



## Annual Report 2008

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## 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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# ISANA President's Report

2008 has been a complex but interesting year in the life of ISANA as an organization and of the ISANA Council. Several office bearers have had to step down from their positions during the year, generally because of the pressure that already existed in busy workplaces combined with family and personal commitments. We thank those people who stepped in to fill these roles either by formally taking over the position or by making sure the necessary activities happened. We have continued to work with the government, undertaking this year a very creative and valuable project.

## Government Projects

Throughout most of the year, Desma Smith and her team worked hard and creatively on a project funded by DEEWR which produced six DVDs designed to inform international students of their rights and responsibilities under the ESOS Act. This was a new type of activity for ISANA to undertake and at times it proved quite a challenging one but the final outcome has given all in the industry a very valuable resource. Associated with this project was the production of material that is suitable for use in orientations, or as pre-departure material or for reminders throughout the year on a wide variety of important topics. This can be found on the ISANA website and is available to all to use. We thank Desma and her team for the work that has been put into this project.

Following on from the development of the very successful National Code Online Tutorial, ISANA was granted further money from DEEWR for the ongoing maintenance of the tutorial through the updating of material in the tutorial and through the issuing of certificates on completion of the tutorial. Cheryl Cook ably completed this work and we thank her for doing this.

A project funded by AEI (Dubai) to develop material to be used both at pre-departure and with homestay families to address issues associated with students from the Middle East living in homestay accommodation in Australia has been started. This project is being undertaken with the assistance of the Australian Homestay Network and ISANA members in a number of states.

I represented ISANA at the China-Australia Workshop for International Student Management and Services in Shanghai in October talking about the materials and workshops ISANA has about critical incidents and measures to prevent psychological crises.

## Meetings with Government Departments

Because the change of government at federal level in Australia meant that new structures and policies needed to be put in place and because there have not been many issues at this level this year, I have had to attend only two meetings in Canberra in 2008.

## Issues

Two particular issues caused concern among ISANA members this year. The first of these was the way that some universities are removing the specialized support for international students and catering for them only in conjunction with local students, a process called "mainstreaming". As a result of this process, a number of ISANA members found that their jobs had disappeared or been down-graded. In April I spoke to a meeting of Deputy- and Pro-Vice Chancellors (International) to put the case on behalf of ISANA for provision of services appropriate to the special needs of international students.

In the second half of the year, a number of very negative reports about the lack of appropriate services and support for international students in Australia appeared in the press. Much of the material and the quotes in these reports were deliberately played-up or misquoted and the result was very disappointing in its portrayal of support services in particular and the industry in general. I attempted to put ISANA's point of view in a letter to two papers but this letter was not printed. Kate Smart, our Vice President (Planning and Development) was able to talk about the issue on talk-back radio in Sydney.

## Sister Organizations

ISANA has continued to foster good relationships with our sister organizations here in Australia. This year we have developed particularly good relationships with English Australia and, as part of this, I gave a workshop at their annual conference.

At the international level, I attended both APAIE and NAFSA, giving a paper at APAIE and being part of a panel presentation at NAFSA. The Network of International Education Associations held lunches at both conferences and a meeting at NAFSA. Kate Smart, Vice President (Planning and Development) attended activities of the network at EAIE.

## Communications

The start of the year brought with it the arrival of our newly-reconstructed website. There has been positive responses to this new website both within ISANA and from outside. Unfortunately Cheryl Cook stepped down from her position as Communications Manager in April. Cheryl had made large and positive contributions to our organization through her work on the website, her production of the ISANA Bulletins and her development and maintenance of the National Code Online Tutorial. We give her sincere and heartfelt thanks for all her contributions to ISANA and wish her well in the other activities that she is undertaking. In the second half of the year, we were fortunate to have Sharon Smith, a member of the Victorian Branch Committee, take on the role of managing the website.

