

ANNUAL REPORT

ISANA International Education Association Inc.



2016



EDUCATE – ADVOCATE

ISANA – International Education Association:

- 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.

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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:

- National President – Mary Ann Seow
- Vice-President- Bronwyn Gilson
- Vice-President (Professional Development) – Tom Bayliss-Hack
- Vice-President (Planning and Development) – Paula Durance
- Communications Manager – Brett Lyon
- Treasurer – Kathy Matthews (to March) Molly Bonnefin (from March)
- New South Wales/ACT – Eveline Overink (to July) Angela Leota-Hughes (from August)
- Victoria/Tasmania – Manorani Guy
- South Australia/Northern Territory – Louise Skull
- Western Australia – Kathryn Williams
- Queensland – Samantha Hilbig
- Secretariat – Tracy Noble

I wish to take this opportunity to thank Kathy Matthews for the voluntary work she has done for us as National Treasurer. Kathy, who continues to be State Treasurer for the SA/NT Branch had also volunteered as our National Treasurer for the 2014-2015 term of office and was to continue in this role for the 2016-2017 term. We have greatly appreciated her contribution and are sad to see her go.

Eveline Overink was elected as the State President for the NSW/ACT Branch for this term. The National Council and the Branch have lost the enthusiasm and leadership and valuable participation from Eveline, who, like Kathy, stepped down because of increased work commitments. Both the Branch and National Council are grateful that Vice-President Angela Leota-Hughes has agreed to take on the role of President. It has been great to work with Angela thus far and we thank her for her willingness to step up.

Last year, we advised members that we were undertaking the final steps towards moving ISANA towards a company status with limited liability. This was to enable ISANA to operate more effectively as a national body as it does with semi-independent branches and a national council. We have decided to postpone the final transfer as there are substantial costs involved. Members will be advised of future actions in this matter. In the interim, Amy Choo from the NSW/ACT ISANA branch has agreed to be ISANA's Public Officer as ISANA is incorporated in the ACT. I thank Amy for stepping into this role. This will enable ISANA to continue operations as usual.

At the start of the year, I advised members of our support to a new refereed journal called *Transition: Journal of Transient Migration*. The first issue has been released and from the second issue, members will be able to read the referred papers that have been accepted at the ISANA National Conferences. This is an important benefit for members who will be able to access the journal through a members' only portal on the ISANA website. As our referred papers are written by ISANA professional staff members in the International Education sector, this journal provides these

ISANA members with an opportunity rarely afforded to non-academic staff. I encourage members to go to the website to access this new journal.

In April this year, the Australian Government launched the first National International Education Strategy in Hobart, Tasmania. The strategy had commenced the year before with a Ministerial Roundtable where ISANA was invited to contribute. In October this year, the Government appointed a Council for International Education to oversee the National Strategy. ISANA will collaborate and contribute wherever it can towards ensuring that the international student experience and student welfare are considered in the implementation of the National Strategy.

To this end, ISANA is pleased to have been invited to provide input into the current review of the National Code. In October this year, the International Group, Policy and Systems Branch of the Department of Education and Training invited representatives of several peak bodies to meet in separate meetings to discuss a draft of the revised National Code. ISANA was represented by myself with National Council members – Molly Bonnefin, Paula Durance, Manorani Guy and Immediate Past President Danielle Hartridge in Melbourne. We presented preliminary feedback gathered from National Council to the Branch Manager and Policy Adviser. With the input from members, ISANA will contribute towards the government deliberations on the new National Code that will come into effect in 2017.

The support of international students in Australia has been a cornerstone of ISANA. ISANA's relationship with CISA is about supporting the development of student leaders. We are pleased to continue this relationship and each year Council invites CISA to a Council meeting and to our annual conference. In July this year, ISANA was invited to the Annual CISA conference held in Darwin to be on a panel with the Chair of TEQSA and CEO of IEAA. In addition, I conducted an interactive workshop for delegates on 'Challenges in accessing student services'. Delegates also shared the best strategies they have experience so that they could learn from the strategies and adapt them for their respective student organisations and education environment. On behalf of the National Council, I encourage all members to take every opportunity to mentor and develop the international student leaders. In their hands lie the future of not only CISA, but also the voice of international students at the local level and right through to government.

The current state of the Association has been challenging. Due to a number of reasons including changes in international support services in the Higher Education sector as well as budgetary constraints, there have been impacts on membership numbers. However, steadily over the year and through the hard work of branches, we have 100 new members.

National finances come solely from membership fees and any profit from the national conference. All expenses for the ISANA at the national level, including travel and accommodation expenses, bursaries, cost of the Secretariat and upkeep of the website come from membership fees. The financial situation of the branches is different as they rely on professional development and surplus from State-based conferences. The financial situation overall for branches is sound. More detailed information of the overall finances is available from the National Treasurer's report. We will be looking at various ways to decrease our expenses and ways to increase financial support next year without compromising on the services you expect. One of the avenues we have explored this year is the move towards conducting Professional Development and Council meetings through webinars. This technology will enable members and non-members more opportunity to participate in PD. We hope this move will be met with approval by members.

In conclusion, I would like to thank members of National Council who have been incredible to work with. I also like to offer special thanks to our ISANA Secretariat, Tracy Noble for her valuable contribution, endless patience and organisational skills. Together, we look forward to a productive 2017.

