



# Annual Report 2015

---

*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	8
------------	---

New Zealand	10
-------------	----

SANiTy (SA/NT)	11
----------------	----

ACTiveNSW (NSW/ACT)	13
---------------------	----

---

SECRETARIAT REPORT	15
--------------------	----

---

WHAT WE DO	16
------------	----

---

WHERE WE WORK	18
---------------	----

---

DECLARATIONS OF INTEREST	20
--------------------------	----

---

LIFE MEMBERS	20
--------------	----

---

FINANCIALS	21
------------	----

## PRESIDENTS REPORT

On behalf of the ISANA National Council, I am pleased to present this year's annual report to members of the Association. 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/Australian Capital Territory – Ed Pember

Victoria/Tasmania – Sharon Smith

South Australia/Northern Territory – TJ Malhi/ Natasha Pressley

Queensland – Sam Hilbig

Western Australia – Kathryn Williams

ISANA thanks TJ Malhi for steering the SA/NT branch since 2013/14 and welcomed Tash Pressley to the role of Branch President in March this year. In August, ISANA was pleased to welcome Kathryn Williams from Challenger Institute in Western Australia as the WA ISANA Branch President. Kathryn is assisted by Sook Leng Chan as Vice-President and Priya Shah as Treasurer. We look forward to great things happening in WA for our members in the months ahead.

This year, ISANA launched the new website and we do hope members have liked the new clean look. ISANA is also active in the social media space with LinkedIn, Facebook and Twitter. We welcome members to join in the conversation through these groups.

2015 has been a full year for ISANA and the international education sector.

As National President, it was my honor to represent members' views at various fora that included focus groups for Austrade International Education 2025, IEAA's Agent Management discussions and talks with the Department of Education and Training on the changes to the ESOS Act. With the latter, ISANA was also represented by Tash Pressley, Vibeke Foss and Bronwyn Gilson. I was most pleased to be invited to represent ISANA at the inaugural Ministerial Roundtable to discuss the Draft National International Education Strategy on June 18 at Parliament House. ISANA's role was to provide feedback and recommendations on the student experience. Shortly thereafter, we were able to submit ISANA's contribution to the Strategy. On behalf of Council, I thank members and Life member Paula Dunstan for their contributions to this important submission.

ISANA has continued to work closely with the Council of International Students Australia (CISA). I was once again asked to be on the selection panel for the annual CISA Excellence Awards. It was a privilege to read the many excellent submissions from international students across Australia and it was no easy task to select the winners. Australia should be very proud that so many international students have achieved great things whilst studying here. These students will go on one day to excel in their chosen careers and will look back with pride on their education and student experience here. This year, ISANA was represented at their Annual Conference held in Melbourne, and with Immediate Past President Danielle Hartridge, facilitated the election of the new Executive and later the training of the new team.

The year ended with two final requests for ISANA. As National President, I was invited to be on the selection panel for the StudyNSW Partner Projects. It was quite an interesting exercise to consider exciting projects that will benefit international students in NSW both in Sydney and regional NSW. Finally, ISANA was commissioned to develop a pre-departure guide of important information and advice for Chinese students preparing to come to Australia to study. The project funded by the Department of Education and Training will be available in English and Mandarin and called upon the experience ISANA has in advising and supporting international students. It is anticipated that the guide will be available in 2016. It was good to work with the Chinese Embassy in Canberra and DET staff in Beijing as the project manager, as well as our consultant for the project Wesa Chau.

In last year's Annual Report, members were advised that ISANA would be moving from an incorporated association to a limited liability company in 2015. This action has not been completed and will now be moving ahead early next year. Members will be contacted in the first quarter of 2016 with information and the necessary documentation to complete the process. This will then enable ISANA to operate as it currently does as with Branches and a central Executive.

Thus ends my term as ISANA's National President. I thank you for the honour and privilege of serving the Association. I would like to especially thank members of National Council who have been incredibly supportive and fun to work with. 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. And last but by no means least, special thanks to our ISANA Secretariat, Tracy Noble for her valuable contribution, hard work and attention to detail. This team of volunteers and ISANA would be the poorer without her efficiency, good humour and organisational skills.

Mary Ann Seow  
National President

## VICTORIA & TASMANIA

The Victoria Tasmania Branch has had an eventful and fulfilling year of professional development, consultation and collaboration. This year we are delighted to host the national ISANA conference and look forward to welcoming and showcasing the international education sector in Victoria to our colleagues in Australia, New Zealand and across the globe!