## State Branches

Excellent work has been done at state branch level this year as is indicated in the accompanying reports. We welcomed new state branch presidents from Western Australia, South Australia and Victoria to the national council this year. Unfortunately Nimi Ashok had to step down as president of our SANiTy branch after a short period of time and we thank Ben Hooper for stepping into this role. In the second half of the year, Matt Wilkinson, also stepped down as the president of the ACT branch. We thank him for his positive approach in his work in this position. After two years of very active work as the president of the NSW branch and as a member of the ISANA Council, Melanie Duncan is relinquishing these roles. Her enthusiastic approach and practical ideas will be greatly missed.

## Professional Development

We started the year without a Vice President (Professional Development). Cassandra Colvin stepped into this role in the first half of the year. She was unable to give the position the time she felt it deserved and stepped down later in the year. In spite of this, a workshop was run by ISANA prior to AIEC, three TRaCs workshops have been run for ACU and the ISANA Bursaries have been judged and will be awarded at our annual conference. We thank Cassandra for her interest in this role and the work that she did. A great deal of valuable professional development has taken place at state level this year.

## Finances and Sponsorship

Finances are always a concern in a low membership fee organization like ours. Brett Hohn our treasurer has been working with Liz Wright at the Secretariat and our accountant to put in place procedures that will enable us to manage our finances more effectively.

OSHC Worldcare have been our principle sponsor again this year and we thank them very much for this. A Sponsorship Committee was formed during the year under the leadership of Peter Spolc. Peter has had to step down from this position recently and we thank him for his work in this area, particularly in preparation of documents relating to sponsorship.

## ISANA Council

The council met face-to-face on two occasions – in Adelaide after the annual conference and in Canberra in April. We have had many, many discussions by email throughout the year. Early in the year, our Nick Dowd, our Events Coordinator, stepped down. He had done an excellent job in working with the team for the Adelaide conference and we thank him for that. We have not found a replacement for him and this has meant that the committee in New Zealand has had to work on this year's conference without the usual contact person in Australia.

I would like to thank all the members of the ISANA Council for their hard work during the year. In particular, I would like to thank Kate Smart for being an enthusiastic Vice President, Brett Hohn for his work on finances, Paula Dunstan for her advice in the role as Immediate Past President and for stepping into a leadership role when both Kate and I were overseas, and Liz Wright whose constant work in the Secretariat keeps our organization functioning.

2009

Next year will be the 20th anniversary of the formation of our organization and we are planning to make this a very special year. Our annual conference will be returning to Canberra where it all began. Kate Smart has taken on the role of making this all happen and we can look forward to a good year and a great conference in 2009.

### FELICITY FALLON

ISANA President

# Branch Reports

## New South Wales

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2008 was a year of consolidation for ISANA NSW with a now complete committee and willing participation from our membership. Our professional development calendar for the year was the result of an enthusiastic planning day in December, 2007. Our aim is to continue this planning day as an annual event, deciding on needed professional development from the invaluable input provided by the ISANA NSW members.

The following four professional development events were held in 2008:

**“Meeting the Needs of Middle Eastern Students”:** This session, hosted by the University of Newcastle, was a continuation of our popular ‘Meeting the Needs’ series. The day provided a blend of theoretical and practical perspectives, opening with Dr. Katerina Gauntlett presenting on the academic expectations of Gulf –Sponsored students. The University of Sydney, University of Newcastle and Australian National University provided wonderful practical advice from their lessons learned in catering for the needs of this diverse group of students.

**“Mental Health First Aid”:** ISANA NSW offered this professionally-certified course for the third consecutive year in 2008. The course aims to develop skills to detect and manage mental health issues within an international education framework – ideal training for all of the ‘accidental counsellors’ dealing with our students on a daily basis.

**“International Education: Best Practice”** was the theme for our Branch Conference, hosted this year by Macquarie University. The conference opened with a presentation from Christopher Campbell, Group Managing Director from Academies Australasia, who spoke candidly of the issues faced by large education providers, particularly those involved across the Schools, ELICOS and VET sectors. Our focus then switched to engaging Gen Y international students through the online mediums of Facebook (USYD), the Learning Management Activity System (LAMS) (MQ) and online counselling modules (ACU National). These presentations provided delegates with a direction for the future and prompted constructive discussion of privacy and professionalism issues in facilitating online resources for students.

