



ANNUAL REPORT

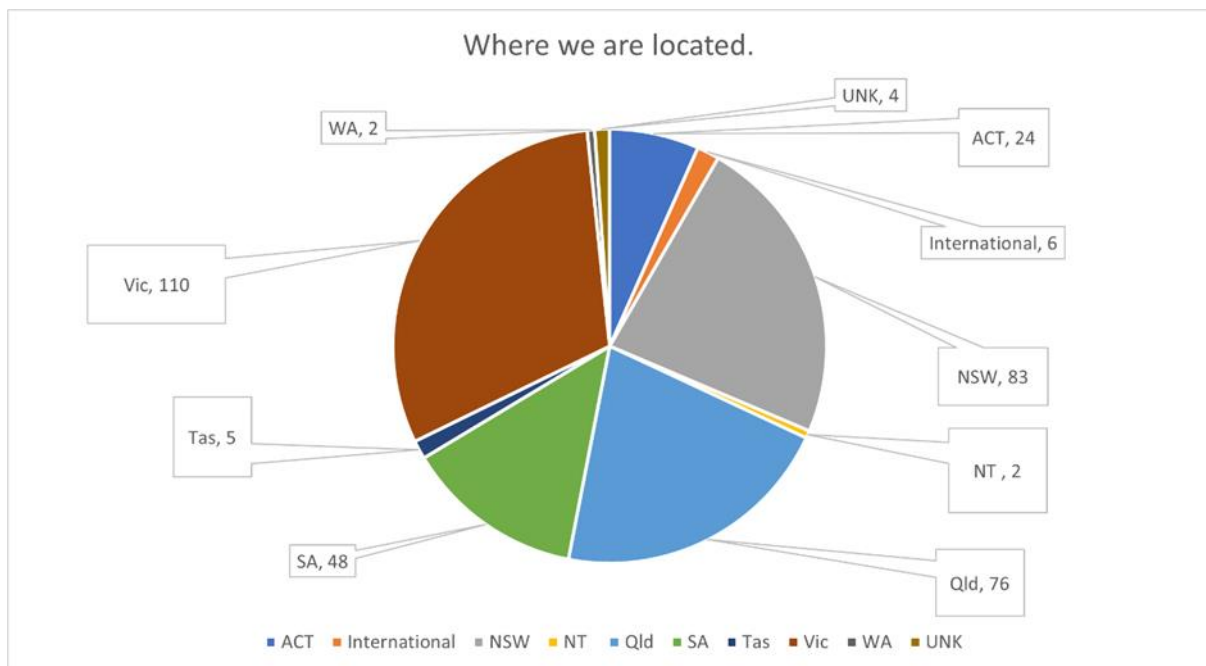
2021

www.isana.org

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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President's Report

On behalf of the ISANA National Council I am presenting my 2021 annual report to members of the Association.

ISANA National Council December 2020-December 2021

The National Executive, along with the Branch Presidents constitute the ISANA National Council. The Council is responsible for the management of the Association. All Council positions are appointed for a 2 year period. In 2021 Council had no vacancies and only one resignation mid-term being Roshana Sultan who's position of National Communications Manager was filled by Annette Kalczyńska.

The Council members for the last reporting period were:

- National President – Bronwyn Gilson (Executive)
- National Vice-President – Sarah Lisle (Executive)
- National Treasurer – Molly Bonnefin (Executive)
- National Vice-President (Professional Development) – Samantha Hilbig (Executive)
- National Vice-President (Planning and Development) – Sharon Cook (Executive)
- National Communications Manager – Annette Kalczyńska (Executive)
- New South Wales/ACT Branch President - Annette Kalczyńska (Branch)
- South Australia/Norther Territory Branch President – Sarah Parrington (Branch)
- Queensland Branch President – Samantha Hilbig (Branch)
- Victoria/Tasmania Branch President – Margaret Dawson (Branch)
- Secretariat – Phoebe Thiessen (lead)

Events and Meetings

International Education Strategy Workshop – By invitation only the National President participated in a workshop in Melbourne on 19 May 2021 hosted by Deloitte.

AIEC Conference (on-line) – National President attended as part of the ISANA-IEAA contra Conference attendance agreement.

2021 Conference Planning Committee

A member of the conference planning committee led by Co-Convenors Sharon Cook, Annette Kalczynska and Nuala Myatt-Boccaro. Planning commenced in March with the hope that our Conference could be held in Sydney, however due to COVID the decision was taken in early September to move online to give certainty to attendees and presenters.

ISANA lodged the following submissions during 2021

- November Tuition Protection Review (Department of Education Skills and Employment)
- September Overview of International Student Principles Refresh 2021 (Australian Human Rights Commission)
- August Exposure Draft of the Cost Recovery Implementation Statement (Department of Education Skills and Employment)
- July National Standards for Foundation Programs Review (ESOS – Policy Team, DESE)
- June Consultation on CRICOS Registration Charges (Department of Education Skills and Employment)
- April ESOS Supplementary Courses – consultation on legislative instrument (Department of Education Skills and Employment)

Collaborations

CISA – ISANA

An updated Memorandum of Understanding was signed on the 21 October. Signatories were Belle Lim (outgoing CISA President B-R), Kevin Marco Tanaya (outgoing CISA National Secretary B-L),



Sarah Lisle (National Vice-President ISANA T-L) and Bronwyn Gilson (National President ISANA T-R).

“ This MOU further cements our long-standing relationship and will allow ISANA to continue providing support to the new CISA Executive Committee and the National President Oscar Zi Shao Ong” .

IEAA – MOU

After much discussion and a long history of collaboration, a Memorandum of Understanding was signed on the 3 November. Signatories were Sarah Lisle (National Vice-President ISANA T-L); Hon Phil Honeywood (IEAA CEO B-R), Emily O’Callaghan (General Manager IEAA T-R) and Bronwyn Gilson (National President ISANA B-L).



This MOU formally consolidates our two organisations’ ongoing joint activities.

Under 18 Master Classes – ISANA and IEAA

For the second year running ISANA and IEAA collaborated to deliver Master Classes on everything under 18 related to international students. Pictured is Nathan Pugliese (Queensland Department of Education) and Robert Chasse (Sonder) discussing risk management and student welfare arrangements for those students returning to Australia. This session was Chaired by Molly Bonnefin (National ISANA Treasurer).



Austrade

Continuing on from 2020 ISANA and Austrade met throughout 2021 to discuss ongoing collaborative projects and information sharing.