### **2015 Professional Development**

In 2015, we hosted 3 professional development sessions and one full day forum in Victoria. The first PD session in April, was facilitated by Brooke Young and provided members with a four part workplace through group discussions on employment, national code of practice, accommodation and student support. The second PD session was a panel session, featuring representatives from the Department of Immigration and Border Protection and the Department of Education. This session provided members and guests opportunities to seek advice on compliance and legislation concerns as well as hear straight from policy makers the most recent legislation and policy updates from Canberra in both ESOS and Migration Acts. This session, once again attracted fantastic attendance and has demonstrated to our committee the importance to members of having regular and direct consultation with our Canberra policy makers. Our final PD session for the year, will focus on the health care service and health cover in Victoria on 19 November.

### **Tasmania professional development**

Our members in Tasmania were provided one professional development session in 2015. Attendance was promising with a good mix of members and non-members. The session mirrored the first Victorian pd session, facilitated by Brooke Young, with workshops featuring key issues including the National code, and study abroad. This session was the first PD session for Tasmanian members since 2013, and sets a good path for another session in 2016.

### **Student Accommodation forum**

In September 2015, the Vic/Tas branch partnered with Housing Advisors Network in Melbourne to host a Student Accommodation forum. The forum sought to engage housing operators, housing advisors, student support staff and other organisations working with international students to obtain and retain safe and adequate housing. The sessions included targeted themes on affordability, legislation and assistance and advocacy, under 18 accommodation, on campus and rooming house accommodation. The forum was well attended and provided opportunities for inspiring conversations as well as delivering new and interesting information. Alongside a very successful program, ISANA has formed a new relationship with the Housing advisor network and looks forward to engaging with this group in the future.

### **Responses to state and federal international education strategy development**

In 2015 both the federal government and the state government released discussion papers seeking responses to their upcoming international education strategy development. The Victorian members attended workshops to develop responses to feed into the ISANA response to the federal government consultation, and to create a response to the Victorian discussion paper. Thank you to all members who attended these sessions and provided their knowledge, expertise and examples to our submissions.

### **Relationships with other organisations**

In 2015, we continued to develop and maintain the extremely important relationships ISANA has with other organisations in the international education sector. These include: IEAA, ACPET, Vision, VTI, VIDC, Dept Education and Dept Immigration. We value the ongoing relationship we enjoy with the state government's International

Education Unit - Study Melbourne, and look forward to seeking opportunities to provide new and exciting programs through the state government welfare grant program over the coming three years.

### **OSHC report**

This project has continued quite slowly over the past 12 months however, we have engaged Kate Dempsey Consultant to prepare 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). Kate will present initial findings at our November 19 professional development session.

### **Conclusion**

Once again, it has been a busy and exciting year for our branch. 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 continued to provide engaging and innovative professional development sessions that address the most current needs of our members to ensure we develop and improve the members experience and engagement.

We are excited about hosting the ISANA national conference this year, and warmly welcome members and non-members from throughout Australia, New Zealand and overseas to Melbourne for the conference. We are looking forward to an exciting, thought provoking and innovative program alongside a fantastic social program.

I have been privileged to serve as the VIC/TAS branch president for 4 years. I would like to take this opportunity to thank the large number of people I have worked with over the past 4 years in Victoria and throughout the ISANA community. The Vic Tas branch has grown and developed into an extremely important network of people who support international students in Victoria and Tasmania because of the hard work and dedication, teamwork and commitment of many people. I look forward to congratulating the new branch executive committee and wish them all the best in continuing to lead our outstanding branch community.

Sharon Smith  
Vic/Tas President

# QUEENSLAND

2015 has been a busy year for the Queensland branch as we have focussed on workshops and held our first Professional Development session in late January to accommodate for the interests of the Schools sector during a quieter period.

The following professional development sessions were conducted in 2015:

## **January**

Blue Card processes, risk management and under 18 processes and policies by representatives from Working with Children Check and Blue Card system

## **May**

Post Study Visa Options by Helen Duncan

## **June**

Managing Critical Incidents by Hedley Reberger

## **September**

Overseas Student Ombudsman by Susan Gray

## **October**

Best Practice in Customer Service by Paula Dunstan

## **November**

We concluded the year with AGM and a breakfast meeting in early November.

