



Newsletter 07/97

I S A N

Hello fellow ISANA members! Welcome to the newsletter I began compiling in June with a view to having finished by mid-July...hence the title. Suddenly it's September! The best-laid plans of mice and men, huh?

Like the majority of people working in international student support, it seems to be eternally busy with a multitude of competing convergent (= planned for) and divergent (= out of the blue) tasks to complete. I have yet to meet colleagues who complain of being idle or bored!

Perhaps the following quotes could be meaningful at times like this (post mid-year intake)!

Try to relax and enjoy the crisis - Ashleigh Brilliant

Everything must be done immediately even if it doesn't have to be - Larry Kane

It is easier to ask for forgiveness than to seek permission - Cecile Stewart

The paths of glory at least lead to the grave, but the paths of duty may not get you anywhere - James Thurber

Let's hope the 'glory' we are seeking to achieve in our work does not result in the literal interpretation of the latter!

Another edition of the newsletter will hit the streets in early November. If anyone has articles, anecdotes or photos they would like to submit, please get them to me by post or (preferably) email by the start of October.

In the meantime, happy reading!

Gavin Sanderson
ISANA Communications
(originally) 11 August 1997

p.s. The person on top of the ladder is *adding* the final letter, not taking it down. Hence, it infers to the ongoing 'construction' of ISANA and not the opposite!!



INTERNATIONAL STUDENT ADVISERS' NETWORK OF AUSTRALIA

A Special Group of the Australian & New Zealand Student Services Association

1997 ISANA National Conference

The International Student Advisers Network of Australia will hold its 8th national conference in Melbourne from 3 - 5 December 1997. The ISANA conference provides an invaluable opportunity for keeping abreast of the latest initiatives and trends in international education with particular reference to support services for international students.

The conference is relevant to International Student Advisers, Study Abroad and Exchange Advisers, Language and Learning Staff, International Office Administrators, TAFE Student Advisers, Counsellors, Student Service Staff, Lecturers, Teachers, Students, Secondary International Student Coordinators, Accommodation Officers, AusAID Liaison Officers, AusAID Representatives and other Australian Government Personnel, Overseas Government Consulate and Embassy Officials.

The conference theme "International Education: In It Together" has been chosen to reflect the key challenge facing all practitioners working in the field of international education in the 90s - that of working together.

As our international student programs and services to international students mature, this year's conference will provide a timely opportunity to explore the imperative for working across boundaries both within our institutions and organisations and across educational sectors.

Interested persons can visit the conference home page on the web for the following information:

- **The conference**
- **Conference Venue**
- **Conference Program**
- **Call for Papers**

Enquiries can also be made to the Conference Convenor:

Ms Margaret Hill
Manager
Centre for International
Students & Scholars
University Office of
International Programs
RMIT
GPO Box 2476V
Melbourne VIC 3001
Tel: 03 9660 1987
Fax: 03 9660 3786 (fax)
Email: m.hill@rmit.edu.au
Conference Web Site:
[http://yoyo.cc.monash.edu.au/
groups/muiss/isana97/](http://yoyo.cc.monash.edu.au/groups/muiss/isana97/)



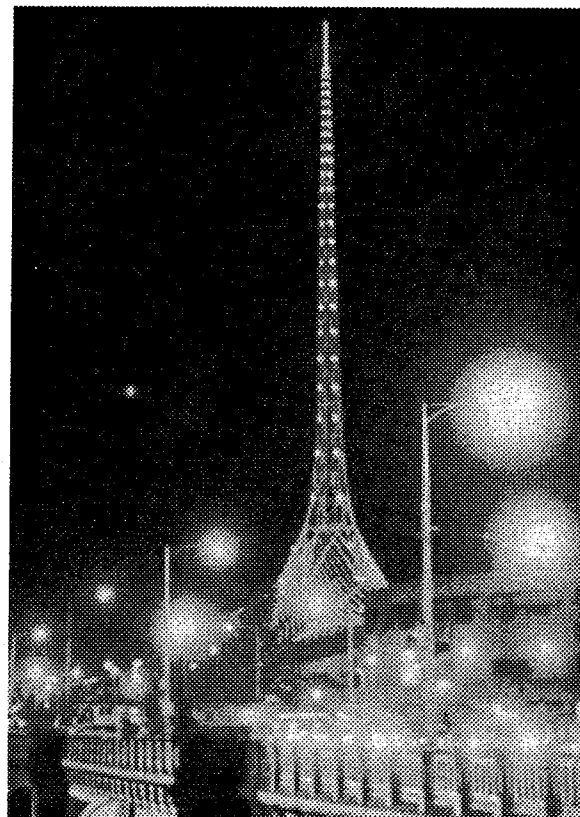
WRITE ME!

The next newsletter is scheduled to be issued in the first week of November. Please send me articles or else you will be reduced to tears reading stuff I think you'll be interested in!

I am looking for:

- *Letters to the Editor*
- *Resources you have found to be valuable*
- *Complaints*
- *Bouquets*
- *Reports on programs you have run*
- *Activities*
- *Music reviews*
- *Recipes*
- *Points of view*
- *State reports from ISANA State Reps*
- *Photographs of activities or people*
- *Anything at all! You write, I'll print! Well, within reason...*

Please note I would appreciate the information sent to me in the body of an email message or on a disc. This saves time I haven't got to type it!



Contents...

1997 ISANA National Conference	2
How will she bear it?	3
Advice on buying a car	4
Just in case you missed it!	5
We're on the Web!	5
1996 ISANA National Conference Report	6
ISANA President's Report 1996	7
NLC National Conference 1996	8
1997 NAFSA Conference	9
Constitutional Review	10
CIEE opens office in Sydney	10
Critical Incident Management	10
Towards Best Practise in International Student Services	11
From the Horse's mouth	12
Australia TAFE International Report 1995	13
Cook me!	14
ISANA National Council contact list	15
What is ISANAnet?	16

HOW WILL SHE BEAR IT?

by the Editor

Last month Senator Vanstone addressed delegates attending the 1997 NIC Conference in Adelaide. To their credit, the students showed respect (possibly disguised restraint?) and asked the senator questions in an orderly and composed fashion. The thrust of their argument was funding cuts to the tertiary sector would have an impact on services offered to international students because they, along with Australian students, compete for the same resources when it comes to accessing various services (such as study skills, libraries, counsellors, health professionals, careers counsellors, etc).

In the opinion of the writer, the Senator deftly sidestepped the reality of their claim by saying the institutions which demonstrated a commitment to excellence in teaching and student care would reap the 'funding rewards' and those that didn't would certainly struggle to maintain current levels of funding! To that end she invited students to feel free to 'dob in' institutions which weren't living up to students' expectations!

As it happens, Adelaide's daily newspaper, the *Advertiser*, carried a front page article on 12 August 1997, which said the Senator is about to set in place a mechanism to glean complaints from students. The article deals with angry law students who stormed out of a lecture after a visiting lecturer told them to turn off their tape recorders during the lecture. It says:

“The clash with a guest lecturer led to the first specific complaint against a South Australian university since the Federal Education Minister, Senator Vanstone, announced a hotline would be set up for students to give their views.”

It appears the HECS students in question were quick to point out they pay approximately \$5,500 per year to study law and have the basic

expectation “if they (the university) want to take our money, that's fine, but they have to deliver a service”. Goodness, these Australian students go straight for the jugular!

Somewhat I think our international students are far too obliging. They would pay almost twice the annual amount the HECS law students do, even for the 'cheapest' undergraduate degree. And if you've been advising international students for any length of time, you would have come across instances where some have been given the short end of the stick with regard to 'service' in terms of academic, welfare and administrative support!

