

# 30th ISANA

International Education Association Conference

**Leading and inspiring through  
collaboration: Student wellbeing and  
support services, today and tomorrow**

3 – 6 December 2019 | Bayview Eden Melbourne



# WELCOME

## Welcome to the ISANA 30th Anniversary National Conference!

This year's conference celebrates thirty years of collaboration, networking, professionalism, and development in international student services by ISANA. ISANA is proud that we remain at the forefront of information and professional development for stakeholders in the sector.

This year's conference continues in this tradition. We hope you find the program informative and interesting. We have also ensured that there are ample opportunities for you to network and make new connections.

The 2019 Conference Committee welcomes you to the conference and in the words of Isaac Newton,

'If I have seen further than others, it is by standing upon the shoulders of giants.'

We acknowledge the great work and advances in knowledge made in the sector. At the same time, we hope the conference program encourages you to go further by exploring and sharing new ideas, make new friends and collaborations.

The conference convenors thank Vic/Tas members for their ideas, enthusiasm and an exciting social program. Appreciation also goes to the ISANA Council and Conference Design for their support and contribution to the program. Special thanks to ISANA Life Members Melanie Duncan, Peter Spolc and Patrick Willix for putting together the 30th Anniversary Symposium.

Finally, to our sponsors, ISANA thanks you for your support to professional development, research and collaboration in international education services for students.

## Paula Durance and Mary Ann Seow

2019 ISANA Conference Co-Convenors

## Organising Committee

- Paula Durance [Co-Convenor]
- Mary Ann Seow [Co-Convenor]
- Catherine Gomes [Scientific Convenor]
- Bronwyn Gilson [ISANA President]
- Molly Bonnefin [ISANA Treasurer]
- Melanie Duncan
- Deleine Gavin-Cox

## Conference Contributors

- Charlotte Long
- Helen Nicholls-Stary
- Isabelle Droulers
- Gary Lee
- Cindy YJ Han

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Welcome Reception Sponsor



Session Sponsor



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## Conference Host



ISANA International Education Association is the representative body for professionals in Australia with a sister organisation in New Zealand who work in international student services, advocacy, teaching and policy development in international education. For more

information, please visit the ISANA website: [www.isana.org.au](http://www.isana.org.au)



Tracy Harris



Rebecca Hall



Melissa Banks



Chris Beard

## PLENARY PANEL CHAIRS



Arfa Noor



Fazal Rizvi



Melanie Duncan



## DIETARY & OTHER SPECIFIC REQUIREMENTS

If you have a dietary requirement (not preference) that was not indicated during your registration, please see the registration desk. We cannot guarantee late notifications can be catered for, but every effort will be made.

## NAME BADGES

You must collect your Name Badge from the registration desk when you arrive at the conference. You will not need to visit the registration desk each day. Your name badge must be worn throughout the conference.

## CERTIFICATES OF ATTENDANCE

Certificates of Attendance [PDF] will be sent out to all delegates at the conclusion of the conference.

## SURVEY

At the conclusion of the conference we will send you a link to a short survey to complete. The organising committee values your feedback and use it to continue to improve the conference. Please take 5 minutes to complete this.

## WIFI

Network: **Bayview Eden**

Password: **isana**

## TWITTER

[#isanaconf19](https://twitter.com/isanaconf19)



## SPECIAL INTEREST FORUMS

**Wednesday  
4th December**

Time: 1600 – 1700

**Student Employment, WIL & Graduate Outcomes**

*Chair: Sharon Cook*

**Directors & Office Managers, Compliance and Governance, Academic Progress Monitoring**

*Chair: Tash Pressley*

**Under 18 Students and Accommodation**

*Chair: Sam Hilbig & Patrick Ashe*

**Transition to Study & First year experience**

*Chair: Charlotte Long*

**Student Advisory Services**

*Chair: Shawna Hooton*

**Study Abroad & Exchange, Sponsored Students**

*Chair: Mary Ann Seow*



## SOCIAL FUNCTIONS

**Welcome Reception**

**Date:** Wednesday 4th December

**Time:** 1700 – 1900

**Venue:** Bayview Eden

**Dress Code:** Neat Casual



**'Formal' Conference Dinner**

**Date:** Thursday 5th December

**Time:** 1900 till late

**Venue:** The Park

**Dress Code:** Formal

**Seating Allocation:** Select your seat through the Delegate App by Thursday morning tea. See the registration desk if you have any issues.



enhancing international  
student experience  
and engagement

Improving student success via support at their fingertips.

