	45,100	43,011
Professional Development	38,389	106,204
Conference Profit	4,952	-
Interest Income	8,409	4,382
Sponsorship	455	4,000
Sundry Income	430	548
Product Sales	245	-
TOTAL INCOME	<u>97,980</u>	<u>158,145</u>
COST OF ACTIVITIES		
Accommodation	1,515	884
Airfares	-	2,607
Conference Fees & Expenses	38,471	66,298
Catering & Meals	2,654	1,019
ESOS Transition Project	-	10,282
Products for resale	99	164
TOTAL COST OF ACTIVITIES	<u>42,739</u>	<u>81,254</u>
GROSS PROFIT - ACTIVITIES	<u>55,241</u>	<u>76,891</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	2,600	2,400
Bookkeeping	367	528
Bank Charges	475	1,348
Insurance	4,471	4,307
Governance Manual	8,000	-
Legal Expenses	3,262	-
Postage	98	23
Printing & Stationery	3,662	109
Registration Fees	-	-
Secretariat	20,504	16,731
Staff Amenities	901	231
Sundry Expenses	528	472
	<u>44,868</u>	<u>26,149</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,575	1,451
Web Design & Maintenance	5,942	3,782
	<u>7,517</u>	<u>5,233</u>
<u>Travel Costs</u>		
Airfares	-	343
Accommodation	14,460	11,238
	<u>14,460</u>	<u>11,581</u>
TOTAL OTHER EXPENSES	<u>66,845</u>	<u>42,963</u>
SURPLUS/(DEFICIT)	<u>(11,604)</u>	<u>33,928</u>
Bursaries	16,300	9,579
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>(27,904)</u>	<u>24,349</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2014

	2014	2013
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	229,404	205,055
Net Surplus/(Deficit) for the Year	<u>(27,904)</u>	<u>24,349</u>
Closing Balance as at 30 September	<u>201,500</u>	<u>229,404</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Business Account	69,603	98,333
VIC - Bank Account	15,947	18,708
QLD - Bank Account	2,844	4,062
SA - Bank Account	4,355	8,963
WA - Bank Account	15,018	15,018
National - Investment Account	72,438	70,050
Victoria - Investment Account	<u>22,634</u>	<u>22,195</u>
	<u>202,839</u>	<u>237,329</u>
 <u>NON-CURRENT ASSETS</u>		
Credit Union Membership	<u>10</u>	<u>10</u>
	<u>10</u>	<u>10</u>
TOTAL ASSETS	<u>202,849</u>	<u>237,339</u>
 <u>CURRENT LIABILITIES</u>		
Other Current Liabilities	-	6,202
GST	<u>1,349</u>	<u>1,733</u>
	<u>1,349</u>	<u>7,935</u>
NET ASSETS	<u>201,500</u>	<u>229,404</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2014

NOTE 1 – Summary of Significant Accounting Policies

The Association is not a reporting entity because, in the Association's opinion, there are unlikely to exist users of the accounts who are dependent on general purpose financial reports of the Association for information.

Accordingly, this special purpose financial report has been prepared for distribution to members to fulfil the Management Committee's financial reporting requirements under the Association's constitution and rules, and to satisfy the *Associations Incorporation Act of ACT*, and must not be used for any other purpose. The accounting policies used in the preparation of this report, as described below, are consistent with the reporting requirements of the Association's constitution and rules and are, in the opinion of the Management Committee, appropriate to meet the needs of the members.

The Association is of the type identified in Statement of Accounting Concepts 1 as a non-reporting entity. No regard has been paid to other Statement of Accounting Concepts or Australian Accounting Standards in the preparation of these accounts.

The financial statements are prepared on an accrual basis and are based on historic costs and do not take into account changing money values or, except where stated, current valuations of non-current assets. Cost is based on the fair values of the consideration given in exchange for assets.

The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated:

Income Tax

The Association is not subject to income tax on its profits.

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

2013 - 2014 COMMITTEE MEMBERS

President	Mary Ann Seow University of South Australia, GPO Box 2471, Adelaide, SA
Vice President	Bronwyn Gibson UNE International, Armidale, NSW
Vice President - Planning & Development	Vibeke Foss Charles Darwin University, Ellengowan Dr, Darwin, NT
Vice President - Professional Development	Tom Bayliss-Hack James Cook University, 1 James Cook Dr, Townsville, QLD
Treasurer	Kathy Matthews Allianz Global Assistance, P O Box 162, Toowong, QLD
Communication Manager	Ann Bell Australian National University, Acton, ACT
Secretariat	Conference Design Pty Ltd 228 Liverpool St, Hobart, TAS
QLD President	Samantha Hilbig Griffith University, P O Box 3370, South Brisbane
SA & NT President	Tejinder Malhi Student Solutions Pty Ltd, Adelaide
VIC/TAS President	Sharon Smith 200 Little Collins St, Melbourne, VIC
NSW/ACT President	Edward Pember CQ University, 400 Kent St, Sydney, NSW
WA President	Vacant

President



Auditor

24 November 2014



International Education Association Inc.

www.isana.org.au

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