Some international students do stand up and demand quality of service where they perceive it to be lacking. In some cases they're right, too. More often than not it has taken a brave and confident student or one who has been 'worked into a corner' to do this. Sadly, more often than not it has led to a deterioration of the student's relationships with academic and/or administrative staff members and, at times, a prejudice against the general international student population. “Just who do they think they are?”

I think we are seeing our educational institutions being brought out of a slumber induced by the days of free education where it seems a lot of checks and balances on quality of service delivery went walkabout or were never established in the first place. The increasingly visible 'user pays' system makes students very interested in what they are getting for the money they spend. Strangely enough, it may be charge (as in chaaaaarrge) of the vociferous HECS students which indicates to international students that it is reasonable to expect service-for-fee and it is quite acceptable to let the providers know when they think they are not getting it! The article

“The complaint comes in response to a call by Senator Vanstone late last month for students to provide feedback to her office about their education. The student hotline will be open in October after consultation with university communities.”

I predict there will be a lot of Australian and international students (and staff?) on the phone to the Senator. My only concern is how will she attend to her other duties after taking their calls 7 days a week and 24 hours per day!

p.s. I don't wish to imply all HECS students are vociferous and all international students are the opposite. In my experience I have found the general international student population to be very accommodating of their position which has, on occasions, been to their detriment.



QUIZ TIME:

(Answers on back page)

1. What does *caveat emptor* mean?
2. What is the unit of currency in China?
3. Whose famous speech did the *Chicago Times* describe as 'silly, flat and dish-watery'?
4. Who renounced his divinity in 1946?
5. What distinguishes the big (wild) cats from the small (domestic), other than size?
6. Which popular house plant is in danger of extinction in its natural habitat in Tanzania?
7. What is a collection of penguins known as?
8. Which planet was discovered in 1930?
9. Which animal, in Buddhism, symbolises strength and restraint?
10. Who was said to have a working vocabulary of 32,000 words?
11. In 1946, in an interview, Mao Tse-tung introduced a metaphorical animal into the language. What was it?
12. On what did Madame Tussaud base her original show?

ADVICE ON BUYING A CAR



ISANA members, here is some information you might want to pass to your students. Please note this was written by Gavin Sanderson for students in South Australia. Different conditions will no doubt apply in other states and you are advised to check with authorities and departments in your state to obtain relevant information for your students:

Although public transport in your Australian city may be adequate, the extra freedom afforded by a private vehicle is attractive. As new cars are quite expensive in Australia, most students generally purchase a second-hand car from a car yard or a private sale. A car with a 4-cylinder engine which costs \$2,500 - \$3,000 should be reasonably reliable.

Avoid American, English and European cars. Japanese and Australian-made cars such as Toyota, Holden, Ford, Nissan (Datsun), Suzuki and Mitsubishi are best for second-hand purchases. Mechanics in Australia are very good at keeping second-hand cars in running order and if you select the right type of vehicle, spare parts can be reasonably cheap.

Avoid second-hand cars with 6 or 8 cylinders. They simply use too much petrol. Also, the car you buy should be able to run on unleaded petrol. Leaded petrol is still available at most service stations in Australia but it is being phased out. You should be able to obtain a list of cars that can run on unleaded petrol from any service station or your state's equivalent of the Royal Automobile Association (RAA).

You need to be very cautious when planning to purchase a second hand vehicle. Depending upon the state you live in, if you sign anything or pay a deposit you may enter a binding contract. This would mean the sale can be legally forced upon you with no chance to change your

mind. Do not sign or pay anything unless you are certain of purchasing the vehicle.

In some states second-hand cars (in a car yard) may have a sheet attached to the passenger's side front window which contains important information such as age of the car, its mileage (km), last owner, and so on. Buying a car of \$1,000 or more from a car yard should entitle you to a limited warranty on mechanical repairs (excluding repairs to the radio or cassette or CD player, the air conditioner and the sunroof). Check with your International Student Adviser for clarification on the conditions of purchase applicable in your state.

Second hand vehicles purchased from a private sale (usually selected from classified advertisements in newspapers) do not carry any warranty.

Before you buy a car, you're encouraged to have the RAA (Royal Automobile Association) or an equivalent authority check it. For about \$80 an RAA mechanic will thoroughly check the mechanical condition of the vehicle and let you know whether it will be a good purchase or not. You do not need to be a member of the RAA to access this service.

Contact the nearest Office of Consumer and Business Affairs (or equivalent) for guidance and check your rights very carefully before committing yourself to the purchase of a car. Consumer groups often provide free booklets for people thinking of buying a used car.

MOTOR VEHICLE REGISTRATION

All motor vehicles must be registered with the Motor Registration Division in your state. Your registration should include 'Third Party Insurance'. This pays for the treatment of injuries suffered by the other party should someone in your car or another car be injured. **This insurance does not cover repair costs for damage to the other**

vehicle or your own vehicle.

Check to see whether it is possible to pay your motor registration in either six month or 12 month instalments.

DRIVER'S LICENCES

(a) Conversion of a foreign licence to an Australian (state) licence:

Some holders of non-Australian licences can have their licences converted to an Australian state licence. To convert from a foreign licence, you may be required to pass a theory and/or practical test on your state's road rules. Check with the closest Motor Vehicles Registration Department for details.

(b) Application for a learner's permit:

If the licence from your home country cannot be converted to an Australian state licence, you will need to apply for a learner's permit. You will probably have to sit for a written test of rules of the road (at the Motor Registration Department). When you pass you'll be issued with a learner's permit.

You are strongly advised to take lessons from a driving school which can prepare you for the driving test to get your provisional licence.

Driving schools employ professional drivers with a wealth of knowledge and experience. They can teach you to drive much better and in a safer, controlled manner than students and friends who might offer to teach you.

Driving School vehicles are also covered by insurance whilst you're learning to drive. Your friends may not be covered. **If you have an accident and have no insurance for 'property damage' it can cost you thousands of dollars and may interrupt your study program because of financial and emotional stress.**

See Telstra's 'Yellow Pages' for listings of driving schools or ask your International Student Adviser for a recommendation.

When you pass your driving test you will be issued with a licence.

ROYAL AUTOMOBILE ASSOCIATION (RAA)

All car owners are recommended to become a member of the RAA or an equivalent organisation (in states other than South Australia). The RAA charges \$15 to join followed by an annual subscription of approximately \$43. Benefits include:

- Free legal advice if you have an accident
- Free roadside service for breakdowns
- Inspection and report on a used vehicle you may want to buy, at a fee of \$80 (or more, depending on the vehicle).

MOTOR VEHICLE INSURANCE

Your car registration fees should provide you with insurance cover for injury to others if you have an accident. There are 2 other types of insurance you need to understand:

Third party property insurance:

This insurance covers the cost of repairing the other vehicle if you are involved in an accident. It does not cover the cost of repairing your own car. You have to rely on the other driver's insurance to pay for your repairs. You should contact a number of insurance companies to compare prices. These are listed under 'motor insurance' in Telstra's 'Yellow Pages'. The annual fee is approximately \$60 - \$120 per year, depending on the vehicle you buy.

Students are strongly encouraged to take out this insurance if they buy or drive a car. Motor vehicle repairs (structural and mechanical) are quite expensive in Australia.

"Own Damage" Insurance: This insurance covers repairs to your car, regardless of whose fault the accident was and regardless of whether the other driver has their own insurance. It is sometimes referred to as 'comprehensive' insurance. If you own a car and you want to insure it for all risks (including fire and theft) you must purchase 'own damage' insurance. This is more expensive than 3rd party property insurance and the cost depends on your age and the value of your car. Once again, see the 'motor insurance' listings in Telstra's 'Yellow Pages'.

