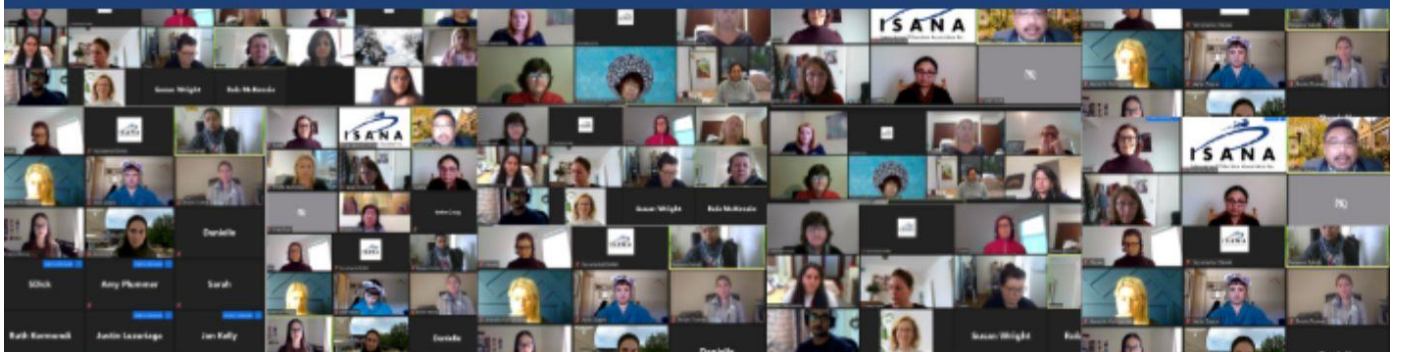




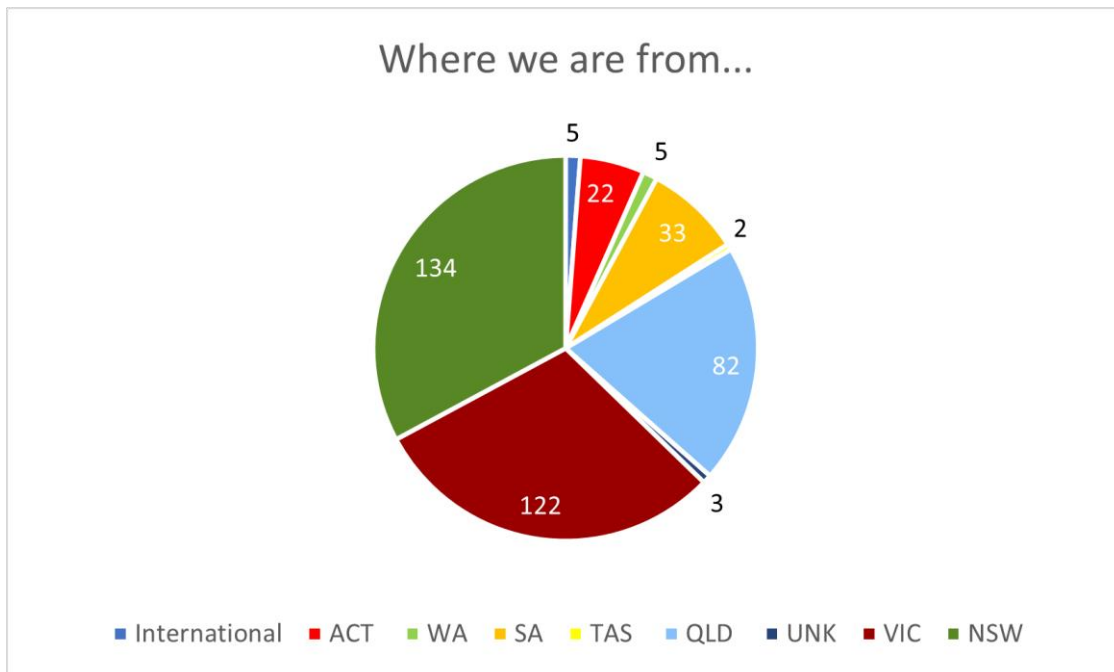
# Annual Report 2022



# 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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# Contents

President's Report

Vice President's Report

Vice President – Professional Development

Vice President – Planning and Development

Communication Manager's Report

Treasurer's Report

Branch Reports

- ACTiveNSW (Australian Capital Territory & New South Wales)
- Queensland
- SANiTy (South and West Australia and Northern Territory)
- Vic/Tas (Victoria and Tasmania)
- New Zealand

Secretariat Report

Life Members

Where we Work

Auditor's Report

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# President's Report

Annual report – December 2021 – December 2022

The 2022-24 National Council began with a mixture of new and old executive members, and in my first few months, starting a two-year term on the back of the COVID-19 pandemic. Many new beginnings were facing the sector as Australia attempted to open both nationally and internationally.

After being a member of National Council at various times over the past 15 years, I was very keen to facilitate a face-to-face meeting of council – alongside the regular monthly council meetings. The value of this is important to me as it provides opportunity to spend time getting to know each other and workshop the two-year plan for ISANA.

Council met in Melbourne on the weekend of 2/3 April 2022 and the key focus' included:

- Recognise and capitalise on the value of ISANA to the international education sector
- Understand our strengths – who we are and what we do
- Determine and build upon the value we can bring to our members

Following the weekend workshop, our plan for ISANA for 2022 was agreed providing us a 12-month plan under which the following activities have been delivered.

## Communication to members and the sector

- Developed regular email newsletters to members – National president quarterly emails to members, regular emails to members to promote upcoming events and share relevant sector information
- Upgraded the website as planned by previous council – delivered by Conference Design – the new site has increased capacity and capability to support ISANA into the future.