Mary Ann Seow
National President

TREASURERS REPORT

As the President has mentioned in her report, 2016 has been challenging for the National Council as revenue is down from the previous year as there has been no additional income in the form of product sales.

We opened the year with \$21k less in the account than at the start of the 2015 Financial Year. Total revenue for 2016 this year has been \$101,641. Professional Development activities cost \$47,754, leaving Gross Profit of \$53,877.

Overall, operating costs have been kept in check, in line with our reduced revenue. This has resulted in an overall deficit for the year of \$21,231, which is significantly lower than last year's expenditure. This leaves ISANA with net assets of \$128,303 at the end of this financial year.

In closing I would like to thank my predecessor, Kathy Matthews, for her all her work in the first part of this year and her support when she handed over the reins. My thanks also to Tracy Noble for her invaluable assistance in the efficient day to day management of the ISANA accounts.

Molly Bonnefin
National Treasurer

VICTORIA & TASMANIA

This has been my first year as ISANA VIC/TAS president and I would like to thank Sharon Smith for her four years of hard work resulting in a vibrant and very active branch. There have been many personal and professional challenges to be met in taking on this new role. However, it has been a year of great personal growth and development for myself and the committee members many of whom were also new.

Building collaborative relationships based on trust has been the key to ISANA VIC/TAS approach for 2016. Strong personal connections has been built across organisational boundaries, the committee, state/federal government, members and non-members. These participants have passionately contributed ideas, served on committees and projects in various capacities. We have also been lucky this year to have a strong presence of students volunteering and participating in our sessions.

Professional Development Activities for 2016

ISANA VIC/TAS has run two very well attended professional development events in 2016.

1) Collaboration and Careers held on May 10 2016

ISANA's first professional development day on Collaboration and Careers held on May 10 this year was a resounding success. As a result of the recommendations from the participants there has been an establishment of an active working committee called the *-Victorian Working Group on International Student Employability (suggested acronym VWISE or VicWISE)*. This has now turned in to a full time project.

2) Government and Compliance - When the Government Knocks held on 12th August

This is a very popular session for VIC/TAS annually and we had around 90 participants attending. Presenters were directly from Canberra: Department of Education and Training, Department of Immigration and Border Protection. The focus was on changes to recent government legislation and policies. The Victorian Registrations and Qualifications Authority had the opportunity to share with the participants the Victorian Child Safe Standards which had been recently released.

3) Best Practice in International Student Advising to be held Nov 17

This final session will be facilitated by Renato Simionato a registered clinical and industrial psychologist who has worked with Australasian and multinational corporations as a facilitator, trainer, consultant, and corporate coach. He will outline five of the most effective strategies for improving resilience within a challenging work environment in the international student sector.

Professional Development Session Tasmania

ISANA Tasmania PD has been post postponed due to insufficient attendees and ISANA will revisit plans to run the session in 2017.

ISANA State Conference held on Friday Sept 9

Theme : Networking Today For Tomorrow

VIC/TAS State Conference was attended by a DIVERSE range of delegates (over 100) from universities, private colleges and organisations, OSHC, care giver companies, student bodies and the government sector. I would like to thank the committee who had designed a well-balanced program and volunteered their time to make this event a success. The format of the conference included sessions presented by industry experts, student panels and interactive sessions.

A high level of networking for delegates was facilitated through the cocktail and networking event at the conclusion of the day's proceedings.

Membership Drive

VIC/TAS has been exploring innovative approaches to increase memberships. In March 2016 the Branch commenced with 130 members and currently we are sitting around a total of 170 members.

Current Projects and Relationships With Other Organisations

1) OSHC

The project is being revisited with a new working group made up of OSHC providers, various student bodies, VTI and the City of Melbourne. The first phase of the project is to collect current data on the use of emergency services by international students in Victoria. This information will assist us in preparing a more comprehensive report with up to date data and recommendations that can be presented to relevant stake holders.

2) Mental Health

ISANA is currently working on a document with student bodies, psychologists, psychotherapist, and OSHC providers to design a program that offers early intervention to support students within their peer group. The document outlines an innovative proposal called the "Mental Health and Well Being Ambassadorship Program." In the proposal student "ambassadors" are trained to deliver mental health first aid to international students in need.

3) Joint Webinar Working group with ISANA National

ISANA VIC/TAS has been part of a working group looking at opportunities of online PD delivery for ISANA members nationally using the GOTOWEBINAR software. The working group has identified that this service is cost effective and allows the branches to reach out to all their members especially in the regional areas who are unable to attend face to face sessions. Look out for this space in 2017.

Conclusion

ISANA Vic /Tas continues to be the voice for their members. This year collaboration has been the driving force behind all the activities and events ISANA Vic Tas has been participating in. The branch has been involved in Hon. Steve Herbert MP, Victorian Minister for Victorian International

Education Ministerial Advisory Roundtable, The Victorian School International Group, Study Melbourne Advisory Network Centre for International Education, The International Student Accommodation Project, and ISANA has provided feedback on the draft changes to the National Code.