**“Critical Incidents: Multiple Perspectives”:** This session, to be hosted by Central Queensland University, has invited ‘experts’ in the field to present on the ‘do’s and don’t’s’ of dealing with critical incidents. Representatives from the NSW Police Force, welfare services, on-campus security services and University counselling services have been asked to share their expertise on the most useful actions that callers can do when dealing with a critical incident.

My sincerest thanks to my Committee for their support and hard work in a most busy year: Aditya Tater (Vice-President); Ross

Lehman (Secretary); Elizabeth Treacy (Treasurer); and Peter Michaels (Communications Manager). Our collective special thanks go to Peter Spolc who acted as our resident event facilitator and was involved in our program development over the year.

We look forward to another productive, engaging year in 2009!

**MELANIE DUNCAN**

NSW Branch President

## New Zealand

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This year we focused on having 3 mini-conference/workshops which were held in Christchurch, Auckland and Palmerston North due to the fact that the annual ISANA conference was to be held in Auckland in December. These were very well attended and it was very pleasing to see so many new faces and from so many different fields within International Education. The workshops were on Student Advising and also touched on Critical Incidents and the information/workshops were presented by the Immigration Department and the Ministry of Education, Code Office. As usual both of these sessions were extremely helpful and informative. Our grateful thanks to Emma Mackie from the Code Office, and to Penny Chitty from the Immigration Department - Students Processing Unit for making the time available.

The review of and changes to the Code of Practice are slowly coming together and at present they are still hoping for a roll out in January 2009 but there is still one more consultation stage to go yet.

We continue to foster a close working relationship with several Government Departments and will continue this as a priority next year particularly after the elections.

The communications/secretariat has worked very well once again this year, with so much more regular information getting out to all members. Grateful thanks for an exceptionally well done job to Claire Hastings.

Membership has been steady again but we are continuing to promote ISANA at every opportunity and word of mouth about the organisation is really starting to have a very good effect on the increase in membership.

My thanks to a wonderful committee who work tirelessly to promote ISANA and the support they give me is very much appreciated as always.

**SYLVIA HOOKER**

NZ Branch President

## Queensland

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ISANA Queensland has continued with bi-monthly meetings this year. We have found this works very well and meetings have been well attended.

I would like to thank those members who supported the President's role during the year. In particular I would like to thank Liz Wright who in addition took on the organizational task of the State Conference. Thank You Liz.

Thanks also goes to Griffith International, in particular, Lucinda Chappell, who have agreed to provide a venue for our meetings.

Negotiations took place with QETI for those members in North Queensland to be able to attend QETI PD days and this was also offered for members in Brisbane and the Gold Coast. This was of great benefit to those members who took advantage of this training for which there was no charge.

### Professional Development Sessions held in 2008

- Changes implemented by CCYPCG with Nikki Wright
- Gold Coast: Understanding International Students with Leah McPherson

### Queensland State Conference

This Professional Development Day was well attended.

Presenters were:

- Paula Dunstan who gave us an update on ISANA
- Farina Khan from QETI who updated on their role
- Leah McPherson who presented her work on Understanding International Students and provided us with handouts on different cultures

I also attended the Independent Schools Queensland's International Education Conference held in Brisbane on 4-5 September 2008.

The year will conclude with a meeting in November to discuss future planning.

### SYLVIA LEWOHL

Queensland Branch President

## SANiTy Branch Report 2008

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2008 has been another great year for the SANiTy Branch. In December last year, the Branch Executive Committee met to plan the 2008 PD Calendar. While two of the planned events did not go ahead due to unforeseen events, the committee was able to take advantage of an opportunity to host an unscheduled and extremely successful PD session titled "Homestay in Action" in late September. We are also very fortunate that a number of ISANA members took on a role to present and/or facilitate PD events and a number of external presenters both local and from interstate assisted us with addressing a variety of topics relevant to international education.