Available anywhere, anytime and on any device.



visit us at table  
no.10

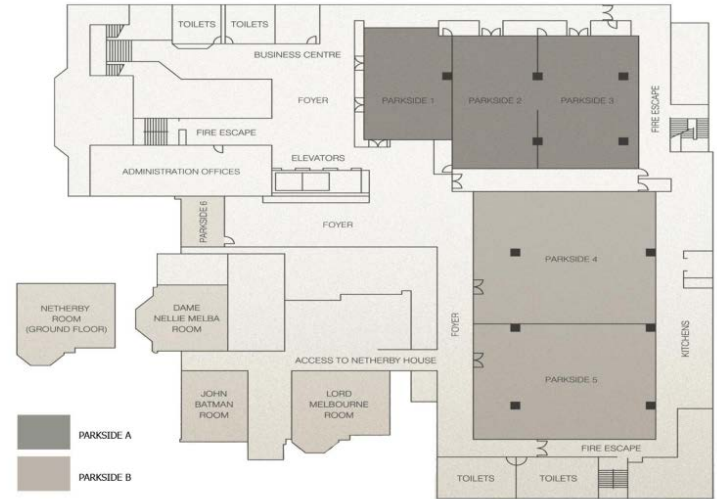


**Turn Sonder on.  
Turn worry off.**

Sonder provides 24/7 assistance to international students via live chat, phone or in-person when they are concerned, confused, lost or stranded, ill or injured.



[sondersafe.com](https://sondersafe.com)



## Tuesday 3 December 2019

0830	Workshop Registration Open	Foyer, Bayview Eden
0830	Arrival tea and coffee	Foyer, Bayview Eden

### PRE-CONFERENCE WORKSHOPS

	WORKSHOP 1 Parkside 3	WORKSHOP 2 Parkside 2
0900-1200	<b>National Code Tutorial Workshop</b> Facilitator: Dr Paula Durance	<b>Accommodation Workshop: Pitfalls and practicalities</b> Facilitator: Molly Bonnefin & Ben McCarthy
1200-1300	Lunch for workshop participants Foyer, Bayview Eden	
1300-1700	Roundtable Meeting (by invitation only) Dame Nellie Melba Room, Bayview Eden	
	WORKSHOP 3 Parkside 3	WORKSHOP 4 Parkside 2
1300-1600	<b>Foundations of International Student Advising</b> Facilitator: Mary Ann Seow	<b>Complying with the Code: Accommodation for younger overseas students</b> Facilitator: Molly Bonnefin & Patrick Ashe
1630-1900	<b>Secret City Tour – Discover Melbourne!</b> Depart from Reception, Bayview Eden	
1700	Council Meeting Dame Nellie Melba Room, Bayview Eden	
1600-1800	Marketplace Bump In Foyer, Bayview Eden	
1830-2000	<b>Welcome to Melbourne Event</b> Medibank Place – Conveniently located next to Southern Cross Station (Park Level, 720 Bourke Street, Docklands. Lost? Call Del 0429 105 056)	



## Wednesday 4 December 2019

0730	Registration Desk Open Speakers Preparation Room Open	Foyer, Bayview Eden Lord Melbourne Room
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0800	Arrival tea and coffee	Foyer, Bayview Eden
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### OPENING SESSION

Chair: Bronwyn Gilson

Parkside B

0830-0900	<p><b>Welcome to Country</b>   Parbin-ata Carolyn Briggs AM, Boon Wurrung Elder</p> <p><b>Official Opening</b>   The Right Honourable The Lord Mayor of Melbourne, Sally Capp</p> <p><b>Welcome to Delegates</b></p>
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0900-1000	<p><b>Keynote Speaker:</b> Tracy Harris, Executive Director, Global Development and Performance, RMIT</p> <p><b>30 years in international education: A journey?</b></p>
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Attendance sponsored by Bridging Translation



1000-1100	<p><b>Plenary Panel: Student Panel</b></p> <p>Chair: Melanie Duncan, ISANA Life Member, Assistant Director Student Wellbeing Operations, RMIT University</p>
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1100-1130	Morning Tea – catering break sponsored by AMES Australia
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Foyer, Bayview Eden