While our membership numbers have slightly decreased, the attendance at our workshops has been quite high, identifying the need for additional training and support sessions for our valued members and colleagues. We recorded on average 20 to 25 attendees at each workshop. This year we have noticed a considerable rise in non-member attendance at the workshops, which provided the opportunity to promote membership and what ISANA can offer to the Industry.

A large majority of Queensland members originate from the University sector with a smaller number from the VET and school sectors.



Thank you to the National Council for the support throughout 2015. It has been an interesting year with many legislative changes and policy reviews. Special thanks to Tracy Noble from the Secretariat who is always available to answer questions and offer assistance, whilst keeping us on track.

I would like to thank the Queensland Committee for their time and effort and welcome in the new Committee for the 2016/2017 period. To those who will continue, we look forward to an exciting Professional Development program in the future .For those who have decided to step down, it has been a pleasure working alongside you for the last few years and a special thanks for your dedication and commitment to ISANA.

We look forward to a busy 2016 with an exciting Professional Development program, a new Queensland Branch Committee with the inclusion of Committee members for regional centres and collaboration with North Queensland to increase awareness of ISANA and the benefits and resources available. There will be an added focus on increasing access to technology and possibly the development of webinar resources and tools for our members who are unable to attend face to face sessions due to location and budget constraints.

Samantha Hilbig  
ISANA QLD President

## NEW ZEALAND

Once again I am pleased to be able to report on a busy past 12 months.

ISANA New Zealand's membership currently stands at about 140 members, which is down a little on the same time last year. The Auckland region continues to have the highest number of members, followed by the Wellington and Otago regions. The University sector represents the largest sector group, followed by the ITP Sector and the Schools Sector. An important focus for ISANA as an organisation moving forward will be to ensure that we provide members with the value that warrants maintaining their membership.

ISANA New Zealand recorded a surplus for the 2014/15 financial year, prior to distribution of funds to the ISANA New Zealand Charitable Trust. As has been noted previously ISANA New Zealand's focus is on professional services, such as PD Days, while the ISANA New Zealand Charitable Trust funds scholarships and grants for the membership.

ISANA delivered six PD Days this year across the country (in Auckland, Hamilton, Palmerston North, Wellington, Christchurch and Dunedin). These proved again to be popular with some 200 people attending at least one of these days; it was really pleasing to see so many non-members in attendance. I would like to thank Marsh / Allianz and Crombie Lockwood /Uni-Care for sponsoring the PD Days and allowing ISANA as an organisation to maintain registration at an affordable level.

In addition to the PD Days, ISANA partnered with ANZSSA and ATLAANZ and delivered a successful symposium which focused on how students use social media to connect with family and friends. This event, held at Victoria University in October, proved popular with 100 in attendance. I would like to think that ISANA would continue to work with other organisations with similar goals and aspirations.

Next year the international ISANA Conference will be held in Wellington. Once every 4-5 years this conference is held in New Zealand and we hope that this opportunity will mean more of our members and others working in the sector on this side of the Tasman will be able to attend this excellent PD and networking opportunity.

During the year ISANA NZ engaged an external consult to undertake a comprehensive review of the organisation. This has now been completed and the Executive has received the final report, we will in turn circulate this document to our membership. The Executive will in turn engage with the membership around the 'road map' forward.

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 Kirsty McClure, Sissi Zhong and Stephen Hart, all who are leaving after serving the organisation well. I would also like to welcome Vivienne Anderson and Chris Beard who were elected onto the Executive at the AGM.

A special thanks to Claire Hastings, our administrator, who continues to serve the organisation and the membership well. Claire is the go-to person within ISANA New Zealand and continues to do a tremendous job.

I would like to wish you all the very best for remainder of 2015 and hope you have a restful and relaxing festive period.

Jason Cushen  
NZ President

## SANiTy - SOUTH AUSTRALIA & NORTHERN TERRITORY

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 organised three successful events which are listed below:

### **PD SESSION 1 - Gaming, Gambling and Trading**

Presenters:

Rosemary Hambledon – Relationships Australia

Enaam Oudih – The Peace Multicultural Gambling Help Service

Louise Skull – Woodcroft College

### **PD SESSION 2 - What's APPropriate?**

Presenters:

Ben Schmidt – Woodcroft College

Brigitte Sloom – The University of Adelaide Along with the above events the committee meet several times during the year.

### **PD SESSION 3 - How to position yourself for success regarding critical incident operationalisation and self-care**

Presenter:

Hedley Reberger – The University of Adelaide

### **Networking Event – Christmas Drinks**

Thursday, 26 November

Overall, feedback of 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.