UKCISA

The National President ISANA was invited to be part of the UKCISA Conference Panel 'The View from Down Under' alongside IEAA's Phil Honeywood and ISANA NZ's Chris Beard on 30 June. Participants heard about policy and strategy in Australia and New Zealand,

'Covid-19 has impacted the international education sector across the world. How have colleagues in Australia and New Zealand experienced the pandemic and how has this impacted on international students there? What can we learn from each other and how do we look to the future?'

ISANA NZ

We met with our sister organisation from New Zealand to discuss possible project collaborations and to bring together partners from across the trans-Tasman.

Both organisations opened up their online Professional Development programs to all members to allow for access to training, support and ideas for when our countries would open up to returning students.

Racism

Racism and International Education. Coming together representing various organisations Emily O'Callaghan, Danielle Hartridge, Thomson Ch'ng, Wesa Chau, Belle Lim and Bronwyn Gilson have started a conversation on how to bring together existing information on racism to make it accessible and usable for international students and staff working in the international education sector.

Grants

On 30 August the NSW Deputy Premier John Barilaro announced the awarding of a StudyNSW Grant to ISANA (NSW/ACT),

"International students in NSW will have access to a new digital mental health and wellbeing toolkit, as one of a number of programs that will enhance employability, entrepreneurship and research and development skills, thanks to \$360,000 in funding from the NSW Government to support the sector". Titled the Lived Experience

Toolkit ISANA NSW/ACT Branch was awarded \$100000 and the project will be deliver in 2022 <https://www.study.sydney/programs/partner-projects>.

Secretariat

My special thanks go out to our Secretariat led by Phoebe Thiessen and based in Tasmania. This fabulous team works and supports not only the National Council, but also each of our four Branches. Having a knack for anticipating our needs they have made our administrative requirements as trouble-free as possible and our relationship continues to underpin our ISANA Council work.

And finally...

I would like to close on my announcement that I am stepping down as National President. After three years as Vice-President and four as National President it is time to hand over to a new President who I am sure will take ISANA from strength to strength. I want to take this opportunity to thank everyone who has supported me in my role over this time and I look forward to continuing to be an active member. During these seven years I have met so many enthusiastic, energetic and supportive people whose one main aim is to assist those working in our industry which in turn provides a welcoming and supportive student experience. If I can leave you with one clear message, it is to become involved. I have gained so much from my role with ISANA which grew my understanding of this industry and allowed me to participate in decision-making events. And as I have heard many times, when you become a part of ISANA you suddenly realise these are truly 'your people'.

Bronwyn Gilson

Vice President

What a time it has been, we all knew 2021 was not necessarily going to be a great year, after what was 2020. However, I do not think any of us could have expected what we have all experienced, lived and worked through.

I am so very humbled and honoured to work alongside the 2019 – 2021 ISANA Council members as volunteers and members for this remarkable organisation. The spirit and resilience in this team and wider collaborators is truly inspirational. In a time of extreme uncertainty in the International Education sector, where maybe have lost or changed jobs, together we have delivered a level of certainty and light. This have been achieved as we stand on the shoulders of those that came before us, which core values and goals runs through the organisation's DNA today, that of collaboration, global citizenship, and integrity.

During this time, I have coordinated and worked on numerous submissions from National Standards of Foundation Programs review, CRICOS Cost Recovery Implementation Statement (CRIS) to the National Anti-Racism Framework. I have been a learning journey under the leadership of Bronwyn and all those that contributed. ISANA to provide such insights and knowledge is hugely valuable providing further context and richness to the eco-system of the sector.

This year has truly been a rollercoaster; however, it has been a privilege to work with key collaborators; Council of International Students Australia (CISA) and International Education Association of Australia (IEAA) in curating and executing the Memorandums of Understandings (MOU's). ISANA has had a long and rich history with both organisations, and with these formal agreements in place will continue to for years to come. Providing opportunities for members of all organisations to connection, collaborate and communicate. Advancing the wider International Education sector for the betterment of all involved.

Sarah Lisle

Vice President Professional Development

2021 saw an increase in online events which were well attended and supported by the ISANA membership and individuals from across the sectors.

This showed the enthusiasm of international educators to keep up with the everchanging market and the challenges that they are facing during the Pandemic. As many of our members spent considerable time in lock down it was more important than ever to keep them engaged with workshops and professional development opportunities throughout the year.

2021 kicked off the Year with sessions from ESAFETY, Government International Ombudsman and Sonder and Safety initiatives for students who remain onshore

We finished off the year with our successful Under 18 Masterclass hearing from professionals in the field on a range of topics relating to under 18 welfares.

This was created in collaboration with AIEC and will be an ongoing annual event as it has proved to be very lucrative and informative for both members and non-members who are employed in the Under 18 welfare area.

Future sessions will focus on the return of students and what Institutes can do to prepare to welcome the international cohorts back to Australia. There are many challenges involved with the arrivals and 2022 will be a great opportunity for members to learn via best practice and how each State are preparing for the reopening of the borders.

Hopefully 2022 will also see a resurgence in face-to-face networking Professional development opportunities so that members can reengage with their colleagues and learn from each other.

I would like to acknowledge the amazing support and work that the ISANA secretariat have provided in 2021 as often they have had to be flexible with their time due to the constraints of online workshopping.

And finally, I would like to thank the ISANA National Council for their voluntary contribution to the Association. There is often a lot of work that goes on behind the scenes that goes unnoticed.

All the best for Christmas and New Year and see you all in 2022.

Samantha Hilbig

Vice President Planning and Development

2021 seemed like a repeat of 2020 for most of us. The year commenced with face to face meetings and work planned but by mid-year we were all facing lockdowns and lockouts.

Activities:

ISANA National Conference

This began as a large component of my role, planning in collaboration with the NSW branch – a face to face conference in Sydney. As was normal in 2019, planning began early in the year – to allow for travel plans and venue bookings.

By mid-year we were faced with the decision to flip to an online conference and while we had a fantastic program of speakers and papers, all needed to be contacted to ensure they were able to attend online, not in person.

The conference papers and focus on the future of international education post covid (whenever that is) with international students onshore and studying online is going to be a new place for ISANA members and the broader international education

sector to navigate. I hope this conference has assisted to clarify, inform and develop ideas and solutions for many ISANA members and supporters as they work in the sector in 2022.

Thank you to the excellent team of conference committee members, Conference Design – Nikia, and the speakers for making the conference a success.

LET program

I introduced the idea of the Lived Experience Program through Stories in Connection to ISANA earlier this year as an idea to apply for a Study NSW Grant. The National Council, led by Bronywn, Molly, Sarah L and Annette agreed to work with SIC to develop a grant application for Study NSW funding. This was successful and I have been one of the program committee members working with the SIC team to deliver this program. There are still 6 months to go, and we are at the stage of recruiting students to the program and delivering the initial workshops. I would like to acknowledge Annette for her incredible work leading this project on behalf of ISANA, without her tireless commitment it would not be at this stage of delivery.