A very big thank you to the members of the VIC/TAS committee. They were passionate, energetic, conscientious, dedicated volunteers who have spearheaded the collaborative work approach for 2016. As Vic Tas President I would like to acknowledge the enormous contribution of this group who have worked tirelessly to ensure that the branch is effective.

To all our partners and stakeholders we are indebted to you for your leadership and guidance to inspire real transformation and to drive positive change within the international student sector in Victoria.

I would like to conclude with a special thanks to Tracy Noble from the Secretariat for her support.

Manorani Guy
VIC/TAS President

QUEENSLAND

Wednesday the 16th March 2016

Began the year with an Orientation Debrief workshop attended by 20 colleagues. Discussion was about best practice, what works, what does not and how to encourage student engagement.

Wednesday May 18th 2016

Associate Professor Shanton Chang presented to 30 members and nonmembers at QUT, an informative workshop on Digital Journeys and Experience of International Students. It was a successful and very interesting afternoon.

Friday the 17th June 2016

Risk Management and Underage students

Wendy Gilbert, Manager (Compliance and Strategy), International Student Programs, Education Qld International lead an informative discussion on Under 18 processes and the risks associated with accommodation and providing welfare for these cohort of students across secondary ,TAFE and University sectors. This was followed by group discussion on various scenarios.

The opening of the new student Hub for Brisbane was attended. This is a combined project between Multicultural Development Association (MDA QLD) and Study Brisbane and the State Library. It provides a free, welcoming support service for international students in Queensland. The Hub is located at The Edge in the State Library. What a great initiative!

Friday the 28th October

Cross Cultural Competency Training with Mr Craig Shim from MDA was unfortunately cancelled due to low numbers. Hopefully this will be run in 2017.

Work, by a small national group is being undertaken to create webinars as a way of connecting regional members with professional development opportunities. Tom Bayliss-Hack, Paula Dunstan, Lyndall Benton, Natasha Pressley and Helen Zhang are all working hard on this project.

The year will round off with an end of year function and get together in December to thank members for their continued support.

Focus for 2017 will be on the National Conference, developing partnerships with local businesses and promoting ISANA to potential sponsors. We look forward to our members becoming involved in the preparation and planning for what will be an exciting conference here in the Sunshine State

With the introduction of the Newsletter we hope to encourage more participation from our

members and increase our attendance at workshops and professional development gatherings.

A little about our Committee Members:

President Samantha Hilbig

I have been an active member of ISANA for many years and have been current Queensland President for 3 years. I started my experience with International students as a Student Adviser with Charles Darwin University over 16 years ago and have been employed by Griffith University for 12 years, 10 years as Homestay Coordinator. In my role I have experienced many highs and lows as this role is very diverse and involves interacting with students, families, agents and both internal and external community sectors.

ISANA has provided me with the opportunity to interact with many people from different sectors, develop my skills and also create lifelong friendships.

Vice President Andrea Wallace

In 2006, Andrea commenced at Allianz Global Assistance, specifically in the Overseas Student Health Cover (OSHC) business and has fostered many relationships with Universities and education providers across Australia. She has been working with students and staff to provide better services and delivery for the provision of OSHC. Andrea has been an ISANA member for a number of years and has held a role of ISANA QLD Communication Officer for 2 consecutive periods and is now the Vice-President of the ISANA QLD branch. She has been involved in a number of forums that assist with many of the issues that affect international students with particular interest in their health and the support services.

Secretary Janet Flanagan Manager Student Services ICTE University of Queensland

Janet has been involved with ISANA for several years and is passionate about her role at ICTE coordinating the Homestay Program and Student Services area for the Institute. Janet has taken on the role of Secretary for ISANA QLD. In her role Janet provides and manages a range of program-related services and student/participant support services, e.g. airport reception, homestay accommodation placement, extra-curricular and leisure/cultural activities.

Treasurer Christine Wang

Christine was an international student in Australia. After graduating with her second Master degree, she started work at International Student Services at Queensland University of Technology in 2011. She undertook a number of roles which include looking after different student cohorts such as Australia Awards Scholarship students, domestic students with CALD background, research students and all international students. She is very passionate about international students' settlement and study issues. As an international student herself, she has a good understanding about international student's life in Australia. Christine joined ISANA in 2013 and has been the ISANA QLD Branch treasurer since 2016.

Communications Officer Judith Martin

Judy Martin has been the International Student Coordinator at Mitchelton State High School for 10 years. This school is an internationally accredited school through Education Queensland International. Judy is also an English teacher and teaches Year 11 and Year 12 students English for ESL Learners. This is an Authority subject for students whose first language is not English. She thoroughly enjoys the different cultures and challenges that come with her roles.

Many thanks to our Current Committee for their continued support and time in arranging our workshops and promoting ISANA Qld. Also special thanks to members and non-members for their participation and association with ISANA.

Samantha Hilbig
QLD President

SANITY

2016 has gone by in a flash and I can't believe we are already at Christmas. ISANA for SA and The NT has been slow this year for a myriad of reasons. It has been more difficult to attract committee members as institutions reducing their international specific staff and are not always supportive of allowing staff to attend meetings.

However, we have had a great team and I thank them all for their time, camaraderie and professionalism.

SANiTy offers some fabulous professional development so we hope that as institutions settle down in their restructuring we will attract more memberships and support and can offer student support staff the communication and information they require.