CONCURRENT SESSION 1				
STREAM	STREAM 1: PARKSIDE 5 Health & Wellbeing	STREAM 2: PARKSIDE 4 Employment & Employability	STREAM 3: PARKSIDE 3 Student Voices	STREAM 4: PARKSIDE 2 Teaching & Learning
CHAIR	Melvin Sharma	Paula Durance	Deleine Gavin-Cox	Annette Kalczyńska
1130-1155	<p><b>PANEL</b> <b>Emerging issues in addressing mental health</b> <b>What does the research tell us about international student mental health?</b></p> <p>Chair: Helen Forbes-Mewett</p>	<p><b>PANEL</b> <b>How are international students best served by WiL programs?</b> <b>Is it the provider's responsibility to prepare international students for employment?</b></p> <p>Panel: Rachael Baron, Sharon Cook, Danny Ong</p>	<p><b>Giving ELICOS students a voice through quality assurance</b> Ana Bratkovic</p>	<p><b>Understanding by design: A multisectoral approach to redesigning. Learning strategies for the nursing curriculum</b> Dr Marsha Nicholson-Ramdeen, Lauren Orlando, Dr Roxann Lewis-Roberts</p>
1200-1225	<p>Panel: Catherine Gomes, Dr Ashley Humphries, Sam Miles</p>		<p><b>Provider intervention strategies for students at risk of unsatisfactory course progress</b> Klara Major</p>	
1230-1255	<p><b>Identifying the barriers and enablers to accessing sexual health information and services by international students in Australia</b> Carolyn Slattery</p>	<p><b>Giving students the edge on their pathway to a fulfilling career</b> Katie McPhee</p>	<p><b>A diary study examining how international students juggle university study and part-time work commitments</b> Jacky Zhang</p>	<p><b>Cognitive processing course: A student-faculty collaborative program for at-risk students</b> Dr Andrea Vaughans</p>
1300-1325	<p><b>Engaging with International Students to meet their sexual &amp; reproductive health needs</b> Helen Rogers, Galuh Saphthari</p>	<p><b>Factors contributing to obtaining employment in China: Australian Chinese Graduates experiences</b> Dr Jasvir Kaur Nachatar Singh</p>		<p><b>Support international student's wellbeing by understanding the culture and language differences – focus on the Chinese student cohort</b> Nick Ko, Jack Yang</p>
1330-1430	Lunch – catering break sponsored by AMES Australia			Foyer, Bayview Eden

**PLENARY SESSION**

Parkside B

Chair: Bronwyn Gilson

1430-1530 **Keynote Speaker:** Rebecca Hall, Senior Industry Specialist, International Education, Austrade

**Leading and inspiring through collaboration: A view from Austrade and state and territory destination partners on the promise of international education**

1530-1600 Afternoon Tea – catering break sponsored by AMES Australia

- Newcomers Networking Opportunity [for first timers to an ISANA conference]
- SIF Chairs Meeting



Foyer, Bayview Eden Parkview 1

Dame Nellie Melba Room

FORUM	FORUM 1 PARKSIDE 1	FORUM 2 PARKSIDE 2	FORUM 3 PARKSIDE 3	FORUM 4 PARKSIDE 4	FORUM 5 PARKSIDE 5	FORUM 6 DAME NELLIE MELBA
CHAIR	Sharon Cook	Tash Pressley	Sam Hilbig & Patrick Ashe	Charlotte Long	Shawna Hooton	Mary Ann Seow
1600-1700	<b>Student Employment, WIL &amp; Graduate Outcomes</b>	<b>Directors &amp; Office Managers, Compliance and Governance, Academic Progress Monitoring</b>	<b>Under 18 Students and Accommodation</b>	<b>Transition to Study &amp; First year experience</b>	<b>Student Advisory Services</b>	<b>Study Abroad &amp; Exchange, Sponsored Students</b>

1700-1900 **Welcome Reception**  
 Welcome to the ISANA Annual Conference! This is the first social opportunity to catch up with your interstate colleagues and sponsors and exhibitors of the meeting. The welcome reception also provides a great opportunity to meet delegates who are attending the conference for the first time.