Most of the events held this year was at no cost to members and their guests to increase the membership.

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

SANiTy Annual General Meeting was held on 18 September 2015. New committee listed below:

President	Louise Skull	Woodcroft College
Vice President	Tash Pressley	University Senior College
Secretary	Vacant	
Treasurer	Kathy Matthews	Allianz Global Assistance
Communication Officer	Vibeke Foss	Charles Darwin University
General Committee	Vanesa Duran	Flinders University
General Committee	Sarah Parrington	Study Adelaide
General Committee	Klaus Koefer	Flinders University
General Committee	Jon Lontos	Australian Institute of Business
General Committee	Quentin Andrews	Australian Institute of Business

At the end, I would like to acknowledge the hard work of all the branch committee members in making sure this year's events were a success.

Natasha Pressley  
Acting ISANA SANiTy President for 2015

## ACTiveNSW - NEW SOUTH WALES & AUSTRALIAN CAPITAL TERRITORY

This year has been a strong and cohesive one for the NSW/ACT Branch of ISANA. At last year's AGM we voted in two new members, Lyndall Benton as PD Manager and Bret Lyon as communications manager. Both have made significant contributions to the team. In general the team has performed well and thanks must also be made to Angela Leota-Hughes (Vice President) and Greg Zaharis (Treasurer). I'd like to make a special thanks to our ever diligent Secretary, Amy Choo, who has done such a great job in this role. Thanks to all of you for your commitment to ISANA, International students and our members.

It is with a great amount of sadness that I have informed our members that I am to step down from the position of Branch President to focus on research projects. I have been in the role since Jan 2014 and have thoroughly enjoyed the experience. During this time the Branch Committee has grown in strength and maturity and I am happy to say that I have great faith in the team. I will continue to support the new President and the committee in any way that I can.

In 2015 we held a total of six PD sessions, four in NSW and two in Canberra, please see the details below. The sessions were well attended and the feedback received was good.

Branch Committee members have attended a number of industry and association events this year. Our relationship with the City of Sydney has continued to develop and has led to much useful collaboration and networking opportunities. Vice President, Angela Leota- Hughes has contributed a lot of energy to this through attendance at the Living in Harmony planning meetings. CISA continues to be an important sister organisation and our Communications Manager, Brett Lyon, has done well to maintain this important relationship. The president and other committee members have represented ISANA at many networking and International Student events this year, please see details below.

Financially we are still in a strong position. We have provided most PD sessions free to members this year and non-members have paid only marginal contributions. We have successfully applied for a number of PD grants from ISANA National Council, which is what has kept us in a strong position.

### PD Sessions:

- **'Good, Better, Best Practice in International Student Support' 19<sup>th</sup> March 2015, Sydney and 16<sup>th</sup> April 2015, Canberra** Presenters:  
(1) Melita Hoskins, Assistant Director of the Overseas Students Ombudsman (OSO)  
(2) Thomas Ch'ng, National President, Council of International Students Australia (CISA), followed by discussion and networking opportunity.
- **'Problem Gambling Among International Students' 31<sup>st</sup> July, Sydney** – Presented by Ian Koh – Clinical Consultant of the Multicultural Problem Gambling Service for NSW.
- **'Insight into the Simplified international Student VISA Framework (SSVF) 17<sup>th</sup> November 2015, Canberra and 20<sup>th</sup> November 2015, Sydney**  
Presenters from Australian Immigration and Border Protection (DIBP):  
(1) Alice Maclean, Acting Director of the Student and Graduate Visas Section  
(2) Mike Ferguson, Director of International Education Policy.  
(3) Don Bellino – Assistant Director, NSW Student Centre
- **Exclusive PD Session** organised for a local international education provider

### **Events Attendance in 2015:**

- Sydney Lord Mayor's Welcome to International Students
- 2015 International Student Ambassador's Graduation Evening
- International Education Providers Networking session
- 2015 International Education Provider's Forum
- 2015 International Student of the Year Awards ceremony
- IEAA's Education Agent Focus Group
- CISA Conference in Melbourne
- Living In Harmony Thank You Dinner

Looking to the future, I am sure that a new President will bring fresh ideas and energy to the Branch. I would like to call upon one ACT member to join the Committee. The ACT needs someone to work with Amy and the PD manager to facilitate more PD in this area. There are many great opportunities for ISANA in the ACT but to enable this chapter of the branch to flourish, a second ACT member is essential. Overall it has been a very good year for the NSW/ACT Branch and I am confident that the current team, with a new president will build on this strength in 2016.