Safe driving!

JUST IN CASE YOU MISSED IT!

At the 1996 ISANA conference in Adelaide, representatives from Medibank Private indicated a change in policy regarding qualification periods for pregnancy-related expenses. Most of us are familiar with the 'old policy' which basically meant a student or spouse would not be covered for pregnancy-related expenses until 9 months after their arrival in Australia. In other words, don't come to Australia pregnant if you cannot pay for pregnancy-related expenses!

Medibank Private's Adelaide office said from 1 January 1997, students or spouses qualify for immediate benefits and are covered for all pregnancy-related services (including miscarriages, terminations, premature and normal birth) **if they are on a student visa which has a duration of longer than 3 months.**

Stop Press: Medibank Private has recently been notified it was successful in its bid to continue with the OSHC contract until 31 December 1999.

As from 1 January 98 OSHC will cover emergency ambulance transport and offer a rebate on selected prescription drugs (except for oral contraceptives and drugs used during an operation). The annual benefit will be \$150 for single students and \$300 for families. It is anticipated students will pay the full price for the prescription in the first instance and then apply for a rebate.

1998 OSHC fees are:

Single		Family	
3 months	\$74	3 months	\$148
6 months	\$148	6 months	\$296
9 months	\$212	9 months	\$424
12 months	\$274	12 months	\$548

You are advised to contact the Medibank Office in your state for clarification of any information appearing above.

WE'RE ON THE WEB!

Yes, ISANA's Home Page is currently on-line at:

<http://adminwww.flinders.edu.au/isana/isana.html>

Although the site is in its infancy, it currently boasts:

- An introduction to ISANA.
- A link to the 1997 ISANA National Conference home page.
- A link to an ISANAnet page.
- The ISANA Constitution.
- Links to the home pages of the NLC (National Liaison Council), ANZSSA (Australia and New Zealand Student Services Association), and the Department of Immigration and Multicultural Affairs.
- Names and contact details of the ISANA Council (Executive, State Representatives, and Ex-Officio).
- This newsletter

It also has a link to a new initiative called the ISANA Resource Page. This page will be continually updated as people send their resource lists to Gavin Sanderson, ISANA Communications. Where possible, a brief comment to accompany the reference to give readers an idea of the nature of the publication, video, URL site, etc will be appreciated.

Please visit our home page and feel free to pass on suggestions about what you'd like to see there!

1996 ISANA NATIONAL CONFERENCE REPORT

by Gavin Sanderson

ISANA's 7th national conference was held in Adelaide from 3 - 6 December 1996. Having attended the 4 ISANA conferences prior to 1996 (and 3 in the capacity of SA ISANA Representative), it was with a certain mixture of excitement and trepidation I watched the clock tick down towards SA's turn to host its first-ever ISANA conference. And so it came to pass in the wee hours leading up to the 1995 conference in Perth that ISANA's President, Di Gabb, and the WA Conference Convenor, Patrick Willix, cast their collective eyes towards me with a modicum of expectation tempered with a tippie of uncertainty and said "Well?..."

In retrospect, my memory of the conference is a rather distorted one, being so intimately involved in its planning, and hardly stopping during the conference itself to get a participant's feel for how things were shaping up. Reports from others (plus the evaluation sheets), however, paint a favourable picture and it seems most delegates thought:

- The conference content was varied and relevant, especially for new advisers;
- The conference is an important forum for establishing networks and gathering information;
- The social events (including the TAFE Welcome Dinner and the Conference Dinner at Hardy's winery) were good value and enjoyable;
- The special touches like the coffee mugs, availability of t-shirts, gifts for speakers, etc were appreciated;
- The Adelaide venues were quite suitable and well located. The venue used during the afternoon session at Victor Harbor, however, caused a number of delegates to reach for their Saturday Night Fever video upon returning home.

Of course, no conference of any size can come together without a team effort, and I must once again point out the invaluable assistance I received from Festival City Conventions, the SA Conference Committee, and Patrick Willix. Their great teamwork, camaraderie, support, suggestions and contributions made it all happen.

Thanks also to The Flinders University of South Australia and the AIEF for being principal sponsors, plus the many institutions and organisations who took on the role of supporting sponsors. There is no doubt sponsorship from such groups reflects an importance placed on the event and results in a 'better-resourced' event.

All in all, there were 50 presentations throughout the conference ranging from the opening address, keynote speeches and workshops, to plenary sessions, concurrent sessions, poster sessions and trade displays. The 3 keynote speakers each had a different background, nationality and message for ISANA:

- Professor Marvin J Westwood, Department of Counselling Psychology, University of British Columbia, Canada addressed "Sociocultural Competency Training: A Program for Enhancing Success among International Students"
- Associate Professor Anne Campbell, Language Education, Faculty of Education, University of Canberra gave her paper "Frogs and Snails and Puppy Dog Tales: Creating Cultural Comfort Zones", and
- Mr Tan Oon Seng, Manager of Education Development & Research, Temasek Polytechnic, Singapore spoke about "World Trends in Higher Education: The Singapore and South East Asian Context".

Feedback shows their papers were well received. Another pleasing aspect was the involvement of representatives from Medibank Private and DIMA for the first time at an ISANA conference. Each department presented an information session on matters relating to international students and then fielded questions from the floor. I hope this useful interaction remains a feature of future conferences as it brings together people who work 'at the coal face' in different capacities and can only serve to build greater understanding between all parties.

The 1996 conference was the biggest ISANA gathering yet and the

188 delegates came from far and wide:

South Australia	55
Australian Capital Territory	9
Victoria	57
Indonesia	1
New South Wales	25
Canada	1
Queensland	10
USA	1
Western Australia	14
Singapore	1
Tasmania	7
New Zealand	7

As convenor it was especially gratifying to see people arrive in Adelaide from interstate and overseas and launch themselves into the conference. Even greater was my impression the delegates from SA saw a bigger picture of ISANA and the benefit of association with others performing like tasks in similar positions.

In conclusion, a personal benefit was the tremendous amount of learning I did along the very steep curve associated with putting a national conference together. You could almost categorise it as a tertiary subject - "Communication, Marketing, Human Resource Management, Conflict Resolution, Grief Counselling, and Organisational Theory & Practise I". I guess that's an opportunity which may not have made itself available if I weren't an ISANA member and for that I'm grateful (although I must get my membership paid up)!

And so onto Melbourne! I have recently returned from a meeting with the 1997 conference committee and can assure you this year's ISANA conference will continue the fine tradition established by other states who have hosted the event, and contribute to the evolution of the 'ISANA conference' as an entity. The venue is superb and the committee (with Margaret Hill as convenor) is leaving no stone unturned to make Melbourne the place to be "in it together" in early December. I simply can't wait!

p.s. Copies of the Extended Abstracts of the 1996 Conference are currently available from Gilbert Hennequin, tel 03 9903 1543, at \$20 per copy.

ISANA President's Report 1996.

Following is a copy of the Annual report of the President presented at the AGM in December 1996. It was decided to print the report in the newsletter to ensure members not present at the AGM receive a copy.

1996, the first year of our term of office has been, to say the least, a challenging year for us as an organisation with considerable turbulence from both internal and external forces and in many ways signalling ISANA's growth and maturing as an organisation.

It has been a year of some frustration as the Executive and National Council felt it could not act as a legitimate entity until the matter of the election of the group had been resolved. It was well over halfway through the year before this happened and it is with some sense of relief that we are now in a position to move forward and focus on our key activities.