Sharon Cook

Communication Manager's Report

Taking the responsibility of Communications Manager in August this year after resignation of Roshana Sultan I continued to grow our social media footprint by highlighting and showcasing information valuable to our membership.

By promoting ISANA brand, mission, and services I ensured that messaging aligned with key business strategies.

Examples of tasks undertaken:

- Identifying and leveraging communication opportunities around the international education sector.
- Researching the sector to keep up to date with general international education publications.
- Active promotion of national conference on ISANA's social media channels.
- Assisting with the promotion of events and PD sessions organised by branch committees.
- Managing the workflow of the communications.
- Writing, editing, and proofreading texts relating to a variety communications and publications including newsletters, digital media channels, PR and media.

I am also a candidate for the Communication Manager in upcoming ISANA Council elections for term 2022-2023. If I'm going to get elected, I'm planning to work towards greater ISANA market recognition in the industry, grow membership and promote ISANA's core values and mission for mutual benefits of all stakeholders and international students.

- Developing communications strategies.
- Creating marketing strategies aimed to attract or retain customers.
- Managing public relations activities, creation of press releases, advertising kits and promotional collateral.
- Managing social media channels, website, app and publication content calendar.
- Organising and managing events to promote key messages.
- Delivering briefs to visual designers, freelance writers and external agencies.
- Executing communication strategies using customer relationship management databases and email direct marketing software and templates.
- Assessing web, email and social media analytics to understand opportunities and barriers.
- Writing, editing, proofreading, and formatting copy for publishing in print and/or online.
- Creating and managing publication production timelines and teams.

Annette Kalczynska

Treasurer's Report

During this financial year, ISANA was able to maintain its income streams by growing its membership through offering online training in the National Code Tutorial. In collaboration with IEAA, ISANA also initiated the Under 18 Masterclasses, which attracted a large audience. To cap off the year, ISANA was granted funding under the Study NSW Partner Projects 2021-2022 to develop a Lived Experience Toolkit that will deliver a digital mental health and wellbeing toolkit to international students. ISANA received part funding this financial year, with final payment next year on project completion.

ISANA opened this financial year with \$100,295.

Total revenue for 2020-2021 was \$117,839. After deducting costs associated with Professional Development, ISANA had a Gross Profit of \$110,515 from its revenue-generating activities. ISANA's overhead, communication and travel costs totalled \$49,338 resulting in a net profit of \$61,177.

ISANA ended the 2020-2021 financial year with net assets of \$161,472. The audited financial statement is attached.

As I step down after six years in this position, I want to thank Council members for their collegiality, support and creativity in developing professional development activities. I again extend my thanks and very great appreciation to Phoebe Thiessen for her invaluable support in overseeing the administration of the ISANA accounts.

Molly Bonnefin

Branch Reports

ACTiveNSW

2021 revealed itself as another challenging year for international education industry. I believe everyone expected international student to return in the middle of 2021 reality proved us all wrong.

Despite international students staying overseas, there was a lot of behind-the-scenes work being done and ACT/NSW Branch committee members played active role in preparing for the students return.

The whole ACTiveNSW committee was actively involved in organising 32nd national conference in Sydney. Conference had to be moved online, but the task load didn't change, therefore I would like to thank the whole committee their involvement and hard work.

ACTiveNSW branch took an active part in supporting number of initiatives in international education industry. We worked with government and non-government student support groups. We actively promoted initiatives for international students and the education sector in general, such as AUSTRADE, StudyNSW, and the City of Sydney etc. Some of the initiatives are listed below.

Submission to the Australian Strategy for International Education, by organising face to face and online industry workshops, where all members had the opportunity to have their say in the submission.

Submission to the Australian Human Rights Commission, The Race Discrimination Team contributing to international student principles update

Participating in Advisory Board for Food Delivery Rider Safety Taskforce, contributing to Food Delivery Rider Industry Action Plan and advocating for rights of international student working in the industry.

Being part of advisory boards of number of projects such as NSW Interagency Accommodation working group, Consortium for International Students working group, International Student Project working group, Advisory board INVEST, Advisory board OISH (Oz International Students Hub) and Sydney Alliance's Pandemic Recovery Plan to make sure that international students are included.

Supported stakeholder's applications for Study NSW Partner Project funding and National Property Accreditation Scheme (NPAS) Launch.

We are also pleased to announce that we have been one of the successful recipients of a Study NSW Partner Projects 2021/22 grant. This partnership will contribute to the delivery of the Lived Experience Toolkit (LET). LET is an exciting partnership between ISANA and Story IS Connection (SIC) that will engage NSW international students regarding challenges that have impacted their mental health and well-being. Content for a film will be developed through a story-telling process, constructed into seven chapters, highlighting key issues and themes identified by students and key partners. Peers with lived experience will 'speak up', serving as role models to other students by opening up conversations about mental health. Simultaneously the project will build awareness for teachers and service providers alike and offer strategies to facilitate dynamic conversations around topics.

The creation of a resource that inspires conversation and destigmatises mental health within the international student community will become a valuable asset available for use by all NSW education providers. LET will creatively engage international students in acts of powerful storytelling which in turn will inspire connection and understanding with audiences. The process will empower students with lived experience to tell their stories which form the basis of a digital orientation toolkit for international students studying in NSW.

ISANA ACT/NSW Branch would like to farewell outgoing executive committee members Secretary - Charlotte Long, and Treasurer - Amy Choo. Thank you both for everything and we wish you good luck with your future endeavours.

We also would like to welcome new committee members Shiva Banjara, Saroj Basnet, and Mitchell Ribbons.

Plans for 2022 and beyond.

ACTiveNSW branch will continue to work hard to advocate for international student rights in multiple forums. We invite all branch members to actively participate in activities, planned PD sessions and networking events. We are looking forward to successfully completing Lived Experience Toolkit and promoting a great resource to all international education stakeholders.

Annette Kalczynska

Branch President

QUEENSLAND

As 2021 comes to an end there are some glimmers of hope that international students may once again return to Australia. Even though there may only be a trickle for 1st semester we can still feel confident that the numbers may increase as 2022 progressing.

ISANA members are still active in their roles supporting students both onshore and offshore and will now be busy preparing for 2022 and the new challenges that will arise from the Borders reopening.

Queensland has remained reasonably COVID safe, and I trust and hope that we can once again meet our fellow international education champions face to face at Professional Development workshops and networking events.