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- Updated website content- engaged Jen Walsh to develop new content and update old content on the ISANA Website, changes are being made regularly by Secretariat.
  - Continued to build social media presence – Communications Officer promotes ISANA events on LinkedIn and Facebook to promote events and programs to the membership and broader sector

#### Represented members across the sector

Thank you to all members and national council members for providing insights and information, contribution to the drafting and editing of three key submissions in 2022:

- Anti-Racism framework submission – thank you to Sarah for your hard work on this document
- ESOS Act inquiry submission – thank you to Sarah Lisle and Jennifer Walsh for assisting with the drafting of this submission
- Parliamentary inquiry into Australia's tourism and international education sectors – still in progress to be submitted by 12 December 2022

#### Grown our membership base by 13.6%

The membership has increased since December 2021 from 359 to 408 - largely due to the ongoing hard work of our secretariat, branch committees and national professional development vice president who all provide highly professional and valuable PD sessions, membership events and respond to questions and needs of members all year round.

#### Built on our current professional development capability

In 2022, we resumed the delivery of face-to-face events, coupling these with delivering events online. This has expanded the capability of ISANA to continue offering very important professional development sessions to all members, regardless of location, while hosting our all-important networking events which underpin the principles of ISANA representing international professionals across Australia and internationally.

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### LET Your Story Talk - Study NSW Grant project

The LET Your Story Talk – the mental health toolkit for international education professionals and international students, now sits on the ISANA website.

Congratulations and thank you to Annette Kalczyńska, Bronwyn Gipson, Molly Bonnefin, Phoebe Thiessen, for your incredible professionalism, unrelenting passion and commitment to the project and our Stories is Connection colleagues who developed the videos. Official launch will be held at CQU University Campus in Sydney on 6 December 2022.

### MOUs with IEAA and CISA

- We have met with and supported CISA through a tumultuous 2022 and are now members of the CISA advisory board – chaired by IEAA.
- We established relationship with Christine Fyffe and Phil Honeywood over the 2022. Annette K represented ISANA attended the AIEC conference and Sam Hilbig delivered the ISANA/IEAA U18 masterclass.

### ISANA NZ

We continue with the development of the international education professional development qualification, supporting the 2022/23 NZ conference and sharing professional development opportunities between members across the two countries.

### Collaborate

With Deakin University and team to develop the International Education Best Practice Guide and Insider Guides, to develop First Steps – Pre-departure Channel for NSW; a Study NSW grant project 2022-23.

### Thank you

- Phoebe Thiessen and Ben Thiessen for your hard work and support of ISANA this year, and for welcoming me to the Conference Design office in Hobart on a semi regular basis.

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- Dec 2021 – Dec 2023 ISANA National Council; It's been a busy and challenging year building our 'team' and finding our groove. You are passionate, talented hardworking and knowledgeable people. I love seeing the incredible outcomes you deliver and the way you represent your membership.
  - Sam Hilbig, for the incredible amount of time and effort you contributed to the ISANA Vice President Professional Development role. Sam stepped down from the role earlier this year. Even with all the challenges of Covid, thanks to Sam, ISANA continued to offer a variety of relevant topics to members, with delivery predominantly online allowing for wider reach, greater audience, constructive conversation and ultimately support to our ISANA Members.
  - Farewell to Sarah Lisle and thank you for being a wonderful team member, great support, sounding board and friend as I am learning and navigating my way through this role.

I'm looking forward to representing ISANA and building on our work over the next 12 months to deliver more value for ISANA members as they support international students in international education institutions and services throughout Australia.

**Sharon Cook**

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# Vice President's Report

Where has 2022 gone? I am sure I am not alone in saying this. It has a journey unlike another, living and working in the international education sector has seen many changes. We all knew 2021/22 was not necessarily going to be easy, after what was 2020. I am proud to have stood together, steadfast in our resilience and commitment to a sector we treasure. Serving another year on the ISANA Council, this year under the leadership of Sharon Cook, has been another year of truly feeling humbled and honoured to work alongside amazing, dedicated volunteers. The spirit and resilience in this team and wider collaborators are truly inspirational.

A true highlight this year has been coordinating the submission to the Australian Human Rights Commission (AHRC) for the anti-racism framework. This is part of the DNA of our sector, as practitioners, we enable true knowledge sharing to promote global citizenship. This piece of work is vital for our broader ecosystem to ensure mutual respect, integrity, and kindness. These submissions are so important to our work in ISANA, as we look to inform governance, frameworks, and practices that shape our thriving sector.

As we close the year, I look forward to the ISANA end-of-year forum. Hearing from experts from Austrade to our mental health panellist's. Sharing their knowledge, as we emerge from the COVID-19 pandemic, our surroundings have changed, regardless of what corner of the globe we find ourselves in. There is a notable shift in the International Education workforce, the fiscal pressure in our ecosystems is tighter than ever, and the fluctuating demand. Our panellist's will share their insights, learnings, and strategies. Equipping us with the skills to improve our well-being.

As I step down from this position after three years, I want to sincerely thank Council members past and present for their guidance, collegiality, and support. This includes the ISANA's secretariat in particular Phoebe Thiessen, her service with a smile goes above and beyond. In addition, I would like to thank the whole of the ISANA community, for such a warm welcome. I join ISANA with my curiosity about the sector and a transferable passion to enable global citizenship through education. I



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formally step down from Council, however, remain committed to this wonderful organisation and will be forever grateful.

**Sarah Lisle**

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# Vice President – Professional Development

2022 saw an increase in the return of International Students to Australia and a renewed interest for professional development and upskilling for individuals who support students in the education sector.