Despite the limited scope of our activities this year we have seen a number of positive developments including our first Northern Territory representative and the development of an ACT branch. *ISANAnet* has continued to grow steadily with over 130 on the list at last count. Both through *ISANAnet* and attendance at the National Conference we are seeing the increased involvement of New Zealand colleagues and it is hoped this will become more formalised in the future. Our Ethics Working Party is working towards a set of professional competencies to help guide a Professional Development programme and form a possible code of ethics. The Constitutional Working Party is reviewing the Constitution with a view to making it more accurately reflect the change and growth of our organisation. We expect to see solid proposals from both these groups put to the 1997 AGM.

National Council

The National Council consists of the following members: President, Vice-President, Secretary, Treasurer, Newsletter Editor and State and Territory Convenors. This year we co-

opted the following positions to National Council: Immediate Past President, Conference Convenor, Communications Liaison and Membership Co-ordinator.

We lost four Council members in 1996; Gay Townsend, Rena Kelly, Rob Andrews, and Regis Cheong. We thank them all for their contribution to ISANA spanning several years.

Sally Armstrong has stepped into Gay's shoes as Membership Co-ordinator and Regina Bohler was nominated as NSW representative. We recently called for expressions of interest in the executive positions of Vice-President and Newsletter Editor. At the national teleconference last week, Heather Bigelow and Gavin Sanderson were appointed to these respective positions.

Visits

Whilst travelling to Brisbane in late May for a meeting of the ANZSSA National Executive, I had the opportunity to stop in Adelaide and meet with the conference organising committee as well as the state groups in NSW and Queensland. This was a valuable opportunity to touch base on local issues and it is hoped that opportunities will arise to meet with the other groups in the course of the next year. The return journey included a stop in Canberra to discuss the formation of the ACT Branch.

Linkages

ISANA furthered its efforts to develop key linkages with organisations both locally and overseas with whom we share common goals or can make a mutual contribution to the work of the other. In 1996, we focussed efforts on building good working relationships with the following organisations in particular:

1. *NAFSA: Association of International Educators* in the US.
2. *The Australian International Education Foundation (AIEF)*
3. *The Australian Quarantine Inspection Service (AQIS)*
4. *IDP Education Australia*
5. *The National Liaison Committee for International Students in Australia (NLC)*

Policy

As those attending the DIMA and Medibank fora yesterday are aware, we are working to streamline processes and lobby government for input on policy matters.

Conference

The Executive has been working with the Adelaide Committee and collectively we are endeavouring to pull together a standard handover package comprising database, templates and standard letters to make things a little easier each time.

Other Initiatives

In 1996, we initiated a breakfast for new members. This function was held just prior to the conference commencement and was designed to introduce new members to the organisation and make them feel welcome.

This year we also sponsored the publication of the CISWA Homestay Report and provided some funding support to professional development activities.

1997

In 1997, we hope to consolidate activities of the past year and undertake a range of new activities including publications such a Critical Incident Handbook, publish at least two newsletters and undertake a snapshot survey of the membership to obtain information on demographics and needs.

In conclusion I would like to give my personal thanks to the National council for their enthusiasm and commitment over the past 12 months. My thanks also to the membership for patience while we resolved the ballot issue and particularly to Carolyn Chong who acted as our Returning Officer for the ballot.

We are looking forward to an active 1997 in which we will undertake a number of important activities for which we look forward to your support and participation.

Patrick Willix.



SEEKING FILM REVIEW!



Can someone please send me a review of a film they have seen recently?

NLC NATIONAL CONFERENCE 1996

by Prabha Gulati

The NLC, as most of you probably already know, was formed in 1986 and is the peak body for international students in Australia across both secondary and tertiary institutions. The NLC performs many different functions and roles which include providing student input to organisations such as the AIEF and IDP as well as to government departments and most importantly maintaining communication with and providing information through newsletters and conferences to the more than 140,000 students it represents.

The theme of the 1996 NLC Education Conference was the "Value of Best Practice: Benchmarking International Education". The aim of the conference was to address best practice in the provision of services to international students including welfare support services and academic support. A wide variety of speakers were given the opportunity to present opinions, showcase ideas from their own universities and discuss problems and solutions relating to international students issues.

The invited speakers included the Chair of the Higher Education Council, Professor Gordon Stanley, Jenni Gordon from the AIEF (Australian International Education Foundation), and Frank Hambly Executive Director of the AVCC. The importance of looking critically at services, of setting standards and adhering to codes such as those established by the AVCC as well as the safeguards provided by relevant legislation (eg. the ESOS Act) was emphasised.

Listening to these speakers clarified for me the purposes and value of benchmarking and the role that these key organisations played in this process. Benchmarking was defined as "a method of organisational improvement that involves continuous and systematic evaluation of services, products and processes of an organisation against the practices of a similar organisation". As the keynote speaker, Professor Gordon Stanley, pointed out, best practice was a value judgement and adopting best practice is more than copying what another institution is doing...it needs to be looked at critically to ensure that it is helpful in what you are doing.

The briefing on the research in progress through IDP (funded by DEETYA) was given by Dorothy Davies Director of IDP Education

Australia's International Students Division. This report should be available shortly and will provide an evaluation of internationalisation strategies of Australian universities as well as citing instances of good practice in program strategies within universities. Dr. Lea Logie also spoke about a report on research she had recently completed on guidelines for best practice within the TAFE International sector. She subsequently presented this information at the 1996 ISANA National Conference.

Throughout the two days we also heard from various presenters in the field including from international student advisers, presenting on programs within their institutions which exemplified best practice in program areas such as returning home programs, orientation programs, counselling best practice, as well as pre-departure and on arrival programs.

Overall it was a well planned and well attended conference which provided much food for thought given the current concerns of ISANA in the areas of both constitutional reform and ethical standards.

(The next newsletter will contain a report on the recently-held 1997 NLC Conference).

Here are some greetings lifted from NAFSAnet a few weeks ago. You just never know when you might need one!

Arabic <i>Ablan Wa Sablan</i>	Estonian <i>Tere Tulemast</i>	German <i>Willkommen</i>	Latin <i>Gratus</i>	Russian <i>Dobro Pozhalovat</i>	Tongan <i>Malolelei</i>
'Australian' <i>G'day</i>	Farsi <i>Khosb Ahmadid</i>	Greek <i>Kalos Orises</i>	Malay <i>Selamat Datang</i> (Come Safely)	Slovak <i>Vitajte</i>	Turkish <i>Hos Geldiniz</i>
Bulgarian <i>Dobre Doshli</i>	Finnish <i>Tervetuloa</i>	Hebrew <i>Baruch Ha'bab</i>	Nepali <i>Swagat</i>	Spanish <i>Bienvenidos</i>	Ukranian <i>Vitaemo</i>
Catalan <i>Benvingut</i>	French <i>Bienvenu</i> (Addressing Single Male)	Hindi <i>Swavagatam Or Namaste</i>	Norwegian <i>Velkommen</i>	Swahili <i>Karibu</i>	Vietnamese <i>Chao Mu 'ng Quy Vi</i>
Chinese <i>Huan Ying</i>	(Addressing Single Female)	Hungarian <i>Isten Hozta</i>	Polish <i>Witamy</i>	Swedish <i>Valkommen</i>	Yugoslavian <i>Dobro Doshlee</i>
Czech <i>Budte Vitani</i>	<i>Soyez Les</i> <i>Bienvenues</i> (Addressing More Than One Person)	Indonesian <i>Selamat Datang</i>	Portugese <i>Bemvinidos</i>	Tagalog <i>Maligayang</i> <i>Pagdating</i>	Samoan <i>Talimalo</i>
Danish <i>Velkommen</i>	Gaelic <i>Cead Mile Failte</i>	Italian <i>Benvenuti</i>	Romanian <i>Bine Ati Venit</i> (Singular)	Thai <i>Yin Dee Tean Rub</i>	Swahili <i>Pewa (Pikewa Kwa)</i> <i>Furaba</i>
Dutch <i>Welkom</i>	Korean <i>Hwan Nyong Hum Nida</i>	Japanese <i>Kangei</i>	<i>Bine Ati Venit</i> (Plural)	Zulu <i>Styanamukela</i>	

1997 NAFSA Conference

Catherine Rush

Program Manager, Council on International Educational Exchange

NAFSA recently concluded its 49th annual conference in Vancouver, Canada and this was attended by a number of ISANA members. Catherine Rush had the opportunity to attend last year and reflects on her experiences.