This year we ran a Mental Health First Aid Training which was well attended and participants believe that all staff working with international students should be trained in Mental Health First Aid. We are considering re-offering the course next year.

Our annual conference day was not particularly well attended compared to past years, but for those there the presentations and content was outstanding.

We aim to attract more members and offer more targeted support in 2017 beginning with a training course in sexual health to enable staff to support students turning to the sex industry to support their studies.

Thank you again to all committee members for a job well done.

Louise Skull
SANiTy President

ACTive NSW

During my time as the Acting President of the branch for the ACTive NSW it has been nothing but positive, and rewarding with a support of my committee members working together, The branch has focused more on getting new memberships and building our branch networks.

The key focus moving forward is to build relationships with stakeholders within the NSW and ACT, such as the NSW Police, NSW Fire and Rescue, City of Sydney and Service NSW.

In the ACT we have had a strong presence of new members from ANU and the International Education /ACT Government,

Moving forward for 2017, the current committee have a passion to build more on these and target the private sector to provide more professional development that focus on welfare, student experience and compliance

We have welcomed on board a member of the committee, Nuala who is passionate and has not only provided insight of what is happening within service NSW, but is also the communications officer for the branch.

Accomplishments 2016

- Student Basketball Tournament
- Increase of New Members for NSW and ACT, mostly through – Word of Mouth , and Isana business cards
- International Education Provider Forum in NSW
- Service NSW – International student support services
- Lord Mayor Welcome Reception

I would like to take this opportunity to thank my committee and members for their continuous support and look forward to another year as President

Angela Leota-Hughes
ACTiveNSW President

WESTERN AUSTRALIA

2016 has proven to be a challenging year in trying to rebuild the WA Branch of ISANA with it being dormant for over three years.

April 2016 – networking breakfast was held to try and gather feedback from current members in regard to professional development sessions and/or events that the current members were interested in attending. Unfortunately this was not well attended so the Committee decided to focus on the ISANA/ANZSSA State Conference.

September 2016 – ISANA/ANZSSA State Conference

“Retention: Your Contribution” with over 90 attendees from across all training sectors. Sean Murray, conference convenor noted that there was an increase in attendees from previous conferences.

ISANA WA Branch Vice President, Sook Leng Chan presented a session on “Student at Risk Intervention Process – Curtin College”, this session was very well received by those who attended. Other sessions included Curtin University’s Disability Services for students with ADHD and anxiety, Murdoch University’s LACE program which helps to integrate the students from Murdoch International into Murdoch University.

ISANA WA will be responsible for convening the conference for 2017.

If any members have any ideas as to a topic/theme for the 2017 ISANA/ANZSSA State Conference, please email wa@isana.org.au

The Committee also approached Study Perth with the aim of partnering a student welcome desk at the Perth Airport. Unfortunately, plans were already underway for “Student Greeters” with sponsorship from universities, State Government and City of Perth.

Kathryn Williams – President

Kathryn has been involved with the education sector for over 20 years, first as a student then holding various positions within the VET sector. She has worked in the international education sector for the past 12 years.

Before taking up the position of President for the WA Branch of ISANA, Kathryn was Vice President of Council for International Students of Western Australia (CISWA) and served on their Executive Council for three years.

Her current position of Team Leader International Student Services at South Metropolitan TAFE, Kathryn is responsible for managing a team of staff to provide international student support services across eight campuses.

South Metropolitan TAFE (formally Challenger Institute of Technology) has been a finalist in the WA International Training Provider of the Year Awards in 2014 & 2015 with the judging panel giving top marks to the pastoral care/student support services.

Sook Leng Chan – Vice President

Sook Leng's career in international education started in 1986 where she was appointed to open up international markets for a VET provider. English is not her first language and she arrived in Perth to complete TEE and tertiary education. She therefore has first-hand experience in the challenges faced by many of our international students. Being multi-lingual this skill was shamelessly used in student recruitment but most importantly she has a sound knowledge of the differences in the various education systems in the international markets as well as in WA.

Aside from student recruitment, she has held teaching positions in VET programs, first and second year tertiary units, worked as Head of School and managed pastoral care. In her current role as Student Advisory Manager at Curtin College is responsible for managing student services, academic advice and providing pastoral care to the students. In the AQUA (Australian Quality University Agency) audit in 2010, Sook Leng formulated and implemented the Student at Risk Intervention Program and this was commended as best practice and later placed on the national website. This program has since been further refined to reflect current practices and to better fit to the current student needs.

Priya Shah - Treasurer

Priya Shah studied Diploma of Business at Perth Institute of Business and Technology (PIBT) and completed her Bachelor of Accounting and e-Commerce at Edith Cowan University (ECU). She proceeded to work at a non-profit organisation while completing her CPA Qualification. She then moved on to PIBT (now Edith Cowan College) as Assistant Accountant. She advanced to the Senior Accountant role for Curtin College and Edith Cowan College (University Pathway Divisions of Navitas). Priya has been with Navitas for a decade now.

She loves travelling, writing and reading. She is currently studying Diploma of Positive Psychology and is very passionate about it. She has published some posts which can be found at <https://www.linkedin.com/in/priya-shah-cpa-acma-a9143744>. She also facilitates and runs Positive Psychology workshops. Besides volunteering as ISANA Treasurer, she has previously volunteered at Navitas in partnership with Australian Business Community Network in the SPARKS, GOALS AND FOCUS Programs, and is currently in the CPA Congress Task Force Committee and also regularly mentors CPA Associates.