Nationally, ISANA Members were provided a multitude of *online* professional development sessions this last ISANA financial year:

- |               |  |
|---------------|--|
| October 2021  | <ul style="list-style-type: none"><li>• ISANA &amp; IEAA U18 Masterclass 1</li></ul>   |
| November      | <ul style="list-style-type: none"><li>• ISANA &amp; IEAA U18 Masterclass 2</li><li>• ISANA &amp; IEAA U18 Masterclass 3</li></ul>  |
| February 2022 | <ul style="list-style-type: none"><li>• Industry Check-in</li></ul>  |
| March         | <ul style="list-style-type: none"><li>• Covid 19 – What’s next...</li></ul>  |
| April         | <ul style="list-style-type: none"><li>• Update on Child Safety Standards</li></ul>   |
| May           | <ul style="list-style-type: none"><li>• Better Practice Complaint Handling</li><li>• ISANA &amp; IEAA Supporting our students for the future – student advising in 2022 and beyond Masterclass 1</li><li>• ISANA &amp; IEAA Supporting our students for the future – student advising in 2022 and beyond Masterclass 2</li></ul> |
| August        | <ul style="list-style-type: none"><li>• Better Practice Complaint Handling (repeated session due to demand)</li><li>• ISANA &amp; IEAA U18 Masterclass 1</li></ul>   |
| September     | <ul style="list-style-type: none"><li>• ISANA &amp; IEAA U18 Masterclass 2</li><li>• Academic Integrity</li><li>• Cross Cultural Communication Pt 2</li><li>• Lived Experience Toolkit Sneak Peek</li><li>• Understanding ESOS</li></ul>   |

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I would like to take this opportunity to formally thank all presenters who donated their time and shared their knowledge and expertise, we are truly grateful.

I would also like to thank the ISANA National Council for their voluntary contribution to the Association and the Secretariat, who are instrumental in creating and hosting these sessions online.

I wish our new VP Professional committee all the best and thank the members and association for providing me the opportunity to be part of the committee for so many years.

All the best for Christmas and New Year and let's hope that International Education is on the way to recovery post Covid and 2023 sees the return of students to our shores.

**Samantha Hilbig**

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# Vice President – Planning and Development

Wrote a strategy to inform future planning for strengthening membership (for planning weekend).

Attended IEAA/ISANA meeting with President ISANA- operationalising the MOU  
Undertook ESOS Act Review 2022 Submission, reviewed, and contributed written submission alongside ISANA President and ISANA Vice President.

Effect ISANA VIC/TAS working group-A longer-term international education recovery and growth plan for Vic 2022 Submission, contributed written submission with President VIC/TAS and Secretary.

Action Human Rights Commission collaboration and submit written contribution.

Collaborate on ISANA Website, scope, review, update content and create a process map for online deployment. Sent all written updates to the National and VIC/TAS committee for review and feedback.

Presented Victorian Child Safe Standards key changes in Partnership with Moores Legal, Skye Rose.

Designed communications templates:

- Running Sheet for professional development sessions
- Updated PowerPoint Presentation

**Jen Walsh**

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# Communication Manager's Report

In 2022 I focused on growing ISANA's social media footprint by highlighting and showcasing information valuable to our membership, promoted ISANA brand, mission and services to members and wider international education community.

My main goal was to increase ISANA's recognition in the industry, grow membership and promote ISANA's core values and mission for mutual benefits of all stakeholders and international students.

Examples of tasks undertaken:

- Developing communications strategy
- Managing social media channels,
- Identifying and leveraging communication opportunities around the international education sector.
- Researching the sector to keep up to date with general international education publications.
- Promotion of national and branch organised PD sessions and events on ISANA's social media channels.
- Writing, editing, proofreading, and formatting copy for publishing online.
- Creating and managing publication production timelines
- Managing the workflow of the communications.
- Assessing web, email, and social media analytics to understand opportunities and barriers.

**Annette Kalczynska**

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# Treasurer's Report

During this financial year, ISANA was able to maintain and exceed its income streams by growing its membership through offering online and face to face Professional Development sessions and training in the National Code Tutorial. We are very proud to announce that our membership grew by almost 10% this financial year.

As well as the other great successes we had:

- National Code Tutorial - an increase in income by \$12,345
- National Conference profit increase by \$17,358
- Income from Professional Development increased by \$9268, largely driven by U18 Masterclasses in collaboration with IEAA
- Professional Development income from branches brought in \$13,556
- Lived Experience Toolkit (LET) project funded by Study NSW was completed successfully

ISANA opened this financial year with \$161,472.

Total revenue for 2021-2022 was \$118,321. ISANA's overheads, communication and travel costs totalled \$83,019 resulting in a net profit of \$35,302.

ISANA ended the 2021 - 2022 financial year with net assets of \$196,774. The audited financial statement is attached.

I am very proud to deliver these stunning results for ISANA on my first year as National Treasurer. Please help me to extend my thanks and very great appreciation to Phoebe Thiessen for her invaluable support in overseeing the administration of the ISANA accounts.

**Amy Choo**

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# Branch Reports

## ACTiveNSW

In 2022 ISANA ACTiveNSW Branch Executive Committee members were involved in multiple international education advocacy activities and 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.