As 2021 draws to a close we will be holding our AGM on the 12th of November, and we encourage members to participate in the elections and nominate individuals for positions on the Branch Committee. This is a perfect opportunity to share experiences and get involved with the Branch .2020 and 2021 have been years like no other and we look forward to 2022.

I would like to thank the outgoing QLD Branch Committee and ISANA Secretariat for their support in 2021 and look forward to 2022 and a new committee, new challenges and hopefully the return of our valued students to Queensland.

Samantha Hilbig
Branch President

SANiTy

In what has been another challenging year for our industry and especially the student support sector it has been valuable to see our ISANA SA/NT community coming together to support one another.

Below is a summary of programs delivered by ISANA SA/NT.

Chinese Cultural Health Referrals Webinar

ISANA SA/NT hosted a conversation with health care professionals (student and staff) to gain valuable insights into the Chinese health care system. We heard about the process that a citizen would have to undertake to see a doctor, specialist, obtain medications, and generally receive support, as well as the differences and similarities between the hospital systems in China and Australia. This session also introduced the newly developed Offshore Critical Incident Manual. ISANA members left this session with a better understanding of Chinese students' issues when dealing with Australia's system, and how best to support and refer Chinese students, studying offshore in China

Mental Health First Aid Training

We employed Corporate Health Group (CHG) to provide Mental Health First Aid Training in April and May. The training included two full days professional training and certification. The knowledge and skills gained during the training have been invaluable in supporting students and staff through the pandemic. The session was quite interactive and allowed for plenty of discussion time to address key issues affecting international students and their mental health and wellbeing.

SANITY State Conference and AGM

ISANA SA/NT's final event for 2021 was the ISANA SA/NT state conference on 28 October. The focus of the state conference was on supporting students' mental health and wellbeing. The afternoon also delivered a workshop on welcoming students back to Australia which was timely given the government announcements regarding borders.

At the core of what we do it is important to always include the student voice and again this year we hosted a student panel. Thank you to Terin Tom Chacko, Maria Camila Davila, Lyujin (Lindsay) Huang and Jean Uwesi for sharing their thoughts and insights into student's mental health and wellbeing, racism and ability to manage grief during the pandemic

We also held our AGM where our new committee was elected:

President – Sarah Parrington

Vice President – Shawna Hooton

Treasurer – Kathy Matthews

Secretary – Tash Pressley

General Committee – Emma Norris, MaryAnn Seow, Anneliese Elmendorp, Chris Haas and Karen Goodall.

Along with the committee we look forward to 2022 and supporting international student support staff in SA and NT.

We welcome any feedback on what you would like us to organise in terms of professional networking and development. Please contact sanity@isana.org.au with any feedback.

Sarah Parrington
Branch President

Vic/Tas

Following 2020's experience, the Vic/Tas team were prepared for presenting professional learning online but hopeful for some face-to-face engagement.

In March, in connection with Vision International Ly Tran shared her research "Longing for Belonging" to over 130 members and guests.

As the year progressed due to continued closed borders, we were made aware of the growing pressures and changes in workplaces. Across all sectors, memberships changed and experienced international education advisors found themselves changing roles and seeking new workplaces. Whilst ISANA members registered for online webinars, the changing realities of the workplace saw low attendance and engagement with sessions.

With hope, the Vic/Tas team approached the planning of its biennial conference for face-to-face mode. Unfortunately, Melbourne became the most locked down city in the world and the conference switched back to online. Sponsored by Medibank, City of Melbourne and Iglu, the conference titled "Acknowledge, Adjust, Applaud" recognised the efforts of all involved in supporting our students. Over two days, sessions were presented covering topics including student health, student experience, regional connections and local government initiatives.

Vic/Tas members have also had the opportunity to engage with online sessions coordinated by other states as well as the Masterclass series with IEAA.

Just like the conference title, the Vic/Tas team acknowledge the diligence of its members and applaud you for your efforts. We ask you continue to share your knowledge and skills in the coming year – you have so much to offer.

Margaret Dawson
Branch President



Annual General Meeting
29 October 2021

PRESIDENT'S REPORT

by Gabrielle Nguyen

Like the rest of the international education industry, ISANA NZ started 2021 struggling with budget cut, reduced hours, and an uncertain future. We have been through and out the other side of the tunnel now but couldn't have done that without some changes and sacrifice along the way.

A big thank you for the unwavering faith and devotion to ISANA NZ to:

- Chris Beard, Executive Director
- Caroline Stevenson, Communications and Events Director
- Katrina Scantlebury, our new Membership and Engagement Administrator

Deepest thanks in recognition of their much valued contribution to ISANA NZ and farewell to:

- Carla Rey Vasque, my amazing co-president and friend from whom I have learnt a lot
- Sarah Johnston, our super administrator

I know that they will continue to be the superstars that they are in their new organizations and wish them the very best success in their new adventure.

And a Special thank you to our board members who have stuck by and offered even extra support after Carla's departure as well as their institutions who have allowed them the extra time to contribute to ISANA NZ:

- Adrian Whale Northtec, Whangarei
- Cameron Lock UCOL, Palmerston North
- Colleen Steyn Middleton Grange School, Christchurch
- Tim Croft Massey University, Wellington
- TJ Cloete University of Waikato, Hamilton
- Rachel Fenton Auckland Grammar School, Auckland

1. YOUR ISANA NZ

Our membership has gone from 196 in 2020 to 175 members currently.

Although this did not cause a major decrease in membership fee, due to lockdowns and restrictions, we lost a significant income stream from the usual professional development workshops and seminars, etc. ISANA NZ started the year with an extremely modest budget



model including hour cuts on staff. Thanks to a tireless team effort, we have successfully secured a partnership with Allianz (worth \$50,000), and two contracts with ENZ (worth a total of \$322,260) which are:

- The Student Ambassador Programme: to enhance student experience and promote integration between domestic and international students
- The Capability Protect Programme: to preserve industry's expertise, weathering through COVID-19 and anticipating a recovery for the sectors

These have helped us to maintain our momentum in professionalism and advocacy but have yet given us a sustainable source of viable funding. There is still a strong need to create profitable PD programmes to ensure ongoing existence and impartiality of ISANA NZ.

2. MEMBER SUPPORT

We've continued to offer online webinars and catch-up cafes involving government agency updates and experts in fields related to international students' re-entry, student experience, and digital marketing. Despite the risk of zoom fatigue, these online forums continue to be well-received by our members as well as non-members at a low cost.

Recognizing the fragility of staff's mental health as they deal with the cumulative strain of COVID-19, we have also introduced Ready to Listen, a listening service for international programme staff. This came from the feedback we received from you, emphasising the importance of supporting frontline staff and retaining expertise and skills of our industry. .