Ed 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
November 2015	- 400

Tracy Noble  
ISANA Secretariat

## WHAT WE DO:

Academic Manager ELICOS	Coordinator International Student Services	International Officer - Student Support
Academic Registrar	Counsellor	International Recruitment Executive
Academic Skills Advisor	Dean of International Students	International Scholarships Officer
Accommodation & Welfare Coordinator	Dep Manager Student Experience & Transition	International Services Manager
Accommodation Advisor	Deputy CEO	International Services Officer
Accommodation Coordinator	Deputy Director, Griffith International	International Settlement Officer
Accommodation Officer	Deputy Head of College	International Student & Homestay Co-ordinator
Accommodation Services Coordinator	Deputy Manager - CECS Student Services	International Student Administrator
Acting Manager, Student Equity & Disability	Deputy Principal	International Student Adviser
Activities Officer	Director	International Student Coordinator
Administration	Director International Student Program	International Student Counsellor
Administrative Assistant - International Office	Director - Student Development	International Student Engagement Officer
Administrative Officer	Director International Programs	International Student Management Coordinator
Administrative Officer (International Student Support)	Director of Academic & Student Services	International Student Manager
Administrative Officer (Student Services)	Director of Admissions & Marketing	International Student Officer
Administrator	Director of Higher Education	International Student Program Coordinator
Admissions Director, Australasia	Director of Quality and Standards	International Student Registrar
Admissions Manager	Director Student Services	International Student Services Coordinator
Admissions Officer	Director, Quality and Services	International Student Support
Assistant Dean (International Exchange)	Education Consultant	International Student Support Advisor
Assistant Director, Strategic Engagement	Educational Psychologist (Clinical Counsellor)	International Student Support Officer
Assistant Homestay Manager	Emerging Markets and OSHC Business Development Manager	International Student Support Worker
Assistant Manager	EnglishHELP Client Services Officer	International Student Welfare officer
Assistant Manager - Student Administration	Enrolments Officer	International Study Abroad Officer
Associate Director International Student Experience	Executive Manager	International Transition Coordinator
Ast Languages/ International Student Program	Executive Manager International Student Services	ISP Manager/Counsellor
AusAID Liaison Officer	Executive Officer	Learning Consultant - Team Leader
Branch Manager	Founder & Director	Learning Skills Tutor
Business Development Officer International	GELI Student Administration Manager	Lecturer
Business Manager	General Manager	Lecturer, School of Media and Communication
Business Program Coordinator	Global Brand Manager	Legal Counsel
Business System Manager	Head - Student Advice	Manager
CALD Co-ordinator	Head of Department	Manager - Student Development
Campus Director	Head of International Students	Manager Career Development
Campus Life	Head of Student Services	Manager Careers & Further Studies
Caseworker	Head, ACU English Language Centres	Manager International
Catholic Chaplain to Intl Students	Head, International Student Services	Manager International Education
CEO	Homestay Accommodation Officer	Manager International Pastoral Care
Chief Consultant	Homestay Co-ordinator	Manager International Student Advisory Unit
Chief Executive Officer	Homestay Manager	Manager International Student Engagement
Client Relations Manager	IELTS Stakeholder Relations Officer	Manager International Student Support
Client Service Officer (Australia Awards)	Inter-Cultural Engagement Officer	Manager Off-Campus Accommodation Services
Client Services Manager - QLD	International Administration Officer	Manager Student Experience
Compliance Officer	International Business Development Officer	Manager Student Support
Consultant (Cross-cultural Issues)	International Co-ordinator	Manager Student Welfare
Consultant: Intl Learning & Teaching Unit	International Coordinator (Compliance)	Manager Student Wellbeing
Coordinator - Careers & Further Studies	International Education Project Coordinator	Manager, Appeals & Review