As a president of the branch, I took active part in:

- State Insurance Regulatory Authority advisory panel. Further consultation on personal injury insurance arrangements for food delivery riders in the gig economy
- National Anti-Racism Framework from the Human Rights Commission
- City of Sydney Multicultural Advisory Panel
- Department of Education, Skills and Employment's Workforce Specialists Initiative 2022–28
- International Students Health Hub
- PRISMS modernization working group

ACTiveNSW Branch supported number of Study NSW Partner project applications including

- AusLEAP: Facilitating the voluntary involvement of international students in established community, charity, and social enterprise organisations "Technology-Enabled 'Regional NSW Study Pathways to Careers Toolkit"
- Cross-Cultural adjustment support for RHD international students of CALD background
- Beyond Orientation Week - Cultural Transition Support framework for Post Graduate International Students of CALD Background in NSW, Australia

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I am also pleased to announce that we have recently completed Lived Experience Toolkit, a partner project funded by NSW government. A unique toolkit to help international students and international education providers destigmatize mental health. The original title of the project was replaced by LET Your Story Talk. Official launch of the toolkit is scheduled for Tuesday, 6 December 2022. I must admit that work on the project was time consuming and involved multiple industry collaboration and feedback sessions, however, the result is a fantastic resource that will be of fabulous support to ISANA members. I would like to thank everyone who took their time to contribute to the creation of this resource.

ACTiveNSW Branch Executive Committee was also focused on providing the professional development opportunities for our branch members.

- NSW – Understanding the ESOS Legislative Framework – May 2022
- ACT - Managing the Welfare arrangements of student under 18 of age – May 2022
- ACTiveNSW Branch Mini-Conference – November 2022
- There was also much preparation for a leadership themed PD session “Discover the superpowers of introverts and extroverts in the working environment” which needed to be postponed and later cancelled due to lack of interest. Something we will need to consider next year.

#### Plans for 2023 and Beyond

The ISANA ACTiveNSW Branch would like to farewell the outgoing executive committee member, Mitchell Ribbons. Thank you and we wish you good luck with your future endeavours.

I am also happy to announce that our current branch Vice President, Nuala Myatt-Bocarro, will move into the branch communications role.

November 2022 is marking completion of my four years as ISANA ACTiveNSW Branch President, and I would like to announce that I’m stepping down from this position and moving to the position of ISANA Vice President in the National Council. I will stay on the ACTiveNSW committee in 2023.



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I am confident that ACTiveNSW branch will continue to work hard to advocate for international student rights in multiple forums.

**Annette Kalczynska**

## QUEENSLAND

2022 has been a year for change and implementation in the International Education sector with many members seeking employment in new roles and wanting to connect with other experts from the industry.

The Queensland branch has maintained a strong connection with their members hosting several face-to-face workshops and online check-ins including Critical incident management workshops hosted by James Cook University key personnel and Sonder representatives and regular online check-ins.

Most recently ISANA collaborated with Multicultural Australia and held a full day training workshop in cross cultural awareness with a focus on dealing with difficult situations and learning the tools to manage complex incidents and problem.

Future workshops include accommodation, under 18 student management and a general check-in with Industry professionals re: post covid recovery including AGM to finish off the year.

Our committee have also continued to be focussed on their roles while meeting the challenges of their everyday jobs and adapting to the changes in workplace structures.

As 2022 draws to a close it is time to reflect on the year and what has happened since the borders reopened. All indications show that next year will see an increase with overseas travel and hopefully an abundance of international students returning to Australia. With this comes new challenges, processes and renewed skills and ISANA is best placed to provide support and professional development to staff involved in International Education.

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The Committee would like to thank the Queensland members and look forward to 2023. Special thanks as always to the Secretariat for support during 2022 and their continued assistance with managing arrangements for our branch.

**Samantha Hilbig**

## SANiTy

The last 12 months have required our industry to stay nimble and readily adapt to the changing landscape. We have seen the opening of the Australia's borders, the return of students, the rise and fall of COVID cases and now reached what appears to be the new normal. It has certainly been a challenging time for all in the student support space as we go through new phases/experiences yet again. It has been wonderful to see our ISANA SA/NT community continue to collaborate and support one another.

### Understanding the ESOS Framework Webinar

ISANA SA/NT delivered an online Understanding the ESOS Framework session with Danielle Hartridge in September 2022 and it was great to see many ISANA members join the session. Following the formal presentation, we allocated time for discussion so that we could share best practice in applying the code and provide a collaborative platform for members. This session has sparked interest for our committee to pursue further opportunities to collaborate on best practice and industry discussions.

### SA/NT Committee 2022

I would like to thank the ISANA SA/NT committee; Shawna Hooton, Kathy Matthews, Tash Pressley, Emma Norris, Anneliese Elmendorp, Mary Ann Seow, Chris Haas, and Karen Goodall for your ongoing support. I also want to specifically acknowledge your dedication and passion to supporting your industry peers and the wealth of knowledge you bring to the committee.

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## SA/NT AGM

ISANA SA/NT's AGM was held on Friday 11 November and Julie Ladic from TAFE SA and Cintia Fiore from StudyAdelaide have joined the committee for 2023 as general committee members. We look forward to having their insights and skills in delivering professional development opportunities for members.

We are already looking forward to next year and providing value for members. 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](mailto:sanity@isana.org.au) with any feedback.

**Sarah Parrington**

## Vic / Tas

2022 has been a busy and productive year. Our third year of COVID, it has been a transitional year in many ways, as we have moved to living with COVID in the community and as international students returned to study in Australia.

With the borders opening at the commencement of the year, it soon became apparent that the Chinese students were not immediately returning to study in Australia with 80% remaining offshore. Later in the year this figure changed to 50% Chinese students continuing to study online and it is predicted that Chinese students may not return to Australia in substantial numbers for face-to-face teaching until early 2023. The return of Indian and Nepalese students rose significantly however the visa processing times have been caused long delays.

Many educational providers benefited from the Australian Government's 50 million International Education Resilience Program.

ISANA VIC/TAS along with the sector continued to pivot and adapt as changes were introduced with work limits removed for international students and welcomed visa extensions for graduates were announced.