Following from activities in 2007 the Branch has continued good relationships with Education Adelaide, a body that assists South Australian providers in conducting marketing, recruiting and recreational activities, and has kept abreast of their activities for international students during 2008.

Many of you will remember that in 2007 the Branch adopted the, tongue-in-cheek, "SANiTy Branch" name to better acknowledge ISANA members from the Northern Territory as an integral part of this Branch. We have been in touch with NT members and I am very happy to advise that the Branch was able to assist one of our NT colleagues to participate in the Annual SANiTy Conference in October. We are also very pleased to welcome Vibeke Foss from NT to the SANiTy Council for 2009 and we all look forward to further developing the ISANA network in the Territory.

### PD Activities

During 2008 ISANA SANiTy Branch has presented 3 workshops:

Working with Volunteers and Peer Mentors the first of these sessions presented by Ben Hooper was an opportunity for participants to share in the experiences of staff at the University of Adelaide and their work with current students who volunteer their time to assist with orientation activities. This award winning program is known as the Peer Support Mentor Program. The session covered issues of recruitment, training, ongoing support, retention and recognition.

Muslim Students living in Adelaide Student Panel was extremely well attended and the feed back received from both members and non-members who attended was overwhelmingly positive. The panel consisted of 3 Muslim students living in Adelaide. The students were invited to respond to both pre prepared questions and questions from those that attended. I am very happy to advise those that were not able to attend this session that the strong theme that ran throughout this exchange was one of diversity. Participants gained valuable insight into the day to day practice of Muslim students, reinforcing the notion of individual choice and responsibility within a student population that is often viewed as a single, homogeneous group without diversity.

Homestay in Action was a great success and very well attended. Sylvia Lewohl, Chair Australian Homestay Network and Queensland ISANA State President, shared her knowledge, experiences and examples of best practice. The workshop was very interactive and the response received was extremely positive.

The final ISANA SANiTy event for 2008, after the State Conference and before the National Conference in Auckland, will be the early Christmas drinks scheduled for late November. This will give us all an opportunity to reflect on the past year, share in and highlight the successes and focus on future directions to enable further refinements in 2009.

### **Member vs non-member participation**

As we saw in 2007, it is again very pleasing to advise that both members and non-members participated in PD activities this year, including an increasing number from small and newly emerging education providers. A number of attendees chose to take up ISANA membership. SANiTy Branch membership has remained strong in 2008 with a current total membership of 55 as at end of September 2008. As we are primarily a voluntary membership based organisation we value new members, and encourage current members to spread the word about ISANA.

We try to offer workshops at no or minimal charge to cover costs, and the Committee is always on the lookout for new locations around Adelaide to host these workshops. The committee is very happy to invite suggestions from the membership for PD requirements and venues in 2009 with a view to increasing accessibility for members based in different locations throughout the branch. To facilitate this many participants at the Annual Conference provided valuable suggestions for future PD and the committee look forward to ensuring that these new directions can be achieved in 2009.

### **ISANA SA State Conference**

The State Conference on 1st October ESOS Minimum Standards to Best Practice, attracted a good number of participants from various education sectors. The venue was hosted by UniSA at the Magill Campus. Participants took a tangible benefit from the diverse and experienced speakers from DEEWR, DFEEST, DECS, DIAC, The University of Adelaide, Flinders University, UniSA, Immanuel College, and University Senior College.

### **Other achievements**

Our Branch continued to raise the ISANA profile across various educational sectors in the state. In doing so we have focused on maintaining our continued relationships with local authorities including DFEEST, DECS, SAPOL and DIAC.

We continued to represent education providers at the SA Police Multicultural Advisory Group where we were invited for the first time in 2004.

The committee continue to represent SA education providers at DIAC Client Service Reference Group and members regularly input to other stakeholders meetings that allow us to raise issues pertinent to international student visa matters.