We continue to offer free membership to those who have experienced job loss as a result of Covid-19 circumstances.

3. WORK WITH MOE AND WIDER SECTOR ENGAGEMENT

ISANA NZ is represented and actively participates in the International Education Border Recovery Group, NZQA Sector Advisory Group for the New Code, and Minister Hipkins' International Education Forum.

We have gathered feedback from our members and made a comprehensive submission to the MOE's Draft Policy Value Statement for International Education.

4. LOOKING AHEAD

With a new leadership emerging from this AGM, a formal review of our constitution will be conducted. 2022 – 2023 will be a term of re-affirmation of who we are, why we are



committed to what we do, and who we will be in the recovery of the industry. I encourage you all to get involved and get your say in this process. ISANA NZ is here to support and serve our members.

Finally, I would like to express my sincere gratitude to all of our ISANA members, volunteers and all other supporters out there. You are the reason that ISANA NZ is still here today supporting you, our industry's practitioners and international students.

This report concludes my two year's term serving as co-president and president of ISANA NZ. I will not be seeking re-election.

It has been an honour, such a journey of learning and a thrilling ride of challenges. I have been most amazed by the dedication and compassion that those work in this industry have for our international students as well as for one another. I strongly believe that that is the foundation of hope for the international education post-COVID and that ISANA NZ will be instrumental in the recovery for us all.

Thank you all so very much for the opportunity!

Noho ora mai! Mā te wā!

Secretariat Report

The main functions of the Secretariat are:

- Providing administrative support to the ISANA Council and Branch committees
- Facilitating the signing of new members, their approval and access to ISANA resources.
- Liaising closely with the ISANA Treasurer to gather and collate financial data and supporting Branch Treasurers with their accounting
- Performing routine administrative procedures including:
 - liaising via email with Members and Non-members
 - being the first point of contact via phone and email for Members
 - organising and chairing council meetings including the AGM
 - liaison between ISANA Council, stakeholders and providers
 - processing invoices and banking
 - book-keeping using XERO
- Maintaining the membership database, the processing of which includes:
 - data entry
 - banking
 - cross checking payments
 - regular following up of outstanding fees

The Secretariat has again been heavily involved in the delivery of the very healthy 2021 professional development calendar. The ongoing requirement of us to provide online professional development allowed its reach to broaden to audiences nationally and internationally, not limited to state or territory. The secretariat:

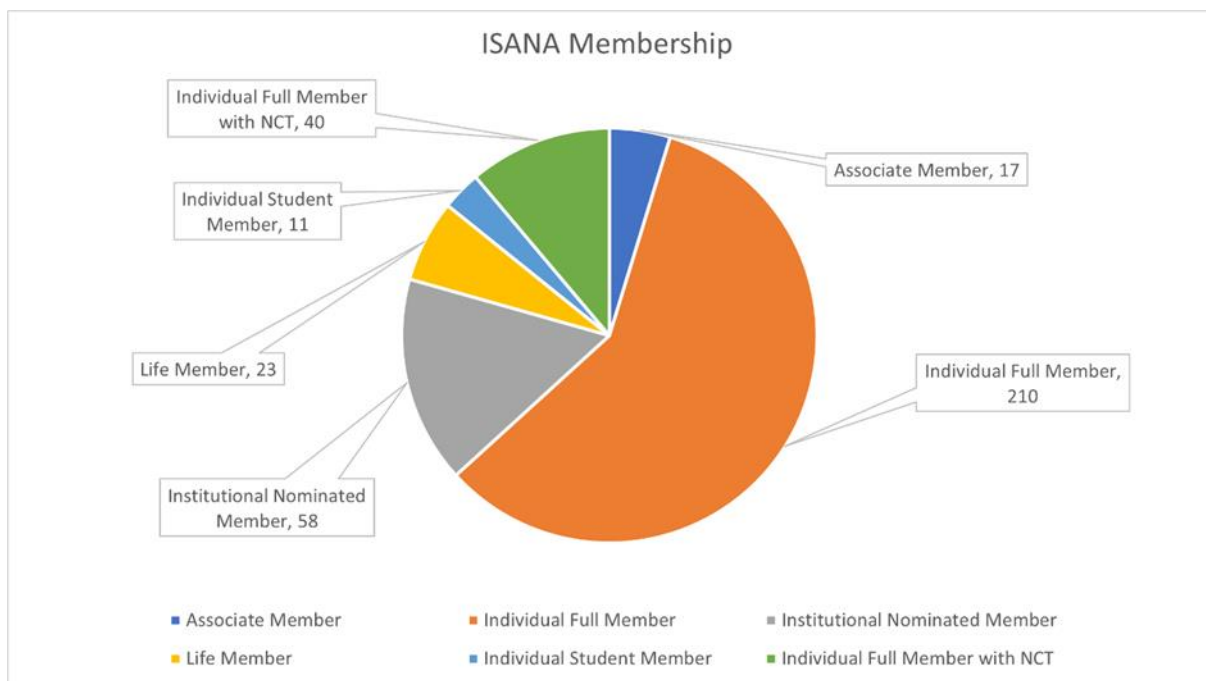
- Creates the booking portals for each session
- Follows up with organisers about the content to be promoted
- Promotes sessions via regular member updates, social media and website
- Manages attendee queries
- Manages content changes and attendee updates accordingly
- Opened the PD sessions and provided technical support throughout
- Gathered presenters slides and uploaded these to the website and distributed to members when approved

- Designed and issued post session surveys and certificates to members

The secretariat continues to manage hosting and enrolments for the National Code Tutorial (NCT) <http://www.isana.org.au/national-code-tutorial/> and regularly promotes the NCT via member updates, newsletters, website and social media posts.

The secretariat is excited to be involved in the upgrade of the ISANA website with the new site scheduled to be released in early 2023. This new site promises to be more intuitive, will be integrated with the membership database and will be focussing on enhancing the ISANA Member experience.

Current ISANA Membership is 359 Financial Members:



I would firstly like to extend my sincere thanks to my colleague Hannah Webb, from Association Design Pty Ltd, for her invaluable assistance this year. I would also like to thank Bronwyn and the ISANA Council who, although themselves experiencing yet another year of uncertainty, continued to volunteer their time and expertise in support of their ISANA members. It was a pleasure to assist.

Phoebe Thiessen

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 (Dec.)