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During the year VIC/TAS Committee sought the views of members and provided input and representation in a variety of ways:

- Fire Rescue Victoria – Focus Group
- OHS Deed Review Submission
- Safe Streets in the CBD – Research
- ESOS Review
- Victorian Government International Student Recovery Plan Feedback Submission
- Victorian International Student Awards Judging Panel

The ‘Industry Check Ins’ and networking events – enabled the Committee to identify the challenges being experienced by our members, and plan relevant professional development sessions to keep our members informed and up to date and foster best practice.

A range of professional development and networking opportunities were provided to meet the needs of our members. These sessions were mainly online, ensuring our Tasmanian and regional members could access the sessions. Face to face sessions were also provided along with networking opportunities which members and non-members attended and connected with the sector.

Topics included:

- Update on Victoria’s New Child Safe Standards, by Skye Rose, Moores & Jen Walsh ISANA Vice President Planning and Development.
- Academic Integrity, by Dr Helen Gneil, Director Higher Education Integrity Unit, TEQSA
- Session 1 Cross Cultural Communication – Intercultural Impacts of Communication with International Students, by Professor Shanton Chang
- Session 2 Cross Cultural Communication - Cultural Diversity and the Digital Experiences of International Students, by Professor Shanton Chang
- Update on Changes to the OSHC, by Mary Barry, Product Manager, BUPA

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During the year we have continued to work with key stakeholders such as Study Melbourne, City of Melbourne, Mental Health Victoria, Moores Legal, VicWISE, SCAPE and IGLU student accommodation to improve the experience of international students.

During May, International Student Week was held in Melbourne and working with the City of Melbourne, VIC/TAS Committee members along with invited international students attended a variety of events, such as the Flower Show and LUME. Committee members experienced in the sector were able to share these experiences with the international students and in an informal setting provide information and guidance on how to enter the sector.

2023 will be another exciting year as we are already planning for the State Conference in September. The VIC/TAS Committee will continue to provide a calendar of relevant PD sessions and networking opportunities for members throughout the year as we plan to grow our membership.

As we move towards the end of the year, we are delighted to hear from the that Australia has now moved to 2nd place as the preferred destination for international students, with the top location being Canada. Melbourne has climbed another position to rank 5th in the world following the release of the QS best student city rankings 2023. This makes Melbourne Australia's number 1 student city for international students for the 8th year in a row.

**Helen Nicholls-Stary**

## New Zealand

ISANA NZ has continued to show that it is organisation that practitioners can trust to provide the care and support that the international education industry in New Zealand needs. While there has been a global downturn due to the pandemic and ISANA NZ has felt this as well, the organization has continued to move forward and cement itself as the go-to for the professionalisation of the industry.

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None of this would have been possible without the loyalty and commitment of the ISANA NZ Staff. I need to acknowledge Chris Beard, the Executive Director, for his dedication, hard work and unwavering positivity throughout the year. Chris has been involved in so many aspects of the organisation; from being the Content Manager for the Capability Protect Project to developing content, putting together submissions, and sitting on committees with government agencies. Chris goes above and beyond in all that he does on behalf of ISANA NZ. We are extremely grateful and blessed to have Chris as our ED.

Caroline Stevenson, our Communications and Events Director, is another key member of the ISANA NZ team. Through challenges over the past year, funding constraints and development of projects, Caroline always manages to stay positive and committed to her work. Caroline has done outstanding work as the Project Manager for the Ambassador Programme, which has seen positive engagement from numerous regions of New Zealand. Caroline's jobs are numerous and across a wide range of areas. We are extremely grateful for all that Caroline does on ISANA NZ's behalf.

Both Chris and Caroline will address their specific roles in their report and therefore I will not elaborate other than to say that without these two key people, ISANA NZ would not be the organisation it is today.

The third person in the team is Katrina Scantlebury, our Membership and Engagement Administrator, and general go to person for anything from administration to finances, correspondence and much more. I am amazed at the skills that Katrina has and her willingness to support ISANA NZ wherever she is able.

I would also like to acknowledge my fellow Board members and thank them for their support and work over the past year. The Board members are:

- Cameron Lock –Vice-President (Team Leader Student Engagement, UCOL, Palmerston North)
- Adrian Whale –Secretary (Pastoral Care Coordinator, International, North Tec)
- TJ Cloete –Treasurer (International Student Manager, University of Waikato)

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- Carolyn Tait (Senior Lecturer, Victoria University of Wellington)
  - Karen Kersley (International Student Manager, Wintec)

We are extremely grateful for the work that Adrian Whale has undertaken this year, looking at the ISANA NZ Constitution, the Charitable Trust side of our organisation and just being the key legal and procedural eye over what we have undertaken. Adrian will be moving on to new challenges in 2023 and as such, decided to step back from the ISANA NZ Governance. We wish Adrian well in this next phase of his professional life.

### Membership

ISANA NZ has against the odds, managed to retain most of its members over the past year. Membership stands at 163 for 2022. This is made up of eighty-one individual memberships, five associate members, six institutional with over ten staff and four institutional with five staff.

ISANA.

During the pandemic years ISANA NZ reduced membership fees to support our industry practitioners. We have needed to review this for 2023, with a new fees structure implemented.

We have again provided various opportunities for membership engagement, like our catch-up-cafés and more. While the majority of our engagement has remained online, we have also been able to meet in person on occasion, which has brought a sense of normality back to life.

### Working with government agencies and wider sector engagement

Once again, ISANA NZ has been instrumental in representing the international education sector and our members in various forums. The Government instigated a review of the value of international education, which needed an in-depth response. There was also a review of Primary and up to Year 9 international education as well as a review of immigration settings. All this required Chris, Caroline and the Governance Team to work on responses and feedback in order to have some say in the direction the Government was wanting to take international education. Our submissions were well received.