Building upon the work from 2007 the Executive Committee has continued to implement ISANA goals and have been successful in attracting new members, delivering low cost PD, providing networking opportunities and working to raise the organisational profile. Currently there are vacant positions on the council and we look forward to welcoming new members to the Executive Committee when the election of office bearers is held in late November.

### **Future Plans**

It is the intention of the SANiTy Branch to continue to encourage a greater focus to students' involvement in ISANA activities. We have achieved this through the employment of student panels in the PD Program and we look forward to further developing this in 2009.

Following from the proposal of the 2008 Executive Committee I am happy to announce that the SANiTy Branch will sponsor an early career ISANA member to attend the National Conference in Auckland this December.

As discussed we have consulted with members on their feedback and requests for PD opportunities and the Timing of the SANiTy Annual Conference for 2009. This is currently ongoing and we expect that this activity will be concluded by the end of December to enable the Committee to finalise next years PD Calendar before the end of January 2009.

### **Thank you**

I would like to take this opportunity to thank all of the SANiTy Branch members for supporting the branch this year and encourage you to support the Committee that will be working for you in 2009. I would also like to take this opportunity to personally thank Past SANiTy Branch Presidents, Hedley Reberger and Irina Ferouleva for the generous assistance and valuable advice they have provided the Committee throughout this year.

### **Executive Committee 2008**

- Kathy Matthews (SA) Treasurer
- Kathy Grant (SA) Events Manager
- Louise Skull (SA)
- Inger Schmidt (SA)
- Benjamin Hooper (SA) President
- Sharon Vis (Resigned)
- Sandra Watkinson (Resigned)
- Nimi Ashcroft (Immediate Past President 2008: Resigned)

### **BENJAMIN HOOPER**

SANiTy President



## Victoria

In 2008, we marked our 10<sup>th</sup> ISANA State Conference, and well over a decade of advancing the interests of improved services, support and the overall experience of international students studying in Victoria.

As a voluntary membership organisation, the assets and intrinsic value of ISANA Victoria, per se, continue to be the hardworking volunteers, who tirelessly give up their time, to attend meetings, deliver presentations, write newsletter articles, make submissions to enquiries, assist with the background work such as these very 2008 State conference arrangements, and so much more.

Thanks to such volunteers, we have enjoyed a diverse and large number of branch activities this year. These activities have enabled the Victorian Branch of ISANA to provide membership with relevant up-to-date information and professional development in many key areas. A theme and major focus this year has been on student safety, welfare and overall academic/social experience.

ISANA Victoria PD sessions this year have included:

- March 2008 - Monash University Branch Meeting
- PD SESSION - The making of 'Your Journey to VU: A Guide to Living and Studying in Melbourne' – a presentation by Samantha Thompson (VU International Student Support).
- June 2008 – Melbourne University Branch Meeting
- PD SESSION - "Through Fire and Water", with presentations by:
  - Commander Ian Hunter, Manager - Fire Investigation and Analysis unit, MFB
  - Ms Dalal Smiley, Manager - Equity and Diversity Unit, Metropolitan Fire Brigade and researcher Claire Naffah, working on the "International Students Research Project"
  - David Holland - Life Saving Victoria
- September 2008 – Swinburne University Branch Meeting
- PD SESSION – What do the 'Rulemakers' make of Standard 5 of the National Code, "Younger Students"? A joint session presented by:
  - Ms Julia Crowe, Department of Immigration and Citizenship (DIAC)
  - Ms Jennifer Connor, the Department of Education, Employment and Workplace Relations (DEEWR)
  - Mr Gary Bourton, Victoria Registration and Qualifications Authority (VRQA).
- October 2008 – 10<sup>th</sup> ISANA Victoria State Conference
- "Walking the Talk" - Defining and Measuring an International Student Experience. Keynote speakers included:
  - Ms Liz Stinson, Executive Director, Deakin International – "Defining a University approach to a 'quality student experience' and the related management challenges"

- Chris Nyland, Professor of International Business, Monash University – "International student safety from harm and harm from others"
- Elizabeth Toy, International Student Recruitment Manager (International Division) Department of Education and Early Childhood Development, Victorian Government – "How the student experience is perceived and used to influence secondary school age international students to study in Victoria"
- Kevin Brett, Director, Client Services, i-graduate – "International Student Experience Benchmarking - How does Australia compare with key competitor countries?"