Manager, Education Queensland International	Property Manager	Student Centre Manager
Manager, Engagement & Retention	PSN Manager	Student Counsellor
Manager, Housing Advisory Service	Psychologist	Student Engagement Coordinator
Manager, International Compliance	Registrar	Student Engagement Officer
Manager, International Operations	Research Fellow And Lecturer	Student Experience Coordinator
Manager, International Student Advisory Services (Brisbane)	Resident Director Programs	Student Experience Team Leader
Manager, International Student Care Service	Retired English Teacher	Student Finance & Advocacy Officer
Manager, International Student Life	Scholarships Officer	Student Relations Officer
Manager, International Student Services	Senior Accountant	Student Relations Team Leader
Manager, Multicultural Health & Support Service	Senior Case Manager	Student Services Coordinator
Manager, Student Engagement and Success	Senior Caseworker	Student Services Manager
Manager, Student Experience & Community Engagement	Senior Coordinator, International Student Wellbeing	Student Services Officer
Manager, Student Initiatives	Senior Counsellor	Student Support Adviser
Manager, Student Services	Senior International Student Advisor	Student Support and Engagement Coordinator
Managing Director	Senior Manager	Student Support Coordinator
Monash Connect Advisor	Senior Program Manager - Australia, Australian Partnerships	Student Support (AMS) Manager
Monash Connect Team Leader	Senior Project Officer	Student Support Officer
Monash Student Adviser	Senior Project Officer - Student Experience	Student Support Officer - International
National Account Manager	Senior Student Advisor	Student Welfare Advisor
National Manager - Business Growth & Implementation	Senior Study Abroad & Exchange Coordinator	Student Welfare Counsellor
Off Campus Accommodation Officer	Service Quality Manager	Student Welfare Manager
Office Manager - Agent Liaison	State Account Manager	Student Welfare Support Coordinator
Operations Manager, International Student Programs	State Manager	Student Wellbeing Advisor
Overseas Student Coordinator	Student Counsellor	Study Abroad & Exchange Coordinator
Overseas Student Officer	Student Administration Team Leader	Teacher
Overseas Student Partnerships Manager	Student Admissions Team Leader	Teacher/Student Counsellor
Principal	Student Advisor	Team Leader
Principal Administrator	Student Advisor And International Student Support Officer	Welfare and Engagement Manager
Program Manager	Student Advisory & Welfare Manager	Welfare Coordinator
Project Coordinator, Accommodation Support	Student Advocacy Officer	Welfare Officer
Project Manager International Education	Student and Community Support Manager	
Project Officer	Student Assist Team Leader	

## WHERE WE WORK:

Academics International Pty Ltd  
ACT Government - Education & Training Directorate  
AIPE  
Allianz Global Assistance  
Alphington Grammar School  
Anand International India  
Angels Immigration & Education Consultants  
ANZ Bank  
Aquinas College  
Arora Foreign Education Consultant  
Asia Pacific Education Consultant Pty Ltd  
Asia Pacific International Consulting Pty Ltd  
Asian Student Accommodation  
Austraining International  
AustraLearn  
Australia Education & Career Consultants  
Australian Catholic University  
Australian Education International  
Australian Homestay Network  
Australian Institute of Business  
Australian Institute Professional Education  
Australian National University  
Balcombe Grammar School  
Balmoral State High School  
Baxter Institute  
Beaconhills College  
Bendigo TAFE  
Blue Mountains International Hotel Management School  
Boomerang International Educational Services  
Brighton Grammar School  
Bupa Australia - Overseas Student Health Cover  
C Q University  
Caloundra Christian College  
Cambridge International College  
Campus Living Villages  
Canberra Institute Of Technology  
Canterbury College  
Career Key Visa Consultant Pty Ltd  
Carnegie Mellon University  
Cavendish Road State High School  
Central Australian College  
Centre For Culture, Ethnicity And Health  
Challenger Institute of Technology  
Charles Darwin University  
Chisholm Institute  
CIT Solutions  
City of Melbourne  
Cleveland District SHS  
CQ University  
Craigslea State High School  
Curtin College  
Curtin University of Technology  
Curtin University Sydney  
Deakin International  
Deakin University  
DECD - IES  
DEDJTR  
Dental Nursing Australia  
Department of Economic Development  
Department of Education Training & Employment  
DSDBI  
Duck Overseas Consultant  
Edinburgh College  
Education Adelaide  
Education Centre of Australia  
Education Queensland International  
Elanora State High School  
ESI Global Services  
Eynesbury (Navitas)  
Eynesbury College  
Familystay Australia  
Federation University Australia  
Flinders University  
Genazzano FCJ College  
Global Experience  
Global Programs In Sustainability  
Government Education And Training International Tasmania (GETI)  
Griffith University  
Hobart Academy  
Hobart College  
Homestay Network Pty Ltd  
ICTE-UQ  
IDP Education Australia  
IDP IELTS  
IELI @ Flinders University  
Immanuel College  
Imperial College of Trades  
Independent Schools Queensland  
Intensive English Language Institute  
International Australian Academy  
International Education Services  
International Education Services IES  
International Student Services QUT  
Ipswich Girls' Grammar School  
Ivanhoe Grammar School  
James Cook University  
Kate Dempsey & Associates  
Kawana Waters State College  
Kelvin Grove State College  
Kenmore SHS  
Kent Institute of Business & Technology  
Korowa Anglican Girls' School  
La Trobe Melbourne  
La Trobe University  
Language Studies International  
Macquarie City Campus  
Macquarie Institute  
Melbourne Institute of Business and Technology  
Melbourne University  
Mentone Girls' Grammar School  
Mercedes College  
Merrimac State School  
Metro College of Technology Pty Ltd  
Metropolitan Fire Brigade  
Mitchelton SHS  
MLC