Kathryn Williams
WA President

NEW ZEALAND

It is a pleasure to be able to report on the past 12 months, a period which has seen a considerable amount of change.

Our longstanding Administrator Claire Hastings stood down in May 2016, after a decade in the role. For many Claire was the electronic-face of ISANA and as an organisation we owe her a considerable debt for her many years of service.

ISANA New Zealand membership continues to hold-up well despite ongoing pressure within the industry to sustain membership of professional organisations for student support staff. While the Auckland region has the highest number of members we have members across the country and are well supported in the Wellington, Otago and Manawatu regions. The University sector continues to represent the largest sector group of all members, followed by the ITP Sector, the School Sector and the PTE Sector (though this sector is recording some growth).

Over the past 12 months ISANA has continued to work with other key organisations SIEBA, Ministry of Education International Section, Education New Zealand, NZQA and Immigration New Zealand to ensure that a wide range of views are heard by the decision makers within the industry. In particular we are working towards partnering with SIEBA and Education New Zealand, specifically in the area of professional development and training.

ISANA New Zealand's finances remain robust, allowing us to not only keep membership and professional cost down, but also to invest in a number of key initiatives in recent years. The ongoing support from our family of sponsors has been a key reason why we are on the right side of the ledger, and I would like to take this opportunity to acknowledge and thank Marsh, Allianz, Unicare and International Student Ministries of New Zealand (ISMNZ).

During the year we held three very successful PD Days (in Auckland, Palmerston North and Dunedin). Attendance at these events exceed our expectations and the feedback we have had to date has been very positive. Our thanks to Marsh / Allianz for supporting these days and all those who contributed.

I was thrilled to award Terry McGrath, a current ISANA New Zealand Vice President and a highly regarded member of the international education community in New Zealand, the ISANA NZ Award for leadership and service within the industry and tireless contributions over many years.

The Review that the ISANA Executive initiated 18 months ago to consider our place within the wider industry, the way we serve our members and changes that should be made moving forward is now complete and the Executive has now started to operationalise the recommendations. Over the next year we will begin to make changes as part of a 'road map' and we will communicate these as they

occur to our membership. 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.

This is my last report as President as I stand down at the AGM after five years in the role. It has been a real privilege, and I regard myself as fortunate to have been able to have had the opportunity and to have met so many of our wonderful members across the country. I am thrilled that Lesley McDonald has been nominated by the Executive to become the next President, she is just the right person for the organisation as it moves forward.

On behalf of the New Zealand Executive I would like to wish all ISANA members a good end to the academic year and relaxing and safe Christmas.

Jason Cushen
New Zealand 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 Secretariats role also includes the responsibility of book-keeping (XERO), and preparing and lodging the BAS for each quarter.

Membership figures:

November 2010	- 485
November 2011	- 460
November 2012	- 407
November 2013	- 408
November 2014	- 414
November 2015	- 400
November 2016	- 421

Tracy Noble
ISANA Secretariat

DECLARATION OF INTEREST

NIL

LIFE MEMBERS

- Graeme Baguley
- Heather Bigelow
 - Jenni Burchill
 - Bryan Burke
- Shanton Chang
- Melanie Duncan
 - Paula Dunstan
 - Felicity Fallon
 - Diana Gabb
- Danielle Hartridge
 - Brit Helgeby
- Gilbert Hennequin
 - Margaret Hill
 - Carol Hogan
 - Vivien Hope
- Audrey Horridge
 - Ross Lehman
 - Sylvia Lewohl
 - Elaine McBride
- Hedley Reberger
- Gavin Sanderson
 - Peter Spolc
 - Patrick Willix
 - Liz Wright

WHAT WE DO:

Academic And Student Services Officer (specialist)
 Academic Coordinator- College Of Business
 Academic Registrar
 Accommodation & Under 18 Guidance Officer
 Accommodation & Welfare Coordinator
 Accommodation Adviser
 Accommodation Coordinator
 Accommodation Officer
 Accommodation Services Coordinator
 Acting Manager, Student Equity & Disability
 Administrative Assistant - International Office
 Administrative Officer
 Administrator
 Admissions Manager
 Admissions Officer
 Admissions Officer/International Student Coordinator
 Area General Manager
 Assistant Dean (International Exchange)
 Assistant Director, Strategic Engagement
 Assistant Manager
 Assistant Manager, International Admissions Management
 Assistant Manager, International Engagement Team
 Assistant Project Officer
 Associate Dean Student Services
 Associate Director NSW
 Associate Vice Chancellor Cairns & FNQ Region
 Branch Manager
 Business Manager
 Business Program Coordinator
 Campus Director
 Campus Life
 Career Development Officer
 Careers and Alumni Coordinator
 CEO
 Ceo/director
 Change Manager
 Chief Consultant
 Chief Executive Officer
 Client Relations Manager
 Client Service Officer (Australia Awards)
 Compliance Officer
 Compliance/ Welfare Officer
 Consultant (Cross-cultural Issues)
 Consultant: Intl Learning & Teaching Unit
 Coordinator International Student Services
 Counsellor
 Dean of International Students
 Deputy CEO