ISA Student Advocates.  
 Ivan McKinney, Managing Director, will provide the welcome address

## Thursday 5 December 2019

0800	Registration Desk Open Speakers Preparation Room Open	Foyer, Bayview Eden Lord Melbourne Room
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0800	Arrival tea and coffee	Foyer, Bayview Eden
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### PLENARY SESSION

Parkside B

Chair: Carla Rey Vasquez, ISANA NZ Co-President

0830-0930	<b>Keynote Speaker:</b> Melissa Banks, Pro Vice Chancellor International at James Cook University; President of the International Education Association Australia (IEAA)
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0930-1030	<p><b>Plenary Panel</b>  <b>Decolonising the student experience: Are we helping or hindering the evolution of student identities?</b></p> <p>Chair: Arfa Noor, Associate Director, Sponsor Relations and Borderless Delivery at University of Adelaide; Board member, International Education Association of Australia (IEAA)</p> <p>Panellists: Dhakshayini Sooriyakumaran, Human Rights Director, Australian Centre for Corporate Responsibility; Professor Bronwyn Fredericks, Pro-Vice Chancellor (Indigenous Engagement), University of Queensland</p>
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1030-1100	Morning Tea	Foyer, Bayview Eden
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### CONCURRENT SESSION 2

STREAM	STREAM 1: PARKSIDE 5 Collaboration	STREAM 2: PARKSIDE 4 Innovation & Collaboration	STREAM 3: PARKSIDE 3 Student Experience	STREAM 4: PARKSIDE 2 Quality & Regulation
CHAIR	Shawna Hooton	Deleine Gavin-Cox	Tash Pressley	Bronwyn Gilson
1100-1125	<p><b>PANEL</b>  <b>Student support programs and projects Study Melbourne projects</b>  <b>Inspiring change: Working with new partners</b></p>	<p><b>“You already know somebody”:</b> The International Postgraduate Student Mentoring Project                      Georgia Killick, Ashleigh McIntyre</p>	<p><b>Remembering our Rs – Good Pastoral Care is very important in building reputation, retention and recommendation for a sustainable effect in recruitment through word of mouth marketing</b>                      Terry McGrath</p>	<p><b>PRISMS Admission and Compliance Masterclass</b>                      Ben Houston</p>
1130-1155	<p>Chair: James Borman                      Panel: Iain Finlayson, George Halkias, Gina Chinney, Dana Wu</p>	<p><b>“Won’t you please, please help me?”</b>                      Greg Zaharis, Kris De Liseo</p>		

1200-1225	<b>Capacity building as a pathway to student wellbeing</b> Kathryn Lysons, Karen Poh	<b>Medical student support project – enabling our future doctors to thrive</b> Catherine Fitzgerald	<b>Contact Points: Enabling international students during critical incidents</b> Catherine Gomes	<b>A comparison of Overseas Student Health Cover</b> Alison Coelho
1225-1345	<b>Lunch</b> <b>1245-1330 ISANA AGM:</b> All members welcome <b>1245-1330 ISANA NZ Get together</b>			Foyer, Bayview Eden Parkside 4 Parkside 5
<b>CONCURRENT SESSION 3</b>				
<b>STREAM</b>	<b>STREAM 1: PARKSIDE 5</b> <b>Quality &amp; Regulations</b>	<b>STREAM 2: PARKSIDE 4</b> <b>Innovation &amp; Collaboration</b>	<b>STREAM 3: PARKSIDE 3</b> <b>Student Experience</b>	<b>STREAM 4: PARKSIDE 2</b> <b>Stakeholder Engagement</b>
<b>CHAIR</b>	Mary Ann Seow	Molly Bonnefin	Laura Tran	Sarah Parrington
1345-1410	<b>PANEL</b> <b>Quality Assurance &amp; Regulation</b> Join a panel of experts to discuss the impact and role of regulation on quality assurance and innovation in student support and services to enhance the overall student experience Chair: Bronwyn Gilson Panel: Ana Bratkovic, Danielle Hartridge, Klara Major, Lukas Kristen, Sahinde Pala	<b>Education Queensland International presents 'Your Passport to Queensland': Get ready to play with an innovative orientation app for international students</b> Lena Mete	<b>Addressing exploitation of international students at work and in accommodation: What information and services can make a difference?</b> Dr Laurie Berg	<b>Connecting with community – fostering favourable engagement with families of international students!</b> Emily Tzu-Ping Ou, Semra Tastan
1415-1440		<b>Student Orientation: With the students and for the students</b> Mahin Mahjabeen	<b>From the W-curve model to N-curve model: toward a new understanding of the re-entry experiences of returning international students after studying abroad. A case study of Saudi Arabia</b> Dr Naif Daifullah Z Alsulami	<b>Working collaboratively to keep students safe: A beach and water safety program in NSW</b> Belinda Meggitt
1445-1510	<b>What the International Student Survey tells us about student wellbeing and support services</b> Steve Nerlich, Stephen Connelly	<b>Getting started at Monash: Student aMigos</b> Wendy Blastock, Lloyd Gordon	<b>International Education from a Saudi Perspective: Taif University and its best practice guide</b> Dr Salih Alzahrani, Dr Hatim Alqurashi	<b>Water safety and enjoyment for international students: A partnerships approach</b> Professor Nan Bahr