The 1996 annual conference for NAFSA: Association of International Educators was held this year in Phoenix, Arizona (cactus country) from June 4 to 7. The title of the conference was "Elements of Diversity in International Education". I was lucky enough to be able to tie this conference in with work I was doing in the United States at the time and I am so glad I did as it provided me with a wonderful experience and really broadened my knowledge on issues in international education.

I began my stay in Arizona with a two-day pre-conference workshop lead by one of the gurus of international education in the United States, Gary Althen, author of "The Handbook of Foreign Student Advising". The workshop was entitled "Foreign Student Advising". This was extremely useful and dealt with such areas as the role and responsibilities of the ISA, ethical considerations, dealing with crisis situations, cross-cultural communication, advising and counselling, administration and last but not least, utilising technological resources.

Approximately 3500 people attend all or part of the NAFSA conference and as a result, opportunities for networking abound - In the words of the conference organising committee, "NAFSAns love to network"! If it is not in conference sessions that you meet people, then there are the social functions at night which give you the opportunity to do so and there are several of these. Business card swapping is the norm as is looking at name tags rather than people's faces

when you first begin a conversation with someone. In so doing you can establish who the person is, where they are from and on what basis you could connect with them.

Perhaps it was not so much from the sessions that I gleaned most of my information rather from the people I met.

Sessions went each day from 9.00 am through to 5.30 pm with a break for lunch. Sessions are almost always concurrent with a wide selection from which to choose, whether it be admissions you are interested in, study abroad, exchange, student advising, tertiary education, secondary etc. On my part I attended several sessions on orientation (design and presentation), cross cultural communication, country specific information, sessions on Islam and female international students and their special needs.

As the only member of the ISANA National Executive present at the conference I was invited to sit at the VIP table at The International Visitors Plenary Luncheon (where international attendees and guests were recognised) - along with representatives from several different countries. There was a very interesting talk by Rudolfo Anaya - a noted New Mexican author and professor who addressed the issue of diversity from a Hispanic perspective.

It seems that NAFSA is very interested in connecting with and providing support to ISANA in these, our growing years - something we should take advantage of. NAFSA is the largest organisation of its kind, with an amazing depth of knowledge and expertise in international education. In fact, in 1998 it will be celebrating its 50th anniversary, testament to its experience in the international education arena.

Lifted from NAFSAnet:

Resources for South East Asian and Sub-continent (especially Indian) cultures as posted by Robert M Seese, Associate Director, International Student and Scholar Services, University of Houston in June this year.

Enquiries to Gavin Sanderson in the first instance (especially with regard to logging into gopher files on the www) or to Bob Seese at RSeese@UH.EDU

SUMMARY:

- 1) "Kiss, Bow, or Shake Hands" - book by T Morrison (International Press)

Available from Dymocks
Booksellers in Australia \$29.95

ISBN 1558504443

- 2) Books by Donald Smith from the 60's and 70's and by Rajni Kothari, the periodical India Abroad, books and articles on Indian immigrants. Also see the Columbia University:
gopher://gopher.cc.columbia.edu:71/11/clioplus/scholarly/South Asia

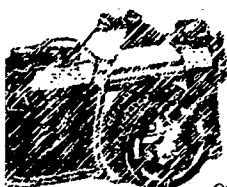
If you can't get through, go through www.columbia.edu and go into the South Asian Institute of the regional institutes section of the School of International and Public Affairs.

- 3) Article by Jim Kenaston "Three World Views Contrasted" at:

<http://www.arches.uga.edu/~kenaston/>

WHO IS ISANA?

The Snapshot Survey which accompanies this newsletter is designed to provide a comprehensive picture of the ISANA membership. The Executive knows ISANA members work with international students in various capacities but seeks specific information which concerns your role, details pertaining to your position, as well as the role you see ISANA playing to support you. Can you please take the time to fill it out and place it in the envelope provided. An evaluation and report will appear in the next newsletter!





CONSTITUTIONAL REVIEW

by

*Gilbert Hennequin,
Chair, Constitutional Review Working Party*

The idea of setting up such a working party came up immediately after the current National Council was brought together for the first time, ie. December 1995.

ISANA, as a national professional association, has enormous potential to make its mark in Australia's 'young' International Education industry. Whilst this potential lies specifically in our ability to deliver quality professional development opportunities to our membership, having a stable and broadly focussed

constitution is essential. The Working Party will begin developing options for the membership to formally consider at the Annual General Meeting in December 1997.

An important bridge which needs to be crossed, albeit amidst controversy, is the question of our status as a Special Interest Group of the Australia New Zealand Student Services Association. Many members have raised this question and, although there has been plenty of discussion, no formal decision has been made regarding ISANA's plan for the future. Hopefully, the Working Party will be able to tackle some of these issues and formulate not only possible amendments to the constitution, but also some strategies for moulding ISANA into something for the future.

As Chair of the Working Party, I would like to canvass some of these broad ranging issues amongst the membership in order to present to the Annual General Meeting (December 1997) proposals representative of your views.

If anyone has any queries regarding the Working Party, or would be interested in becoming a member, simply contact me by:

Email:
Gilbert.Hennequin@adm.monash.edu.au
03 9480 5278 (fax)
0416 052 049 (tel)



CIEE OPENS OFFICE IN SYDNEY

The Council on International Educational Exchange has recently opened its first Australian Office in Sydney. The Council, a New York based organisation celebrates its 50th anniversary this year and exists to facilitate the exchange of students between the United States and the rest of the world. ISANA Executive member, Catherine Rush has been appointed Program Manager in the new office (Congratulations Catherine!) and has been kept busy making contacts and developing program opportunities. The Council office can be found at:

The Council on International Educational Exchange
Level 8
The University Centre
210 Clarence St, Sydney NSW 2000
02 9373 2730 (tel)
crush@ciee.org.au (email)

CRITICAL INCIDENT MANAGEMENT

by
Jo Ridgers

Guidelines for Students in Crisis

In May last year, the Queensland members of ISANA held a Professional Development Workshop on Critical Incidents. Facilitated by Ewa Drew from AusAID, the Workshop was extremely successful, as most International Student Advisers in the state work either in isolation or on small campuses.

Members shared their experiences and pooled hints for handling crises relating to death, serious injury or illness of international students.

The workshop generated much interest from members nation wide and at the Glenelg National Conference, a similar workshop was conducted. However, it became immediately apparent that with the diversity of roles of ISAs on campuses of varying sizes around the country, there are no general guidelines for these situations which suit everyone.

It was agreed at the National Conference that we come up with a national ISANA guide for handling Critical Incidents, which can be submitted to the institutions for recognition of the role

International Student Advisers play in these situations. A working party was set up to produce a generic, yet flexible checklist or booklet from which all International Student Advisers can work. A call for contributions went out on ISANAnet in January.