Ross Lehman

Sylvia Lewohl

Elaine McBride

Hedley Reberger

Gavin Sanderson

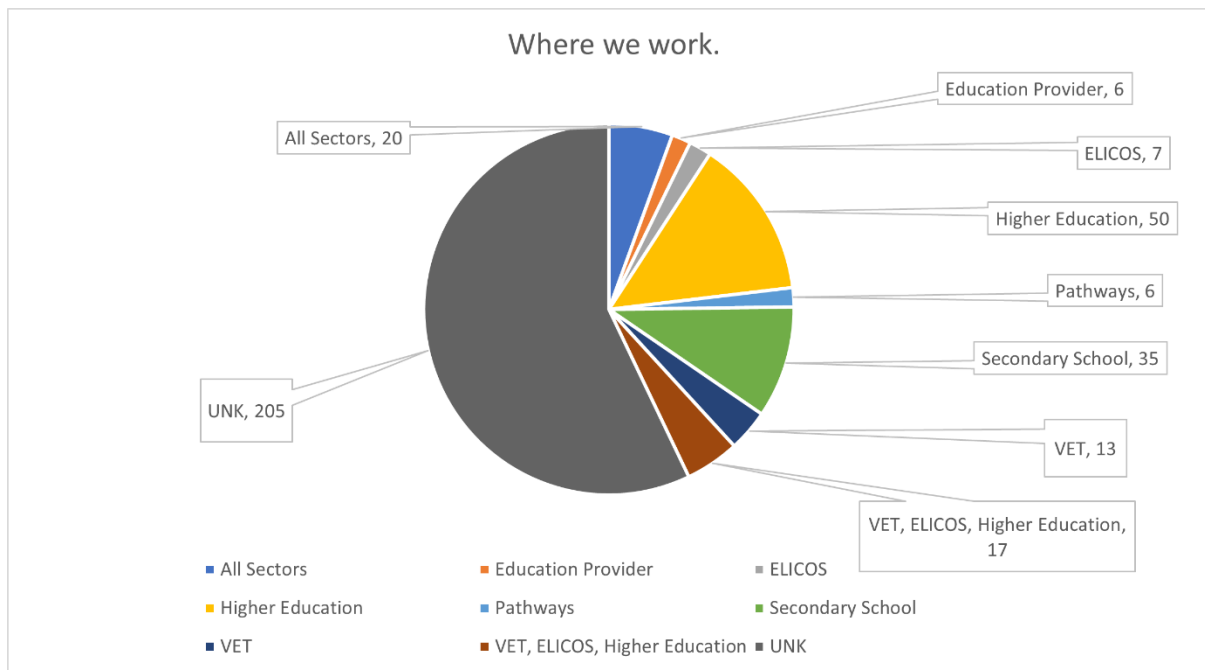
Mary Ann Seow

Peter Spolc

Patrick Willix

Liz Wright

Where We Work...



3BEES GROUP Pty. Ltd. Trading as 3BEES
Education & Visa Services

ACT Government Education & Training Directorate

ACU

Allianz Worldwide Partners

American College

Analytics Institute of Australia Pty Ltd

Anand International Indiaa

ANU Students' Association

Aquinas College

Asia Pacific International College

ASKAAN Consulting

Aussizz Group

Australian Catholic University

Australian College of Applied Psychology

Australian Education Encounters

Australian Education International

Australian Government Department of Education,
Skills And Employment.

Australian Homestay Network

Australian Technical & Management College

Aviation Australia

Benowa State School

Bond University

BUPA

Carey Baptist Grammar School

Carnegie Mellon University

Carnegie Mellon University

CDU

Central Australian College

Central Queensland

Century Cleaning

Charles Darwin University

Charles Sturt University

CISA

City Of Adelaide

City of Sydney - International Student
Leadership and Ambassador (ISLA)

Confidence Hackers

Consultica Worldwide Management Consultants

CQUniversity

Craigslea State High School

Crown Institute of Business and Technology

Crown Institute of Higher Education

Cultural Intelligence

Danford

Deakin University

DEDJTR

Department for Education - SA

Department of Education International

DETI

DJPR

Dream Australia Education Services

Eastern College Australia

edenstudentservice

Education Queensland International

Edurise Education and Visa Services

Edvantage Institute of Australia

Eengl.com

Elite Education

Elixir immigration and Educational consulting services

Excel Education Centre

Eynesbury Senior College

Family Homestay Services

Familystay Australia

Federation University

Flinders University

Garcia Group Advisors

Global Goal Group Pty Ltd

Global Rev Gen

Global Study Partners

Global Victoria, Department of Jobs, Precincts and Regions

Griffith University

Ideal Education Group

IDP Education Australia

Immanuel College

Independent Schools Queensland

International Education | Education | ACT Government

International Education Knowledgebase

International Education Services

International Student Services QUT

Investment NSW

Ironwood Institute

James Cook University

Journal Student Living

Kaplan Australia Pty Ltd
Kent Institute of Business & Technology
Kew High School
La Trobe College Australia
Latinoz Education
Leads Education Consultants
International Student Care Australia (ISCA)
LZ Legal
Macquarie University International College
Medibank Private Ltd
Melbourne Girls Grammar
Melbourne Polytechnic
Mentone Grammar School
Mercedes College
Migration AUS-NZ
Monash College
Monash University
MTSC Pty Ltd
Multicultural Communities Council of SA Inc
National College of Vocational Education
NEAS Australia
NETCOTEC
New Page International Pty Ltd
North Richmond Community Health |
Centre for Culture, Ethnicity & Health
Orange International College
Penguin Education Pty Ltd
PIML Education Consultants Pty Ltd
Prince Alfred College
Professional Student Care
PTAA AUSTRALIA EDUCATION
Queensland University of Technology
QUT
QUT International Student Services
QUTIC
Rise Education Services
Riverina Institute of TAFE
RMIT Training
Rose Australia Pty Ltd
Rosehill College
Ryan Consultants
Salisbury College Australia
Scope Global

Seow Consulting International
SGC Consultants
Southern Cross University
Stanley College
Student
Student Accommodation Services Pty. Ltd.
Study Adelaide
Study Gold Coast
Study Group
Study Group Australia
Study Queensland
Successful Graduate Pty Ltd
Swinburne University of Technology
TAFE Queensland
TAFE SA
Target Visa Consultancy Private Limited
Teg Immigration - Eduteg
The Gordon Institute Of TAFE
The Hotel School
The Moreton Bay Colleges
The University of Adelaide
The University of Melbourne
The University of Newcastle
The University of Newcastle
The University of Queensland
Time Study
Tintern Grammar School
Torrens University
Trident College
Trinity College Melbourne University
Tyndale Christian School
UniGlobal Education Services
United Scholars Center
Universal Students' Consultancy
Universal Thought Consult
Universities Australia
University of Canberra
University of Canberra College
University Of New South Wales
University of Notre Dame Australia
University Of Queensland
University of South Australia
University of Southern Queensland