Deputy Manager - CECS Student Services
 Deputy Principal
 Director
 Director - International Programs
 Director International Student Program
 Director of Academic & Student Services
 Director of Admissions & Marketing
 Director of Higher Education
 Director of Quality and Standards
 Director Student Services
 Director, Careers Service
 Director, Quality and Services
 Disability Liaison
 Education Consultant
 Educational Psychologist (Clinical Counsellor)
 Enrolments Manager
 Executive Chairman
 Executive Director
 Executive Manager
 Executive Manager International Student Services
 Executive Manager Student Engagement
 Executive Officer
 Experiential Learning Advisor
 General Manager
 Global Brand Manager
 Global Education Coordinator
 Head of Campus
 Head Of Department
 Head of Department, International and EAL/D
 Head of Department, International Studies
 Head of International Students
 Head of Student Services
 Head, ACU English Language Centres
 Head, International Student Services
 Homestay Accommodation Officer
 Homestay Coordinator
 Homestay Manager
 Housing and Accommodation
 Manager Pathways School
 IELTS Stakeholder Relations Officer
 Inter-Cultural Engagement Officer
 International Business Development Officer
 International Coordinator
 International Coordinator (Compliance)
 International Education Project Coordinator
 International Engagement Officer
 International Exchange Students Program Assistant
 International Homestay Coordinator
 International Marketing Manager
 International Programs Coordinator
 International Programs Manager

International Scholarships Officer
 International Services Compliance Manager
 International Services Coordinator
 International Settlement Officer
 International Student & Homestay Coordinator
 International Student & Youth Project Officer
 International Student Administrator
 International Student Adviser
 International Student Advisor/Teacher
 International Student Coordinator
 International Student Coordinator/Teacher
 International Student Counselor
 International Student Engagement Officer
 International Student Officer
 International Student Program Coordinator
 International Student Registrar
 International Student Services Coordinator
 International Student Services Manager
 International Student Support
 International Student Support Advisor
 International Student Support Officer
 International Student Support Worker
 International Study Abroad Officer
 International Transition Coordinator
 Internationalisation Officer (AEL group)
 ISP Manager/Counsellor
 Key Account Manager VIC/TAS
 Key Account Manager WA
 Learning Advisor
 Learning Consultant - Team Leader
 Learning Skills Tutor
 Legal Counsel
 Manager
 Manager - Student Development
 Manager Career Development
 Manager International Education
 Manager International Engagement
 Manager International Services & Compliance
 Manager International Student Advisory Unit
 Manager International Student Engagement
 Manager International Student Support
 Manager Off-Campus Accommodation Services
 Manager Student Engagement
 Manager Student Engagement and Experience
 Manager Student Experience
 Manager Student Services
 Manager Student Support
 Manager Student Wellbeing

Manager Teaching And Learning Support
Manager, Compliance and Strategy, International Student Programs
Manager, International Admissions Management
Manager, International Operations
Manager, International Student Care Service
Manager, International Student Life
Manager, International Student Services
Manager, Multicultural Health & Support Service
Manager, Student Engagement
Manager, Student Initiatives
Managing Director
Monash Connect Advisor
Monash Connect Team Leader
Monash Student Adviser
National Account Manager
National Sales Manager, Transformation
Non-residential College Coordinator
Operations Manager, International Student Programs
Overseas Student Coordinator
Overseas Student Officer
Overseas Student Partnerships Manager
Partnership Development Manager
Partnership Manager, Student Health
Partnership Manager, Student Health Solutions
Partnerships Manager
Pathways Student Activities Officer
Pathways Student Concierge
Pathways Student Support Coordinator
PhD Student
Principal
Program Manager
Project Manager International Education
Project Manager, China Engagement & Partnerships
Project Officer
Project Support Officer
Prop.
PSN Manager
Psychologist
Recruitment And Admissions Manager
Recruitment Manager
Registrar
Retired English Teacher
RTO Manager
Scholarships Officer
Senior Accountant
Senior Advisor (International)
Senior Advisor (Welfare)
Senior Caseworker
Senior Coordinator, International Student Wellbeing
Senior Coordinator, Off Campus Accommodation Development
Senior Counsellor

Senior International Student Adviser
Senior International Student Adviser
Senior Lecturer, School of Media and Communication
Senior Manager
Senior Partner
Senior Principal Consultant
Senior Program Manager - Australia, Australian Partnership Scholarships (APS) Pr
Senior Project Officer
Senior Project Officer - International Education
Senior Project Officer - Student Experience
Senior Student Support Officer
Service Delivery Coordinator
Service Quality Manager
State Account Manager/ QLD
State Manager - SA
State Manager NSW/ACT
Student Counsellor
Student Administration Team Leader
Student Admissions Team Leader
Student Advisor
Student Advisory & Welfare Manager
Student Advocacy Officer
Student Assist Team Leader
Student Centre Manager
Student Counsellor
Student Engagement Manager
Student Engagement Officer
Student Engagement Officer (International)
Student Events and Accommodation Coordinator
Student Experience & Employment Coordinator
Student Experience Coordinator
Student Experience Team Leader
Student Finance & Advocacy Officer
Student Relations Officer
Student Relations Team Leader
Student Services Compliance Officer
Student Services Coordinator
Student Services Manager
Student Services Officer
Student Support Advisor
Student Support and Engagement Coordinator
Student Support and Welfare International
Student Support Coordinator
Student Support Manager
Student Support Officer
Student Support Officer - International
Student Welfare Counsellor
Student Welfare Manager
Study Abroad & Exchange Coordinator
Teacher/Student Counsellor
Team Coordinator
Team Leader (Student Services)
Team Leader International
Team Leader International Student Services
Team Leader Monash Connect