At this stage, resources have been located, and work is proceeding so that the policy will be forwarded to the states later in the year for perusal/edit/comment. Once the states have reported back to the working party, we hope to have something to present at the next National Conference in Melbourne. **MAY THE FORCE BE WITH US!** Please forward any queries you may have to Jo Ridgers on email at J.Ridgers@ic.gu.edu.au.

Towards Best Practise in International Student Services

by
Prabha Gulati

The importance of developing a set of competencies and a code of ethics/professional standards was discussed at both the 1994 & 1995 ISANA AGM's. As a result a working party was established to explore the ethical issues facing International Student Advisers in their daily work as well as attempting to define appropriate professional competencies for this emerging professional area. Some of the reasons that it was seen to be important to establish the working party are:

1. To ensure an effective, skilled and professional discipline
2. To acknowledge the specific skills and knowledge that ISANA members possess
3. To enable members of ISANA to identify their professional development needs

The background to the project is in the recognition that International Student Advisers come from diverse professional backgrounds and bring to their role a variety of skills. The field of international student advising is a relatively new one, with ISANA members representing a wide variety of institutions, disciplines and services.

Situations arise on a daily basis in which International Student Advisers (ISAs) are required to balance the demands institutions make on them, along with consideration of their level of expertise and training and responsibility of service delivery to the student population.

ISA's can often be placed in a position where they have to advocate for or to mediate a dispute between the student and the institution that employs the Adviser. Advisers also need to be clear on issues relating to confidentiality and disclosure of information, when it is appropriate to refer students on to specialist services, etc.

It is anticipated then that the outcome of this project will be a draft Code of Professional Standards in which are

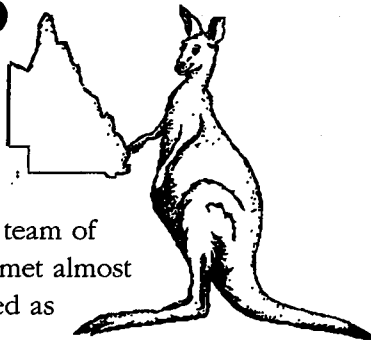
outlined these guidelines and principles which inform the professional preparation and conduct of all ISANA members, while accommodating the diversity of the membership.

It is also planned that a draft statement of professional competencies for International Student Advisers will also emerge from this process which would then enable members to define for themselves key areas for ongoing professional development.

The members of the Working Party presented at the 1996 conference in a formal session and at the AGM. Both presentations aimed to involve the general ISANA membership and encourage discussion of the relevant issues. If you have any questions regarding the Working Party please contact:

Gary Logan
International Student Counsellor
Student Services
University of Southern Queensland
PO Box Darling Heights
TOOWOOMBA QLD 4350
076-312881 (tel)
logang@usq.edu.au

ISANA QLD Update



Last year was a busy one for the Qld team of ISANA members. We met almost on a monthly basis, travelled as far south as Lismore (Ross Lehman is an adopted Qld member) and west to Gatton for our meetings, and enjoyed average attendances of between 15 - 20 people each month. (Queenslanders cater well!)

In these uncertain times of academic restructuring and budget cuts, it seems the Qld members have managed to rally together each month for quality time to catch up, confer, contribute and unload the issues that face them in the workplace. Professionally, ISANA members learn a lot from each other. Personally, we maintain a strong support network that lessens those feelings of isolation that are so often experienced by International Student Advisers.

Last year, members came from as far away as Rockhampton and Townsville to participate in a

Professional Development Workshop on Critical Incidents. Also, as members from other states would testify, there was a strong (shall we say vocal?) contingent representing Qld at the National Conference in Glenelg.

This year, we have scheduled more workshops on Cross Cultural Training, Racism and Competencies for International Student Advisers to aid in our Professional Development.

From my perspective, as the State representative, it has been great to witness a growing enthusiasm by the members not only to keep coming together once a month, but also to plan ahead, commit to goals and put forward a strong voice on international student issues in Queensland.

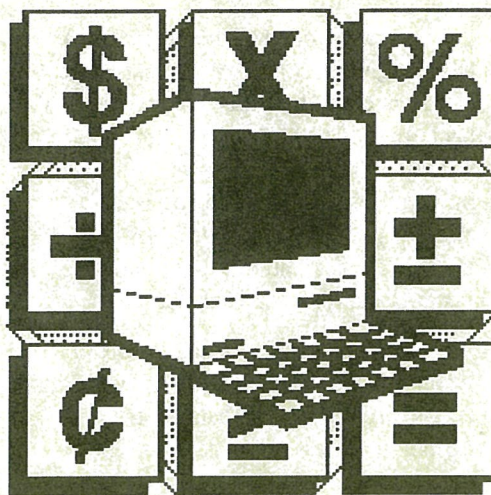
It's inspiring to see the momentum building. Queensland ISANA members urge members in other states to support your local ISANA network. Whether for lobby purposes, for professional development, or just for a therapeutic cuppa with someone who understands, making the effort is well worth it.

Jo Ridgers
ISANA QLD Representative

FROM THE HORSE'S MOUTH:

Have you ever been asked for advice on bringing a computer into Australia? Have you ever felt you 'sort of know' what to tell students but feel a tad uncomfortable with how correct your information is? I know I have! So, I thought I'd give the Australian Customs Service a call to clarify the matter once and for all. One would hope their Adelaide office would reflect the general policies in place around the country. The following information was supplied to me in writing and I quote it *verbatim*:

The Australian Customs Service (Customs) does allow the temporary importation of certain goods without the payment of duty or sales tax via Section 162 of the Customs Act. The temporary importation of computers by international students is one such circumstance but there are conditions imposed on the students where such importations occur.



The temporary importation without the payment of duties is normally approved where the computers are to be exported within 12 months of their importation and upon receipt of a written undertaking that all duties will be paid should the goods not be exported.

*Where the student's stay is known to be up to 24 months approval **may** be given but this would depend on the value of the items involved. Each case is taken on its merit and the ability of the student to satisfy Customs that all duties would be paid if exportation of the goods is not undertaken by the agreed date.*

Students who (sic) stay is to exceed 24 months will not be given temporary importation approval for their goods.

If a student arrives with a computer that has been owned and used for 12 months prior to their departure to Australia, these goods would be cleared without the payment of duties. However, the student may be asked to supply evidence to substantiate length of ownership before the goods are cleared.

There you go! Please be aware there is a 26.4% tax which applies to computers which do not meet the above requirements. That translates to approximately \$1,000 tax for a modestly-priced laptop! Make sure your students know this. In my experience I've found state offices of large departments like DIMA and Customs do vary in their interpretation of the 'letter of the law' with regard to policy. Just to make sure you give the right advice to your students, it might be an idea to run the above information past your friendly, neighbourhood Customs Office for verification (or otherwise).