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Chris has been a part of numerous committees and sub-committees as the Government has looked at resetting the various international education settings and continues to represent ISANA NZ and our members where required.

Chris and I were invited to Minister Hipkins' forum looking at international education and Chris has had the opportunity to meet with the Minister in person.

### Projects and budgets

We have again operated on a very modest budget, but thanks to the efforts of our staff, we have completed the Capability Protect Programme's first phase and secured the contract from Education New Zealand (ENZ) to develop the second phase.

Here I would like to thank the Capability Protect Programme team of Project Manage - Joany Grimy, and the team of Content writers who put together such an excellent set of resources. Thank you also to Sam MacKay from ENZ who has been instrumental in securing the funding for ISANA NZ to carry out this project.

The second project we have worked on is the Ambassador Programme. Here our special thanks to Caroline Stevenson as Project Manager and Anna Rogers as content developer and presenter. Also, a huge thank you to Katrina Scantlebury for keeping track of budget issues and administration for these projects.

To facilitate the use of the resources that have been developed, ISANA NZ has needed to upgrade our website and we have looked at re-branding to bring our image up to date. Thank you to Caroline for her work on this.

The ISANA NZ Governance team have developed a Strategic Plan and Business Plan for the organization to direct where we go moving forward.

We have maintained our relationship with Allianz who have again supported ISANA NZ in the form of a substantial financial contribution. We also secured a partnership with AMET, a large agency based in Australia, who have wanted to progress into the New Zealand market. Along with these two partners, ISANAN NZ is actively looking at other partnership options.



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The past three years have meant huge challenges to the international education industry. ISANA NZ has managed to weather that storm, and thanks to the volunteers who contribute their time and skills, has managed to stay at the forefront of development and innovation.

I would therefore like to sincerely thank the Governance and the employees of ISANA NZ for another exciting and inspiration year. It is an honour to work with you all. I would like to encourage more of our colleagues working in their industry, to get involved and share their knowledge and experience and learn and grow from what they will receive from ISANA NZ.

As we recover from the global setback that pandemic caused, you can look forward to exciting opportunities, innovative engagement, and inspirational support from the ISANA NZ team.

Thank you for your ongoing support.

**Colleen Steyn**

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# 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
- 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 2022 professional development calendar, as outlined in the Vice President Professional Development's report. Whilst branches have held some successful onsite sessions, there has been a continued demand, measured by the greater numbers of attendees, for us to continue to provide online professional development. The accessibility of online delivery allows us to reach a greater number of Members nationally and internationally, not limiting attendance to the traditional state or territory-based audience.

The secretariat:

- Created the booking portals for each session
- Followed up with organisers about the content to be promoted
- Promoted the sessions via regular member emails, social media, and website

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- Managed attendee queries
  - Managed content changes and attendee updates accordingly
  - Opened the online sessions and provided technical support throughout for most
  - Gathered presenters slides and uploaded these to the website and distributed to members when approved
  - Edited recorded presentations for distribution to Members
  - Designed and issued post session surveys and certificates to members

This year the secretariat also assisted the project team with the administration, financial management and marketing of the **Lived Experience Toolkit**, the partner project funded by NSW government. This resource is hosted via the ISANA website and whilst predominantly developed for NSW, contains valuable information available and pertinent to all ISANA Members. <https://isana.org.au/lived-experience-toolkit/>

The secretariat continues to manage hosting, enrolments and troubleshoot for the National Code Tutorial (NCT); regularly promoting the NCT via member updates, newsletters, website, and social media posts. 2022 has seen a continued, steady interest in the NCT, to date there have been 524 enrolments.

<https://isana.org.au/national-code-tutorial/>

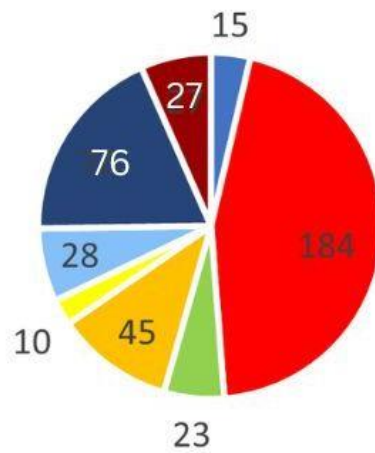
The secretariat is involved in the upgrade of the ISANA website with the new site released mid this year. It continues to be a work in progress, due to the delay in its release, with much of the content still requiring to be updated. Thank you to Jen Walsh who has mapped out and provided new ideas and content which we aim to have uploaded in the New Year. Regardless, this new site is considerably faster and promises to be a more intuitive and Member focussed resource.

<https://isana.org.au/>

ISANA Membership as of November 2022, is 408 Financial Current Members.

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## ISANA Membership



- Associate Member
- Life Member
- Student Member
- Institutional Nominated Member
- Individual Member
- Institutional Additional Member
- Institutional PD Member
- Individual Member (with NCT)

I would like to thank Sharon and the ISANA Council who, although themselves experiencing yet another year of uncertainty, changes in workplace and busy personal lives, continue to volunteer their time and expertise in support of their ISANA members.

**Phoebe Thiessen**

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# Life Members

*Graeme Baguley*

*Margaret Hill*

*Heather Bigelow*

*Vivien Hope*

*Jenni Burchill*

*Ross Lehman*

*Bryan Burke*

*Sylvia Lewohl*

*Shanton Chang*

*Elaine McBride*

*Melanie Duncan*

*Hedley Reberger*

*Paula Dunstan*

*Gavin Sanderson*

*Felicity Fallon*

*Mary Ann Seow*

*Diana Gabb*

*Peter Spolc*

*Danielle Hartridge*

*Patrick Willix*

*Brit Helgeby*

*Liz Wright*

*Gilbert Hennequin*

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# Where We Work...