Team Leader Priority Students
Welfare and Engagement Manager
Welfare Coordinator
Welfare Officer

WHERE WE WORK:

Accurate Consultants
ACPET- Australian Council for Private Education and Training
ACT Education
ACT Education Directorate
ACT Education & Training Directorate
ACT Education and Training Directorate
ACT Government - Education & Training Directorate
ACT Government Education Directorate
AECC Global
AIPE
Allianz Assistance
Allianz Global Assistance
Alphington Grammar School
Anand International India
ANZ Bank
Aquinas College
Arcadia University
Arora Foreign Education Consultant
Asia Pacific Education Consultant Pty Ltd
Asia Pacific International College APIC
Asia Pacific International Consulting Pty Ltd
Asian Student Accommodation
Auspark Education Network Pvt Ltd.
Australian Catholic University
Australian Education International
Australian Homestay Network
Australian Institute of Business
Australian Institute of Professional Education
Australian National University
Australian Yutong Culture Centre
Balcombe Grammar School
Balmoral State High School
Baxter Institute
BCA National Training Group
Beaconhills College
Bendigo Kangan Institute
Blue Mountains International Hotel Management School
Boomerang International Educational Services
Box Hill Institute
BUPA
Cambridge International College
Campus Living Villages
Canberra Institute of Technology Student Association (CITSA)
Canberra Institute of Technology/CIT Solutions
Career Calling International (Compliance and Quality Assurance - CAQA)
Career Key Visa Consultant Pty Ltd
Carnegie Mellon University
Cavendish Road State High School
Central Australian College
Centre For Culture, Ethnicity And Health
Centre Of Australian Education And Careers
Challenger Institute of Technology
Charles Darwin University
Chisholm Institute
CIT Solutions Pty Ltd
CIT Student Association
City of Melbourne
Cleveland District SHS
Consultancy
CQ University
Craigslea State High School
Curtin College
Curtin University of Technology
Deakin College
Deakin University
Deakin University English Language Institute
DECD - IES
DEDJTR
Dental Nursing Australia
Department of Economic Development, Jobs, Transport & Resources
Duck Overseas Consultant
Edinburgh College
Education Centre Of Australia
Education Queensland International
Elanora State High School
ELIS English Language School
ESI Global Services
Eynesbury (Navitas)
Eynesbury College
Familstay Australia
Federation University Australia
Flinders University
Genazzano FCJ College
Global Experience
Government Education And Training International
Tasmania (GETI)
Griffith University
Hawthorn-melbourne, Navitas
Hobart Academy
Hobart College
Homestay Australia
Hub International Education
ICTE-UQ
IDP Education Australia
IDP IELTS
Immanuel College
Independent Schools Queensland
Intensive English Language Institute
International Australian Academy
International Education ETD ACT Gov
International Education Services
International Migration & Education Services (imes) Pty Ltd
International Student Care
International Student Services QUT
Ivanhoe Grammar School
James Cook University

Kawana Waters State College
Kelvin Grove State College
Kenmore State High School
Kent Institute Australia
La Trobe Melbourne
La Trobe University
La Trobe University Accommodation Services
Macquarie City Campus
Macquarie Institute
Macquarie University
Melbourne Institute of Technology
Mentone Girls' Grammar School
Mercedes College
Merrimac State School
MIT Sydney
Mitchelton SHS
MLC
Monash College
Monash University
Monash University
MTSC Pty Ltd
Multicultural Communities Council of SA Inc
Murdoch University
Netco Technology (NETCOTEC) Pty Ltd
Nunawading Christian College
Perth Institute of Business & Technology
PIBT/NAVITAS
Prime Foreign Education Consultant
Prince Alfred College
Qld Institute of Business & Technology
Queensland University of Technology
QUT
Riverina Institute of TAFE
RMIT
RMIT Training
RMIT University
Rosedale State High School
Royal Melbourne Institute of Training - Nitzon Pty Ltd
S P Jain
Saga Studies Pty Ltd
Scope Global Pty Ltd
Self Employed
Smithfield State High School
South Australian Institute of Business and Technology
Southern Cross University
Stanley College
Stellar Education
Strivers
Student Accommodation Services Pty. Ltd.
Study Adelaide
Study Gold Coast
Study Group - Taylors College
Study Path Consultants
Studynet Pty Ltd
StudyNSW
Successful Graduate Pty Ltd
Swinburne University of Technology
Sydney Institute for Interpreting and Translating