August Weatherwatch:

In southern Australia it's winter and in northern Australia it's the 'dry'. What's it like in other places in the world this time of year:

	Min (°C)	Max (°C)	Rainy Days		Min (°C)	Max (°C)	Rainy Days
Adelaide	7	15	16	Kuala Lumpur	23	32	14
Alice Springs	6	23	2	London	13	21	11
Auckland	8	14	19	Los Angeles	16	28	0
Bangkok	24	32	13	Manila	24	31	23
Beijing	20	30	11	Melbourne	6	14	16
Brisbane	10	21	7	Mumbai	24	29	19
Broome	15	30	0	Nadi	20	26	15
Cairns	17	26	8	Nagoya	24	32	9
Canberra	0	12	11	Osaka	23	32	14
Christchurch	2	11	11	Papeete	20	30	6
Coolangatta	9	20	6	Perth	9	18	17
Darwin	21	32	0	Rome	20	30	2
Frankfurt	14	24	14	Seoul	22	31	13
Fukuoka	23	31	10	Shanghai	24	32	11
Harare	8	23	0	Singapore	24	31	14
Hobart	5	13	15	Sydney	9	17	11
Hong Kong	26	31	15	Taipei	24	33	12
Honolulu	23	28	14	Tokyo	22	30	9
Jakarta	23	31	4	Townsville	16	25	3
Johannesburg	6	20	0	Wellington	6	12	17

(Source: *The Australian Way*, QANTAS in-flight magazine, August 1997)

National Guidelines for best practice for program delivery and support services for international students in TAFE

AUSTRALIA TAFE INTERNATIONAL REPORT 1995

Late last year TAFE launched its report on Best Practice in international Students services. The Report's writer, Dr. Lea Logie provides an overview of what the Report covers.

As in universities, the number of international students in TAFE has increased dramatically in recent years, from around 2000 in 1986 to around 7000 in 1995. The VET sector is currently engaged in implementing quality assurance systems throughout its services. This move, plus the obvious need for guidance to college executives in the best ways to support the international students, in the form of some benchmarks for Best Practice, forms the background to this study. Australia TAFE International, composed of representatives of the TAFE International office in each state, guides and supports the international work of TAFE around the country, and is the body that commissioned and funded this study.

The study sought to identify the elements of customer (in this case, international students) need, and to seek out examples of good attempts to meet these needs, as case studies which could demonstrate successes and also clarify the problems. This was done through in-depth discussions with a large number of people who deal on a day to day basis with the students and with focus groups of students.

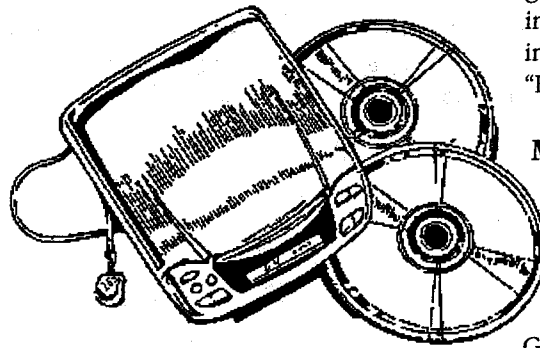
Interviews were conducted in 18 TAFE campuses, four state international offices, three private colleges, and one university, across seven states.

The elements of best practice addressed in the report are: the structure of support services, meeting on arrival, accommodation, orientation, student facilities,

internationalising the campus, social activities, linking with locals, articulation to university, work experience and part time jobs, flexible delivery, results and graduation, going home, ELICOS, performance indication.

For each of these components, the study provides an overview of the subject and the current situation; some teasing out of the issues; some models of good practice in that component in one or more TAFE colleges; and recommendations for best practice in that component. At the end of the report, the recommendations are all brought together in one list of around 50, which can be used as benchmarks for best practice.

The report is available for \$30 (non-members) from Australia TAFE International, Floor 5, Forbes House, 30 Makerston St, Brisbane Qld 4001 07 237 1008 (tel)



LET THE MUSIC PLAY!

Gavin Sanderson takes the opportunity to kick off the first of a series of recurrent reviews which highlights music around the traps that might be of interest to ISANA members. If anyone has any suggestions for the next newsletter, please get them to Gavin by the beginning of October.

Nomad (by Nomad)

A great bit of 'world music' which brings together aboriginal didgeridoo and tapping sticks plus chants and drums from the North American Indians. Produced and performed by an Australian artist (whose name eludes me), this album is infectious and eminently listenable (not a word, I know, but it seems to fit well)! It

combines the modern (using synthesisers and samplers) with the ancient (chants and indigenous instruments) and does it very well. I use it a lot to provide an ambience for the often sterile silences which accompany international student gatherings such as waiting for a 'critical mass' of students to gather for orientation sessions, welcome lunches, etc.

Beat the Border (by Geoffrey Oryema)

A classic album of east African (Ugandan) traditional music which has been superbly reconstructed into a soft, western format. Neither pop nor rock, Geoffrey Oryema manages to maintain the simple beauty of tribal music and traditional instruments and embellish it with acoustic and bass guitars and drums. This one will definitely get your feet tapping and hips swivelling. Songs are sung in Oryema's tribal tongue and it's guaranteed to be an album you instinctively reach for when you stand in front of your stereo thinking "Hmmm, what can I listen to today?"

MCMXC (by Enigma)

The band's first album which was released in 1990/91. I first heard it whilst sitting in a coffee shop in London and thought "Wow! What is that?" as the dulcet strains of Gregorian chants, Japanese shakuhachi and a modern drum pattern weaved through the aroma of fresh coffee to make it one of those memorable moments in one's life! The music is soft and enchanting and is proclaimed by the woman on the first track to have sedative and meditative qualities. She's right! You can lose yourself along the way!

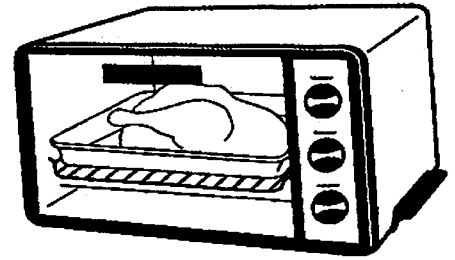


Heard from a little bird:

The ISANA President was noticeably missed early on at the Australian Reception held during the NAFSA International Educators' Conference held recently in Vancouver. When he arrived his explanation was that he just had to be gracious (as he always is) and also attend the Irish Reception. Patrick advises that a little bit of guinness taken early in the night enhanced the bouquet of the Australian vintages served. It was great to see Patrick in attendance at NAFSA despite his being 'networked and conferenced out' by the end of the week.

COOK ME!

Recipes from 'More Taste of Life' by Julie Stafford. This and her previous book 'Taste of Life' offer diets low in fat, cholesterol, protein and highly refined carbohydrates such as sugar. Julie promotes food which is in its natural state, eaten raw or cooked, but not overcooked and is high in starches, (as part of complex [mostly unrefined] carbohydrates). Her books are available at most bookstores.



Asparagus soup

serves 4 - 6

3 cups chicken stock
1 cup finely chopped celery leaves
500g (3) potatoes, peeled & chopped

350g cooked asparagus
1/2 cup asparagus cooking liquid
1 tbsp lemon juice

Combine all ingredients and cook for 1 hour. Purée in a food processor until smooth. Serve. Garnish with extra asparagus spears or purée a small amount of extra cooked asparagus and add a couple of tablespoons to each bowl prior to serving and lightly stir through.

Chicken and Ginger Zucchini Balls

serves 4 - 6

makes 16 - 20
360 g chicken meat (all visible fat & skin removed)
2 granny smith apples, peeled & grated
1 medium onion, peeled & chopped

1 cup wholemeal breadcrumbs
2 medium zucchini, grated
1 teaspoon finely grated fresh ginger
1 teaspoon finely grated lemon rind

Combine chicken, apples & onions in a food processor. Process until smooth. Remove from food processor bowl and add zucchini, ginger & lemon. Mix well. Take a dessertspoonfull of mixture and roll into a ball. Roll in breadcrumbs. Place on a lightly greased oven tray and cook at 200°C for 30 - 40 mins or until lightly browned. Serve with a selection of salads.