MMJ Consulting  
Monash College  
Monash Postgraduate Association (MPA)  
Monash University  
Monash University English Language Centre  
Monash University Foundation Year  
MTSC Pty Ltd  
Multicultural Communities Council of SA Inc  
Murdoch University  
NAVITAS (Saibt/Celusa/Eynesbury)  
Netco Technology (NETCOTEC) Pty Ltd  
Nunawading Christian College  
Ozava  
Perth Institute of Business & Technology  
PIBT/NAVITAS  
Prime Foreign Education Consultant  
Prince Alfred College  
PSM Global  
Qld Institute of Business & Technology  
Queensland University of Technology  
QUT International Student Services  
Riverina Institute of TAFE  
RMIT  
Rosedale State High School  
Saga Studies Pty Ltd  
SAIBT/CELUSA  
School Of Psychology, The University of Queensland  
Smithfield State High School  
South Australian Institute of Business and Technology  
Southern Cross University  
Stanley College  
Student Accommodation Services Pty. Ltd.  
Study Adelaide  
Study Gold Coast  
Study Group - Taylors College  
Study Melbourne Student Centre  
StudyGroup  
Stydynet Pty Ltd  
Swinburne University of Technology  
TAFE Queensland Brisbane  
TAFE Queensland North  
TAFE Queensland SkillsTech  
TAFE SA  
TAFE South Australia International  
TasTAFE  
The Imperial College of Australia  
The University of Newcastle  
Top Education Institute  
Townsville International English School  
Trinity  
Trinity Bay State High School  
Trinity College  
Trinity College Foundation Studies  
Trinity College Gawler Inc  
TWGG Melbourne Pty Ltd  
UCL Australia  
Universal Students' Consultancy  
University College London  
University of Adelaide  
University of Canberra  
University Of Divinity  
University of Melbourne

University of New England  
University of New South Wales  
University of Newcastle  
University of Notre Dame Australia  
University of South Australia  
University of Southern Qld  
University of Tasmania  
University of The Sunshine Coast  
University of Wollongong  
University Senior College  
UNSW Global  
UOW College  
Urbanest  
USQ University of Southern QLD  
UTS:INSEARCH  
UWS  
Victoria University  
Wesley College  
Westbourne Grammar School  
Whitefriars College  
Woodcroft College  
Yarra Theological College - Member Institution of University of Divinity  
Yeronga High School  
Zenith Business Academy

## DECLARATION OF INTEREST

NIL

## LIFE MEMBERS

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

---

**ISANA INTERNATIONAL EDUCATION**

**ASSOCIATION INC.**

*Financial Statements*

*For the Year Ended 30 September 2015*

# 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 2015 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 / MARYANN SEOW

Dated: 16 November 2015

Bentleys Tasmania Audit  
Pty Ltd

2nd Floor, 39 Sandy Bay Road  
Hobart 7000

PO Box 205  
Battery Point 7004

ABN 80 130 770 553

T +61 3 6242 7000

F +61 3 6278 3555

admin@bentleystas.com.au  
bentleys.com.au

## **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 2015, 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 2015 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: 16 November 2015



**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**INCOME & EXPENDITURE STATEMENT**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2015**