TAFE Queensland Brisbane
TAFE Queensland North
TAFE Queensland SkillsTech
TAFE SA
TAFE South Australia International
TasTAFE
The Aideen Network Pty Ltd
The Imperial College of Australia
The Peninsula School
The University of Adelaide
The University of Melbourne
The University of Newcastle
Top Education Institute
Trinity
Trinity Bay State High School
Trinity Beach State School
Trinity College
Trinity College Foundation Studies
Trinity College Gawler Inc
Trinity College University Of Melbourne
UCL Australia
Unilodge
Universal Students' Consultancy
University College London
University of Adelaide
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 Queensland
University of Tasmania
University of The Sunshine Coast
University Of Wollongong
University Senior College
Univesity of Wollongong
UNSW Global
UOW College
Urbanest
Urbanest North Terrace
Urbanest Pty Ltd
Urbanest Student Accommodation
USQ University of Southern QLD
UTS:INSEARCH
UWS
Varsity College
Victoria University
Victoria University- Sydney
Wesley College
Westbourne Grammar School
Whitefriars College
Woodcroft College
Yeronga High School
Zenth Business Academy

***ISANA INTERNATIONAL EDUCATION
ASSOCIATION INC.***

*Financial Statements
For the Year Ended 30 September 2016*

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 September 2016 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: 8 December 2016

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 2016, 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 2016 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: 8 December 2016

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
INCOME & EXPENDITURE STATEMENT
FOR THE YEAR ENDED 30 SEPTEMBER 2016

	2016	2015
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	45,392	46,943
Professional Development	55,401	48,503
Conference Profit	-	3,854
Interest Income	757	2,282
Sundry Income	91	420
Product Sales	-	9,091
TOTAL INCOME	<u>101,641</u>	<u>111,093</u>
COST OF ACTIVITIES		
Business Development	4,381	7,443
Conference & PD Expenses	40,158	64,522
Catering & Meals	3,099	1,647
Products for resale	116	349
TOTAL COST OF ACTIVITIES	<u>47,754</u>	<u>73,961</u>
GROSS PROFIT - ACTIVITIES	<u>53,887</u>	<u>37,132</u>
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	2,650	2,600
Bookkeeping	210	210
Bank Charges	580	600
Insurance	4,484	4,318
Government Charges	205	76
Guide - Chinese Students	6,364	-
Legal Expenses	2,858	6,171
Postage	146	10
Printing & Stationery	2,269	5,201
Registration Fees	2,485	3
Secretariat	23,428	22,309
Staff Amenities	-	-
Sundry Expenses	10	1,323
	<u>45,689</u>	<u>42,821</u>
<u>Communication Costs</u>		
Telephones & Mobiles	1,062	1,062
Web Design & Maintenance	2,137	4,542
	<u>3,199</u>	<u>5,604</u>
<u>Travel Costs</u>		
Airmiles	392	679
Taxis & Fuel	44	127
Accommodation	13,294	25,487
	<u>13,730</u>	<u>26,293</u>
TOTAL OTHER EXPENSES	<u>62,618</u>	<u>74,718</u>
SURPLUS/(DEFICIT)	<u>(8,731)</u>	<u>(37,586)</u>
Bursaries	12,500	14,380
NET SURPLUS/(DEFICIT) AFTER AWARDS	<u>(21,231)</u>	<u>(51,966)</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2016

	2016	2015
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	149,534	201,500
Net Surplus/(Deficit) for the Year	<u>(21,231)</u>	<u>(51,966)</u>
Closing Balance as at 30 September	<u>128,303</u>	<u>149,534</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Business Account	55,263	46,871
VIC - Bank Account	18,619	9,792
QLD - Bank Account	7,194	6,154
SA - Bank Account	6,843	4,320
WA - Bank Account	22,866	15,048
NSW - Bank Account	4,851	3,249
National - Investment Account	-	43,344
Victoria - Investment Account	<u>16,922</u>	<u>22,950</u>
	<u>132,558</u>	<u>151,728</u>
 <u>NON-CURRENT ASSETS</u>		
Credit Union Membership	<u>10</u>	<u>10</u>
	<u>10</u>	<u>10</u>
 TOTAL ASSETS	 <u>132,568</u>	 <u>151,738</u>
 <u>CURRENT LIABILITIES</u>		
GST and other current liabilities	<u>4,265</u>	<u>2,204</u>
	<u>4,265</u>	<u>2,204</u>
 NET ASSETS	 <u>128,303</u>	 <u>149,534</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2016

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
2015 - 2016 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	Paula Dunstan PO Box 248, Clifton Hill, Victoria Australia, 3068
Vice President - Professional Development	Tom Bayliss-Hack James Cook University, 1 James Cook Dr, Townsville, QLD
Treasurer	Molly Bonnefin Monash College, Clayton, VIC
Communication Manager	Brett Lyon BOXFish Education, Sydney, NSW
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	Louise Skull Woodcroft College, Adelaide, SA
VIC/TAS President	Manorani Guy Asian Student Accommodation, Brunswick, VIC
NSW/ACT President	Angela Leota-Hughes APIC, 55 Regent St, Chippendale, NSW
WA President	Kathryn Williams Challenger Institute of Technology, Perth

President



Auditor

8 December 2016



International Education Association Inc.

www.isana.org.au

228 Liverpool Street

HOBART TAS 7000

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FAX: 03 6231 1522

Email: isana@isana.org.au

ABN: 42 335 124 078