1515-1540	<b>Preparing international students for life in Australia: The student perspective on what they need and what they are (not) getting?</b> John Wellard	<b>Peer advice, mentoring and providing support to students at La Trobe College Australia</b> Usha Rao, Jason Cormick-Dockery	<b>International students' views on sexual health: A qualitative study at an Australian university</b> Anneka Parker	<b>Solider, aeroplane, chicken – swimming at the City Baths. RMIT and Medibanks remarkable partnership encouraging water safety and water familiarisation for international students</b> Paula Soon, Joy Mustapha, Tushar Kondvilkar
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1540-1615 Afternoon Tea Foyer, Bayview Eden

**PLENARY SESSION** Parkside B  
Chair: Paula Durance


1615-1700 **Keynote Speaker:** Chris Beard, Executive Officer, ISANA NZ  
**Why professionalise? Have we done enough to support international students (and enrolling providers) with qualified staff?**

1700 Sessions close, dress for dinner

1830 Meet the coach out the front of Bayview Eden to be transported to the dinner.

1900 till late **30th Anniversary ISANA Gala Dinner** The Park  
36 Lakeside Drive  
Vogue up and step into your best evening number or glitz it in your national costume! Transport will be provided from the conference venue to and from the dinner.  
Bookings essential.

The 2019 Gala Dinner is generously sponsored by Sonder




## Friday 6 December 2019

0830	Registration Desk Open. Arrival Tea and Coffee Speakers Preparation Room Open	Foyer, Bayview Eden Lord Melbourne Room
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### PLENARY PANEL

Chair: Paula Durance

Parkside B

0900-0930	<b>ISANA Vic/Tas Report</b>   Jennifer Walsh ISANA Vic/Tas Branch has been involved in a number of projects and activities over the last 18 months.	The Branch will share information about the projects that have contributed to the international student experience in Victoria.
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0930-1015	<b>Plenary Panel</b> <b>What headwinds are we facing?</b> Chair: Fazal Rizvi, Professor of Global Studies in Education at the University of Melbourne; Emeritus Professor at the University of Illinois at Urbana-Champaign	Panellists: Chris Beard, Executive Officer ISANA NZ; Brett Blacker, CEO, English Australia; Phil Honeywood, IEAA; Derek Scott, CEO and Principal, Haileybury; Arfa Noor, Associate Director, Sponsor Relations and Borderless Delivery at University of Adelaide; Diana Crvenkovic, Manager Student Initiatives, Global Victoria, International Education, Department of Jobs, Precincts and Regions, Study Melbourne
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1015-1045	Morning Tea	Foyer, Bayview Eden
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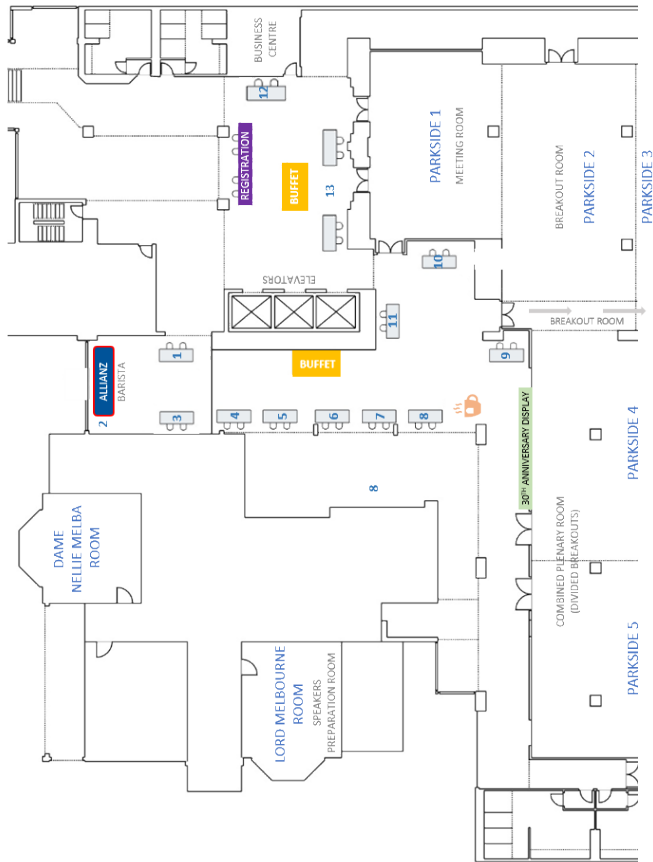
### CONCURRENT SESSION 4