3BEES GROUP Pty. Ltd.	Australian Government	City of Sydney -
ACT Government Education & Training Directorate	Department of Education, Skills and Employment.	International Student Leadership and Ambassador (ISLA)
ACT Government Education Directorate	Australian Homestay Network	Confidence Hackers
AIE Institute Ltd	Australian Technical & Management College	Consultica Worldwide Management Consultants
Albright Institute of Business & Language	Aviation Australia	CQUniversity
Allianz Care Australia	Bansal Immigration Consultants	Craigslea State High School
Allianz Partners	Benowa State School	Crown Institute of Business and Technology
Alpha Consultants Pty Ltd	Bond University	Crown Institute of Higher Education
American College	Bridging Translation	Cultural Intelligence
Anand International India	Bupa	Danford
ANU Students' Association	Cambridge Educational Services	Deakin College
Apply4Study	Canberra Institute of Technology	Deakin University
Applying for IE positions	Carnegie Mellon University	Department of Education International
Aquinas College	Central Australian College	DETI
ASKAAN Consulting	Central Queensland	DJPR
Aussizz Group	Charles Sturt University	Dream Australia Education Services
Australasian Network Undertaking	Chisholm Institute	Eastern College Australia
Australian Catholic University	CISA	edenstudentservice
Australian Education International	City Of Adelaide	Education Queensland International
	City Of Melbourne	Edvantage Institute Australia

Eengl.com	Independent Schools Queensland	Mental Health Victoria
Evs Parramatta	International Education, ACT Government	Mentone Grammar School
Elixir immigration and educational consulting services	International Education Knowledgebase	Mercedes College
Embark Career Consultant Pvt Ltd	International Student Advisory & Support, Swinburne University	Mercury Institute of Victoria
Express Visa Migration Services	Investment NSW	Migration AUS-NZ
Family Homestay Services	Ironwood Institute	Monash College
Family stay	ISANA	Monash University
Federation University	Ivanhoe Grammar School	MTSC Pty Ltd
First Tech Educational Consultancy	James Cook University	Multicultural Communities Council of SA Inc
Flinders University	Journal Student Living	NEAS Australia
Garcia Group Advisors	Kaplan Australia Pty Ltd	New Page International Pty Ltd
Geraldton Grammar School	Kent Institute of Business & Technology	North Richmond Community Health - Centre for Culture, Ethnicity and Health
Global Business College of Australia	Kew High School	Oceania College of Technology
Global Study Partners	Kilvington Grammar School	Penguin Education Pty Ltd
Global Victoria, Department of Jobs, Precincts and Regions	La Trobe College Australia	Platform English College
Griffith University	Latinoz Education	Presbyterian Ladies' College
Hope College	Life Goals Consultants	Prince Alfred College
Ideal Education Group	Live Your Story	Queensland University of Technology
IDP Education Australia	Luminedge Pty Ltd	QUT International Student Services
ILSC Education Group	Melbourne Girls Grammar School	QUTIC
Immanuel College	Melbourne Institute of Higher Education Pty Ltd	Registered Training Academy Pty Ltd
	Melbourne Polytechnic	RGIT

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Riverina Institute of TAFE	Sydney Polytechnic Institute	University Of Wollongong
RMIT Training	TAFE Queensland	University Senior College
SCU	TAFE SA	UNSW Global
Seow Consulting International	The Academy of Interactive Entertainment	UNSW SYDNEY
SITCM	The Gordon Institute of TAFE	UOW College
South Australian Department for Education	The Moreton Bay Colleges	Upright Migration Consultants
Southern Cross University	The University of Adelaide	USQ University of Southern QLD
Stanley College	The University of Melbourne	UTAS
Student Accommodation Services Pty. Ltd.	The University of Newcastle	UTS
Student Pro Education Consultancy Pty Ltd	The University of Queensland	UTS College
Study Adelaide	University of Sydney	Varsity College
Study Cairns	Tintern Grammar School	VICPAK Consultancy Services
Study Gold Coast	Torrens University Australia	Victoria University
Study Melbourne Student Centre	Universal Students' Consultancy	Victory International Migration Services Pty Ltd
Study Adelaide	Universities Australia	Wentworth Institute of Higher Education
Swinburne University of Technology	University Of Canberra	Wesley College Melbourne
	University Of New South Wales	WT Tax Professionals
	University Of South Australia	Yugo



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# Auditor's Report

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

*Financial Statements  
For the Year Ended 30 September 2022*

# 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 2022 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: 11.11.22

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**STATEMENT OF COMPREHENSIVE INCOME**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