Rice with Fruit

serves 1

3/4 cup wholemeal brown rice, cooked and warm
1 banana
1/2 cup apple, cooked

1/2 cup skim milk
dash of nutmeg
2 tbsps non-fat yoghurt (optional)

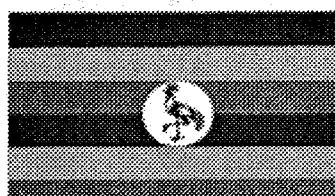
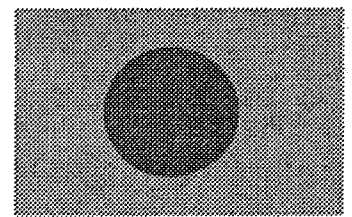
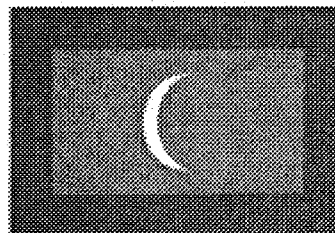
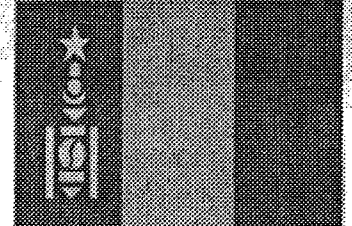
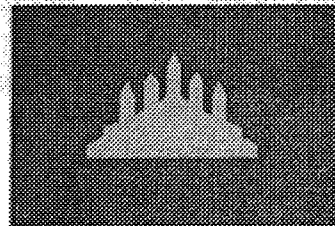
Place warm rice in a breakfast bowl. Peel & chop banana. Place in a blender with apple and whip until smooth. Spoon on top of rice. Pour on milk. Add a good dash of nutmeg to flavour and top with yoghurt (optional).

WHOSE FLAG AM I?:

Have a look at the following flags and determine which countries they fly over. Four of them are quite distinct with regard to their specific pattern. One, however, is used by two countries and you can only tell them apart by the colours used.

(hint: the sun also rises but when it's red and green it's not what it seems!)

Answers in next Newsletter.



ISANA NATIONAL COUNCIL CONTACT LIST

ISANA Executive

<u>President</u> Patrick Willix Manager International Student Services University of Notre Dame Australia PO Box 1225, Fremantle WA 6160 08 9239 5530 (tel) 08 9239 5544 (fax) pwillix@nd.edu.au	<u>Vice-President</u> Heather Bigelow RMIT Business 239 Burke Street Melbourne VIC 3000 03 9639 0300 (tel) 03 9663 8504 (fax) HEATHERB@oak.bf.rmit.edu.au	<u>Secretary</u> Lauren Gabelich International Student Adviser International Students Office Edith Cowan University Pearson Street, Churchlands WA 6018 08 9273 8339 (tel) 08 9273 8732 (fax) lgabelich@hrm.ad.cowan.edu.au	<u>Treasurer</u> Vacant
<u>Communications</u> Gavin Sanderson International Student Adviser International Office The Flinders University of South Australia GPO Box 2100, Adelaide SA 5001 08 8201 2727 (tel) 08 8201 3177 (fax) gavin.sanderson@flinders.edu.au	<u>Membership</u> Sally Armstrong International Student Unit RMIT Business GPO Box 2476V Melbourne VIC 3001 03 9660 5422 (tel) 03 9660 5497 (fax) s.armstrong@rmit.edu.au		

ISANA State Representatives

<u>Western Australia</u> Pam Coles International Student Adviser Centre for International English Curtin University of Technology GPO Box U1987 Perth WA 6001 08 9351 3252 (tel) 08 9351 3186 (fax) pcoles@cie.curtin.edu.au	<u>South Australia</u> June Barnes International Student Counsellor University of South Australia (City West Campus) North Terrace Adelaide SA 5000 08 8302 0616 08 8302 0021 june.barnes@UNISA.EDU.AU	<u>ACT</u> Brit Helgeby Co-ordinator Student Services International Education Office Academic Registrar's Division The Australian National University Canberra ACT 0200 06 249 0679 (tel) 06 249 5550 (fax) Brit.Helgeby@anu.edu.au	
<u>Victoria</u> Gilbert Hennequin Students Projects Officer Monash International Pty Ltd Monash University 871 Dandenong Road Caulfield East VIC 3145 03 9903 1543 (tel) 03 9903 2430 (fax) Gilbert.Hennequin@adm.monash.edu.au	<u>Tasmania</u> Phileem Calder-Potts International Student Adviser University of Tasmania at Launceston PO Box 1214 Launceston TAS 7250 03 6324 3588 (tel) 03 6324 3838 (fax) Phileem.CalderPotts@admin.utas.edu.au	<u>Queensland</u> Jo Ridgers International Student Adviser Griffith University - Gold Coast PMB 50 Gold Coast Mail Centre Gold Coast, QLD 4217 07 5594 8795 (tel) 07 5594 8978 (fax) J.Ridgers@ic.gu.edu.au	
<u>Northern Territory</u> Viv Topham Head of International Student Unit Northern Territory University Darwin NT 0909 08 89 466046 (tel) 08 89 466644 (fax) v.topham@BANKS.NTU.EDU.AU	<u>NSW</u> Regina Bohler University of NSW University Foundation Studies Unisearch Ltd University of NSW, Sydney NSW 2052 02 9385 6330 (tel) r.bohler@UNSW.EDU.AU		

Ex-Officio

<u>Immediate Past President</u> Di Gabb, Lecturer Victorian Transcultural Psychiatry Unit 12 Gertrude Street Fitzroy VIC 3065 03 9417 4300 (tel) 03 9416 0265 (fax) digabb@rubens.its.unimelb.edu.au	<u>Conference Convenor</u> Ms Margaret Hill Manager Centre for International Students & Scholars University Office of International Programs RMIT GPO Box 2476V Melbourne VIC 3001 03 9660 1987 (tel) 03 9660 3786 (fax)
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What is ISANAnet????????????????????

ISANAnet is a free, electronic mailing list which acts as a forum for advisers to exchange ideas, share problems and solutions and discuss any other issues of professional interest.

All you need is a computer which can send and receive e-mail.

To subscribe to the list send a message to;

listproc@info.curtin.edu.au

No subject line required. In the body of the message write:

subscribe isana yourname (for example, John Citizen)

Do not include a signature as listproc will misinterpret this and probably spit the whole lot back! Within a day you should receive a message at your computer which says:

You have been added to list isana@info. The system has recorded your address as;

(your e-mail address)

and in order for your messages to get posted you will have to send them from this address.

Once you have received confirmation of your subscription to ISANAnet, you can **send messages** to all others subscribing to the newsgroup by addressing your message(s) to;

isana@info.curtin.edu.au

If a message is ever rejected, please contact the list's owner: pwillix@notredame

For information on this service and how to use it, send the following request in the body of a mail message to listproc@info.curtin.edu.au:

HELP

All requests should be addressed to listproc@info.curtin.edu.au.

Next newsletter - ISANAnet Rules, Guidelines and Netiquette.

QUIZ ANSWERS:

1. Let the buyer beware
2. The *yuan*
3. Abraham Lincoln's "Gettysburg Address"
4. Emperor Hirohito of Japan
5. When crouched, the big cats stretch out their front legs; the small cats tuck theirs in (believe it or not)
6. The African violet
7. A rookery
8. Pluto
9. The elephant. It is a title given to the Buddha
10. William Shakespeare
11. The 'paper tiger'
12. The death masks of guillotined heads that she had been forced to make during the French Revolution

DIMA have, as part of the budget process, raised student visa fees from \$145 to \$250 w.e.f. 1 October 1996 and, with the \$30 info charge, to \$280 w.e.f. 1 Jan 1997. You might wish to refer to the DIEA website at www.immi.gov.au/ and look for facts sheet 2 under the budget section.