	2015	2014
	\$	\$
<b>INCOME</b>		
<b>ACTIVITIES</b>		
Membership Fees	46,943	45,100
Professional Development	48,503	38,389
Conference Profit	3,854	4,952
Interest Income	2,282	8,409
Sponsorship	-	455
Sundry Income	420	430
Product Sales	9,091	245
<b>TOTAL INCOME</b>	<u>111,093</u>	<u>97,980</u>
<b>COST OF ACTIVITIES</b>		
Accommodation	-	1,515
Business Development	7,443	-
Conference Fees & Expenses	64,522	38,471
Catering & Meals	1,647	2,654
Products for resale	349	99
<b>TOTAL COST OF ACTIVITIES</b>	<u>73,961</u>	<u>42,739</u>
<b>GROSS PROFIT - ACTIVITIES</b>	<u>37,132</u>	<u>55,241</u>
<b>OTHER EXPENSES</b>		
<u>Overhead Expenses</u>		
Audit Fees	2,600	2,600
Bookkeeping	210	367
Bank Charges	600	475
Insurance	4,318	4,471
Government Charges	76	-
Governance Manual	-	8,000
Legal Expenses	6,171	3,262
Postage	10	98
Printing & Stationery	5,201	3,662
Registration Fees	3	-
Secretariat	22,309	20,504
Staff Amenities	-	901
Sundry Expenses	1,323	528
	<u>42,821</u>	<u>44,868</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,062	1,575
Web Design & Maintenance	4,542	5,942
	<u>5,604</u>	<u>7,517</u>
<u>Travel Costs</u>		
Airfares	679	-
Taxis & Fuel	127	-
Accommodation	25,487	14,460
	<u>26,293</u>	<u>14,460</u>
<b>TOTAL OTHER EXPENSES</b>	<u>74,718</u>	<u>66,845</u>
<b>SURPLUS/(DEFICIT)</b>	<u>(37,586)</u>	<u>(11,604)</u>
Bursaries	14,380	16,300
<b>NET SURPLUS/(DEFICIT) AFTER AWARDS</b>	<u>(51,966)</u>	<u>(27,904)</u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 SEPTEMBER 2015**

	2015	2014
	\$	\$
<b><u>ACCUMULATED FUNDS</u></b>		
Opening Balance as at 1 October	201,500	229,404
Net Surplus/(Deficit) for the Year	(51,966)	(27,904)
Closing Balance as at 30 September	<u>149,534</u>	<u>201,500</u>
 <i>Represented by:</i>		
<b><u>CURRENT ASSETS</u></b>		
Business Account	46,871	69,603
VIC - Bank Account	9,792	15,947
QLD - Bank Account	6,154	2,844
SA - Bank Account	4,320	4,355
WA - Bank Account	15,048	15,018
NSW - Bank Account	3,249	-
National - Investment Account	43,344	72,438
Victoria - Investment Account	22,950	22,634
	<u>151,728</u>	<u>202,839</u>
<b><u>NON-CURRENT ASSETS</u></b>		
Credit Union Membership	10	10
	<u>10</u>	<u>10</u>
<b>TOTAL ASSETS</b>	<u>151,738</u>	<u>202,849</u>
<b><u>CURRENT LIABILITIES</u></b>		
Other Current Liabilities	-	-
GST	2,204	1,349
	<u>2,204</u>	<u>1,349</u>
<b>NET ASSETS</b>	<u>149,534</u>	<u>201,500</u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**NOTES TO AND FORMING PART OF THE ACCOUNTS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2015**

**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.

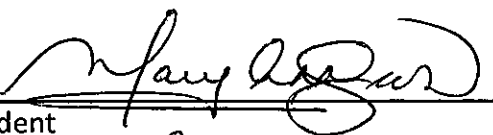
The following is a summary of the material accounting policies adopted by the Association in the preparation of the financial statements. The accounting policies have been consistently applied, unless otherwise stated:

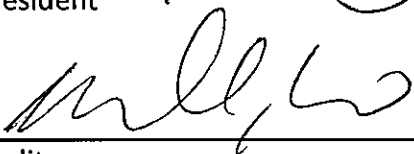
**Income Tax**

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

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**2014 - 2015 COMMITTEE MEMBERS**

President	Mary Ann Seow University of South Australia, GPO Box 2471, Adelaide, SA
Vice President	Bronwyn Gilson 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	Natasha Pressley University Senior College, 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	Kathryn Williams Challenger Institute of Technology, Perth

  
\_\_\_\_\_  
President

  
\_\_\_\_\_  
Auditor

16 November 2015



International Education Association Inc.

[www.isana.org.au](http://www.isana.org.au)

228 Liverpool Street

HOBART TAS 7000

TEL: 03 6231 0253

FAX: 03 6231 1522

Email: [isana@isana.org.au](mailto:isana@isana.org.au)

ABN: 42 335 124 078