STREAM	STREAM 1: PARKSIDE 5 Collaboration & Interventions	STREAM 2: PARKSIDE 4 Student Leadership	STREAM 3: PARKSIDE 3 Innovation & Collaboration	STREAM 4: PARKSIDE 2 Student Experience
CHAIR	Kathy Matthews	Gary Lee	Molly Bonnefin	Caroline Stevenson

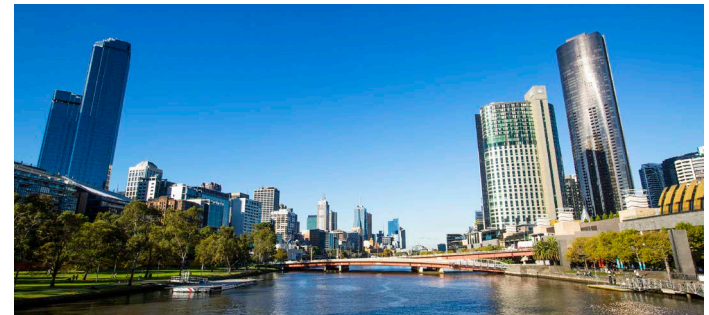
1045-1110	<b>Have you done your check-ins? An approach to identifying students at-risk at the Centre for Languages, Wintec</b> Karen Kemsley	<b>Fighting hidden sexism: Findings from Tea Talks for international students</b> Belle Lim	<b>IT'S MORE THAN JUST A COFFEE BUZZ.. How a weekly, on campus, pop-up Cafe for International students changed the student experience and created a true sense of community and connectedness</b> Louise Myers, Alex Salvador	<b>Improving student experience outcomes across New Zealand through research, partnership and digital delivery</b> Sahinde Pala
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1115-1140	<b>Collaborative student-led strategies and communication as a driver of safety and wellbeing</b> Robert Chasse	<b>PANEL Student Leadership Why student leadership?</b> Chair: Gary Lee	<b>Starting a new page – awareness of the harm &amp; risk of gaming and gambling</b> Wun Kwan Chan	<b>Collaborative Supervision: Best practice to improve student well-being and empowering student services staff</b> Helen Nicholls-Stary, Lisa Trevaskis, Zoe Fang
1145-1210	<b>Utilising student-led Peer Mentoring to address identified health risks and support gaps</b> Krystal Agourram, Lynette Round			
1210-1300	<b>Lunch</b> – joined by ISANA Life Members			Foyer, Bayview Eden
<b>CLOSING PLENARY</b> Chair: Melanie Duncan				Parkside B
1300-1330	<b>Plenary Speaker:</b> Anna Kent <b>Coordinating Committees: from the 1950s to the 1990s – the origins of international student support and community engagement</b>			
1330-1515	<b>ISANA 30th Anniversary Symposium</b>   Melanie Duncan <b>Looking Forward, Looking Back</b>			
1515-1530	Conference Wrap Up and Handover 2020			
1530-1600	Join the 2019 committee and a farewell glass of bubbles and afternoon tea before you depart.			Foyer, Bayview Eden





STALL #	COMPANY
01	JJL International Education
02	Allianz (barista)
03	Sonder Australia
04	Insider Guides (Wednesday only)
05	Point and Click Solutions Inc
06	Australian Homestay Network
07	UniLodge
08	Medibank
09	Scape
10	Texthelp
11	ISA Guardian Services
12	ISANA
13	Australian Government





# ISANA DELEGATE APP

We encourage you to download our mobile guide to enhance your experience at the ISANA 2019 Conference. You'll be able to plan your day with a personalised schedule, take notes, connect with other delegates and browse exhibitors, maps and general summit information.



ISANA 2019

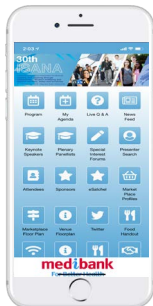


iPhone or iPad

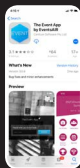
Android

Web

The app is compatible with iPhones, iPads, iPod Touches and Android devices.



For all other devices  
Web Version



## 1. Download

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## 2. Open the App

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