	2022	2021
	\$	\$
<b>INCOME</b>		
<b>ACTIVITIES</b>		
Membership Fees	65,493	77,083
Professional Development/Branch Income	35,170	40,756
Conference Profit	17,358	-
National Consultancy	300	-
<b>TOTAL INCOME</b>	<u>118,321</u>	<u>117,839</u>
<b>COST OF ACTIVITIES</b>		
Conference, Tutorial & PD Expenses	<u>25,004</u>	<u>7,324</u>
<b>TOTAL COST OF ACTIVITIES</b>	<u>25,004</u>	<u>7,324</u>
<b>GROSS PROFIT - ACTIVITIES</b>	<u>93,317</u>	<u>110,515</u>
<b>OTHER EXPENSES</b>		
<u>Overhead Expenses</u>		
Audit Fees	2,800	3,000
Bookkeeping	800	800
Bank & Credit Card Charges	1,586	2,055
Insurance	3,501	3,445
National Meetings	4,333	-
National Conference	-	273
Marketing & Promotion	503	830
Postage	34	-
Printing & Stationery	1,056	523
Secretariat	29,115	29,217
Sundry Expenses	173	34
	<u>43,901</u>	<u>40,177</u>
<u>Communication Costs</u>		
Software, Telephone, Internet & Mobiles	6,074	6,451
Web Design & Maintenance	2,054	934
	<u>8,128</u>	<u>7,385</u>
<u>Travel Costs</u>		
Travel & Accommodation	1,777	1,776
	<u>1,777</u>	<u>1,776</u>
<b>TOTAL OTHER EXPENSES</b>	<u>53,806</u>	<u>49,338</u>
<b>SURPLUS/(DEFICIT)</b>	<u>39,511</u>	<u>61,177</u>
Bursaries	4,209	-
<b>NET SURPLUS/(DEFICIT) AFTER AWARDS</b>	<u>35,302</u>	<u>61,177</u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**STATEMENT OF FINANCIAL POSITION**  
**AS AT 30 SEPTEMBER 2022**

	2022	2021
	\$	\$
<b><u>ACCUMULATED FUNDS</u></b>		
Opening Balance as at 1 October	161,472	100,295
Net Surplus/(Deficit) for the Year	<u>35,302</u>	<u>61,177</u>
Closing Balance as at 30 September	<u><b>196,774</b></u>	<u><b>161,472</b></u>
 <i>Represented by:</i>		
<b><u>CURRENT ASSETS</u></b>		
Business Account	227,602	173,989
VISA Card	12	258
Accounts Receivable	<u>11,479</u>	<u>63,834</u>
	<u>239,093</u>	<u>238,081</u>
<b>TOTAL ASSETS</b>	<u><b>239,093</b></u>	<u><b>238,081</b></u>
 <b><u>CURRENT LIABILITIES</u></b>		
Accounts Payable	29,497	4,799
Unexpended Grant Funding	-	53,886
GST	<u>12,822</u>	<u>17,924</u>
	<u>42,319</u>	<u>76,609</u>
<b>NET ASSETS</b>	<u><b>196,774</b></u>	<u><b>161,472</b></u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**STATEMENT OF CHANGES IN EQUITY**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

	Accumulated Surplus	Branch Funds VIC/TAS	Branch Funds QLD	Branch Funds NSW/ACT	Branch Funds WA	Branch Funds SANiTy	TOTAL
	\$	\$	\$	\$	\$	\$	\$
Balance at 1 October 2020	56,934	26,724	6,992	8,706	(498)	1,437	100,295
Comprehensive income	61,177	-	-	-	-	-	61,177
Transfer to Branch Funds	(4,399)	4,573	193	(118)	-	(249)	-
<b>Balance at 30 September 2021</b>	<b>113,712</b>	<b>31,297</b>	<b>7,185</b>	<b>8,588</b>	<b>(498)</b>	<b>1,188</b>	<b>161,472</b>
Comprehensive Income	35,302	-	-	-	-	-	35,302
Transfer to/from Branch Funds	(6,484)	2,816	(1,854)	400	498	4,624	-
<b>Balance at 30 September 2022</b>	<b>142,530</b>	<b>34,113</b>	<b>5,331</b>	<b>8,988</b>	<b>-</b>	<b>5,812</b>	<b>196,774</b>

The accompanying Notes form part of these Financial Statements

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC**  
**STATEMENT OF CASH FLOWS**  
**FOR THE YEAR ENDED 30 SEPTEMBER 2022**

	Note	2022 \$	2021 \$
<b>CASH FLOWS FROM OPERATING ACTIVITIES</b>			
Receipts from revenue and services		116,790	64,132
Receipts from grant funding		-	53,886
Payments to suppliers and employees		(63,423)	(43,428)
Interest received		-	-
Net cash provided by/(used in) operating activities	4	<u>53,367</u>	<u>74,590</u>
Net increase/(decrease) in cash held		53,367	74,590
Cash on hand at beginning of the financial year		<u>174,247</u>	<u>99,657</u>
<b>Cash on hand at end of the financial year</b>		<b><u>227,614</u></b>	<b><u>174,247</u></b>

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 2022**

**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

	<b>2022</b>	<b>2021</b>
	\$	\$
Profit/(Loss) for the Year	35,302	61,177
Changes in assets and liabilities		
(Increase)/decrease in receivables	52,355	(53,707)
Increase/(decrease) in payables	19,596	13,234
Increase/(decrease) in deferred income	(53,886)	53,886
	53,367	74,590



**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC  
2021 - 2022 COMMITTEE MEMBERS**

President	Sharon Cook Jobs Victoria, Melbourne VIC
Vice President	Sarah Lisle UOW, Wollongong NSW
Vice President - Planning & Development	Jennifer Walsh Mental Health Victoria, Melbourne VIC
Vice President - Professional Development	Samantha Hilbig Griffith University, South Brisbane QLD
Treasurer	Amy Choo ACT Government Education Directorate, Canberra ACT
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	Helen Nicholls-Stary Geelong Food Relief Centre, Geelong VIC
NSW/ACT Branch President	Annette Kalczynska Central Queensland University, Sydney NSW
WA Branch President	<i>Position not filled</i>



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President



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Auditor

Dated: 11.11.22

## **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 2022, 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 2022, 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  
11 November 2022



International Education Association Inc.

**[WWW.ISANA.ORG.AU](http://WWW.ISANA.ORG.AU)**

Level 6, 152 Macquarie Street

HOBART, Tasmania, 7000

TEL: 03 6231 0253

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

ABN: 42 335 124 078



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