University Of Sydney
University Of Sydney Student's Representative Council
University Of Wollongong
University Senior College
UNSW
UNSW Global
UNSW Global Education
UNSW Student Life and Communities
UOW College
Upright Migration Consultants
USQ University of Southern QLD
UTAS
UTS Insearch
Varsity College
VICPAK Consultancy Services
Victoria University
Victory International Migration Services Pty Ltd
Wesley College Melbourne
Woodcroft College
Yugo

Auditor's Report

**ISANA INTERNATIONAL EDUCATION
ASSOCIATION INC.**

*Financial Statements
For the Year Ended 30 September 2021*

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC

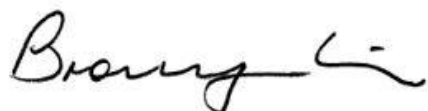
COMMITTEE OF MANAGEMENT DECLARATION

The Committee has determined that the association is not a reporting entity and that this special purpose financial report should be prepared in accordance with the accounting policies outlined in Note 1 to the financial statements.

In the opinion of the Committee, the attached financial report:

1. Presents a true and fair view of the financial position of ISANA International Education Association Inc, as at 30 September 2021 and its performance for the year then ended;
2. At the date of this statement, there are reasonable grounds to believe that ISANA International Education Association Inc will be able to pay its debts as and when they fall due.

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



President

Dated: 17 November 2021

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF COMPREHENSIVE INCOME
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	2021	2020
	\$	\$
INCOME		
ACTIVITIES		
Membership Fees	77,083	49,884
Professional Development/Branch Income	40,756	37,835
Conference Profit	-	17,291
Grant Funding	-	116,242
TOTAL INCOME	117,839	221,252
COST OF ACTIVITIES		
Conference, Tutorial & PD Expenses	7,324	33,451
Grant Expenditure - National - EGI Project	-	30,187
Grant Expenditure - National - ISWP	-	79,303
Grant Expenditure - Vic/Tas - BYBS Grant	-	4,253
Grant Expenditure - Vic/Tas - CP Grant	-	2,499
TOTAL COST OF ACTIVITIES	7,324	149,693
GROSS PROFIT - ACTIVITIES	110,515	71,559
OTHER EXPENSES		
<u>Overhead Expenses</u>		
Audit Fees	3,000	2,950
Bookkeeping	800	1,050
Bank & Credit Card Charges	2,055	2,273
Insurance	3,445	2,888
National Meetings	-	1,301
National Conference	273	4,424
Marketing & Promotion	830	1,677
Postage	-	73
Printing & Stationery	523	1,350
Secretariat	29,217	28,875
Sundry Expenses	34	-
	40,177	46,861
<u>Communication Costs</u>		
Software, Telephone, Internet & Mobiles	6,451	5,354
Web Design & Maintenance	934	1,276
	7,385	6,630
<u>Travel Costs</u>		
Travel & Accommodation	1,776	5,521
	1,776	5,521
TOTAL OTHER EXPENSES	49,338	59,012
SURPLUS/(DEFICIT)	61,177	12,547
Bursaries	-	11,060
NET SURPLUS/(DEFICIT) AFTER AWARDS	61,177	1,487

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF FINANCIAL POSITION
AS AT 30 SEPTEMBER 2021

	2021	2020
	\$	\$
<u>ACCUMULATED FUNDS</u>		
Opening Balance as at 1 October	100,295	98,808
Net Surplus/(Deficit) for the Year	<u>61,177</u>	<u>1,487</u>
Closing Balance as at 30 September	<u>161,472</u>	<u>100,295</u>
 <i>Represented by:</i>		
<u>CURRENT ASSETS</u>		
Business Account	173,989	99,654
VISA Card	258	3
Accounts Receivable	<u>63,834</u>	<u>10,127</u>
	<u>238,081</u>	<u>109,784</u>
TOTAL ASSETS	<u>238,081</u>	<u>109,784</u>
<u>CURRENT LIABILITIES</u>		
Accounts Payable	4,799	348
Unexpended Grant Funding	53,886	-
GST	<u>17,924</u>	<u>9,141</u>
	<u>76,609</u>	<u>9,489</u>
NET ASSETS	<u>161,472</u>	<u>100,295</u>

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF CHANGES IN EQUITY
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Accumulated Surplus	Branch Funds VIC/TAS	Branch Funds QLD	Branch Funds NSW/ACT	Branch Funds WA	Branch Funds SANiTy	TOTAL
	\$	\$	\$	\$	\$	\$	\$
Balance at 1 October 2019	83,430	-	6,951	5,526	-	2,901	98,808
Comprehensive income	1,487	-	-	-	-	-	1,487
Transfer to Branch Funds	(27,983)	26,724	41	3,180	(498)	(1,464)	-
Balance at 30 September 2020	56,934	26,724	6,992	8,706	(498)	1,437	100,295
Comprehensive Income	61,177	-	-	-	-	-	61,177
Transfer to/from Branch Funds	(4,399)	4,573	193	(118)	-	(249)	-
Balance at 30 September 2021	113,712	31,297	7,185	8,588	(498)	1,188	161,472

ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
STATEMENT OF CASH FLOWS
FOR THE YEAR ENDED 30 SEPTEMBER 2021

	Note	2021 \$	2020 \$
CASH FLOWS FROM OPERATING ACTIVITIES			
Receipts from revenue and services		64,132	108,315
Receipts from grant funding		53,886	71,327
Payments to suppliers and employees		(43,428)	(239,122)
Interest received		-	-
Net cash provided by/(used in) operating activities	4	<u>74,590</u>	<u>(59,480)</u>
Net increase/(decrease) in cash held		74,590	(59,480)
Cash on hand at beginning of the financial year		<u>99,657</u>	<u>159,137</u>
Cash on hand at end of the financial year		<u><u>174,247</u></u>	<u><u>99,657</u></u>

The accompanying Notes form part of these Financial Statements

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
NOTES TO AND FORMING PART OF THE ACCOUNTS
FOR THE YEAR ENDED 30 SEPTEMBER 2021**

NOTE 1 – Summary of Significant Accounting Policies

The financial statements have been prepared on the basis that the association is a non-reporting entity because there are no users dependent on general purpose financial statements. These financial statements are therefore special purpose financial statements that have been prepared in order to meet the requirements of the Australian Charities and Not-for-profits Commission Act 2012. The association is a not-for-profit entity for financial reporting purposes under Australian Accounting Standards.

The financial statements have been prepared in accordance with the mandatory Australian Accounting Standards applicable to entities reporting under the Australian Charities and Not-for-profits Commission Act 2012 and the significant accounting policies disclosed below, which the Committee has determined are appropriate to meet the needs of members. Such accounting policies are consistent with those of previous periods unless stated otherwise.

The financial statements, except for the cash flow information, have been prepared on an accrual basis and are based on historical costs unless otherwise stated in the notes. Material accounting policies adopted in the preparation of these financial statements are presented below and have been consistently applied unless stated otherwise. The amounts presented in the financial statements have been rounded to the nearest dollar.

Income Tax

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

Note 2 Contingent Liabilities and Contingent Assets

The entity has no contingent liabilities or assets.

Note 3 Events After the Reporting Period

No matters or circumstances have arisen since the end of the financial year which significantly affected or may significantly affect the operations of the entity, the results of those operations, or the state of affairs of the entity in future financial years.

Note 4 Cash Flow Information

Reconciliation of Cashflow from Operating Activities
with Current Year Surplus

	2021	2020
	\$	\$
Profit/(Loss) for the Year	61,177	1,487
Changes in assets and liabilities		
(Increase)/decrease in receivables	(53,707)	(6,542)
Increase/(decrease) in payables	13,234	(3,026)
Increase/(decrease) in deferred income	53,886	(51,399)
	<u>74,590</u>	<u>(59,480)</u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC
2020 - 2021 COMMITTEE MEMBERS**

President	Bronwyn Gilson Charles Sturt University, Bathurst, NSW
Vice President	Sarah Lisle UOW, Wollongong, NSW
Vice President - Planning & Development	Sharon Cook Monash College, Melbourne, VIC
Vice President - Professional Development	Samantha Hilbig Griffith University, South Brisbane, QLD
Treasurer	Molly Bonnefin Melbourne, VIC
Communication Manager	Annette Kalczynska Central Queensland University, Sydney, NSW
QLD Branch President	Samantha Hilbig Griffith University, South Brisbane, QLD
SA & NT Branch President	Sarah Parrington Study Adelaide, Adelaide, SA
VIC/TAS Branch President	Margaret Dawson RMIT, Melbourne, VIC
NSW/ACT Branch President	Annette Kalczynska Central Queensland University, Sydney, NSW
WA Branch President	<i>Position not filled</i>



President



Auditor

17 November 2021

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

Opinion

We have audited the special purpose financial report of ISANA International Education Association Incorporated (the Association), which comprises the statement of financial position as at 30 September 2021, the statement of comprehensive income, statement of changes in equity, statement of cash flows, notes to the financial statements, including a summary of significant accounting policies, and the statement by the members of the Committee.

In our opinion, the accompanying financial report of ISANA International Education Association Incorporated with Division 60 of the Australian Charities and Not-for-Profits Commission Act 2012, including:

- a) giving a true and fair view of the registered entity's financial position as at 30 September 2021, and of its financial performance for the year ended on that date; and
- b) complying with Australian Accounting Standards to the extent described in Note 1, and Division 60 the Australian Charities and Not-for-profits Commission Regulation 2013.

Basis for Opinion

We conducted our audit in accordance with Australian Auditing Standards. Our responsibilities under those standards are further described in the Auditor's Responsibilities for the Audit of the Financial Report section of our report. We are independent of the Entity in accordance with the ethical requirements of the Accounting Professional and Ethical Standards Board's APES 110 Code of Ethics for Professional Accountants (the Code) that are relevant to our audit of the financial report in Australia. We have also fulfilled our other ethical responsibilities in accordance with the Code.

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

Emphasis of Matter – Basis of Accounting

We draw attention to Note 1 to the financial report, which describes the basis of accounting. The special purpose financial report has been prepared for the purpose of fulfilling the responsible entities' financial reporting responsibilities under the ACNC Act. As a result, the financial report may not be suitable for another purpose. Our opinion is not modified in respect of this matter.

Responsibility of the Committee for the Financial Report

The Committee of the Association is responsible for the preparation of the financial report that gives a true and fair view and have determined that the basis of preparation described in Note 1 to the financial report is appropriate to meet the requirements of the ACNC 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 gives a true and fair view and is free from material misstatement, whether due to fraud or error.

In preparing the financial report, the Committee is responsible for assessing the registered entities ability to continue as a going concern, disclosing, as applicable, matters relating to going concern and using the going concern basis of accounting unless the Committee either intends to liquidate the registered entity or to cease operations, or have no realistic alternative but to do so.

Auditor's Responsibilities for the Audit of the Financial Report

Our objectives are to obtain reasonable assurance about whether the financial report as a whole is free from material misstatement, whether due to fraud or error, and to issue an auditor's report that includes our opinion. Reasonable assurance is a high level of assurance, but is not a guarantee that an audit conducted in accordance with the Australian Auditing Standards will always detect a material misstatement when it exists. Misstatements can arise from fraud or error and are considered material if, individually or in the aggregate, they could reasonably be expected to influence the economic decisions of users taken on the basis of this financial report.

As part of an audit in accordance with Australian Auditing Standards, we exercise professional judgement and maintain professional scepticism throughout the audit. We also:

- Identify and assess the risks of material misstatement of the financial report, whether due to fraud or error, design and perform audit procedures responsive to those risks, and obtain audit evidence that is sufficient and appropriate to provide a basis for our opinion. The risk of not detecting a material misstatement resulting from fraud is higher than for one resulting from error, as fraud may involve collusion, forgery, intentional omissions, misrepresentations, or the override of internal control.
- Obtain an understanding of internal control relevant to the audit 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 entity's internal control.
- Evaluate the appropriateness of accounting policies used and the reasonableness of accounting estimates and related disclosures made by the committee.

- Conclude on the appropriateness of the committee's use of the going concern basis of accounting and, based on the audit evidence obtained, whether a material uncertainty exists related to events or conditions that may cast significant doubt on the entity's ability to continue as a going concern. If we conclude that a material uncertainty exists, we are required to draw attention in our auditor's report to the related disclosures in the financial report or, if such disclosures are inadequate, to modify our opinion. Our conclusions are based on the audit evidence obtained up to the date of our auditor's report. However, future events or conditions may cause the entity to cease to continue as a going concern.
- Evaluate the overall presentation, structure and content of the financial report, including the disclosures, and whether the financial report represents the underlying transactions and events in a manner that achieves fair presentation.

We communicate with the committee regarding, among other matters, the planned scope and timing of the audit and significant audit findings, including any significant deficiencies in internal control that we identify during our audit.



Michael Ian Derbyshire
Director

Hobart
17 November 2021



International Education Association Inc.

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