The 10<sup>th</sup> ISANA Victoria State Conference would not have been possible without the very special efforts of the conference committee volunteers, led by our remarkable ISANA Victoria Vice-President, Ms Mary Pozzobon.

As well as specific professional development opportunities, ISANA Victoria has ensured each Branch meeting is also an opportunity for the membership to receive reports from various forums attended by members. Some of these forums have included DIAC reference groups, international education seminars, and professional development workshops and seminars in Melbourne and interstate. During the year there has been ISANA representation in numerous workshops, seminars and reference groups and reporting back at Branch meetings concerning these meetings. Our external relationships this year have included:

- partnering with MFB, Student Housing Australia, and Victoria University to work on a common "Student Fire Safety Project".
- participating in the current Victorian Government's Overseas Student Experience Taskforce (commissioned by the Hon Jacinta Allan MP, Minister for Skills and Workforce Participation)
- participating in the DIAC Victorian Client Reference Group
- participating in the DIAC Welfare reference group
- participating in the Victorian Govt Registration and Qualifications Authority (VRQA) International Education Reference Group.

I want to thank all members who have contributed so generously of their time and energy during 2008. In particular, I want to thank our wonderful executive committee for their outstanding commitment. Though their voluntary contributions, we have been able to keep our membership well-informed, developing professionally, and we hope have assisted our Victorian branch members in having a professionally fulfilling year.

### JOSHUA BEGGS

Victoria Branch President

## Western Australia

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Hello to everyone from Boomtown WA. Where there is a boom, there is also a bust, hence accommodation problems are of paramount concern amongst many providers this year. Two of our WA ISANA members are progressively researching in conjunction with CISWA (Council for International Students WA and where madam President works 4 days per week) at the 'coal face' to gather a more accurate picture of the reality of students in all types of accommodation.

So far this year we have had two very successful Professional Development events. I have to say the year has been extremely busy with many events and meetings in the realm of education.

The first event, "Intercultural Development" presented by Dr Shanton Chang, was held at Trinity Residential College opposite UWA and was a "sellout" before the actual day. The morning session was titled "*Working and Facilitating In Cross Cultural Settings*". The afternoon session was titled "*Culture, GenY and the Use of Information and Communication Technologies.*"

We obviously chose a date and time of the academic year that worked well with many teaching staff attending. At the end of the day, Shanton had gained STAR status with everyone. Shanton's easy-going friendly personality, and his professional and life's experience knowledge all went down well with everyone.

Trinity also turned on a sumptuous spread of refreshments and lunch which also added to the wonderful day that it was.

The second event, ANZSSA/ISANA State Conference, "Where are the Boundaries." was the seventh conference of this type held here in WA and features prominently in people's PD calendar. This year almost 200 people attended the one day conference at the Burswood Convention Centre on the 12<sup>th</sup> September.

Dr Shanton Chang opened the conference with a plenary session titled "*Student responsibility in a World without Boundaries: Where do we start and finish?*" The real world, versus the online unreal world, was interestingly interwoven into a spellbinding presentation by Shanton.

Several parallel sessions were then available for attendees to choose from. Titles included:

- Understanding Middle Easter Culture
- Students at risk: models for tracking and intervening
- Better Out Than In? Coming Out at University
- Are Rentals Driving you Mental? Why knowing tenants rights is so important in today's Rental Crisis
- Generation Y-Tech-savvy or lost in virtual space?
- The death of an international student – consequences and procedures

A further plenary session by Professor Anita Lee Hong on "*What do you do after you say sorry?*" was also very well received.

The Great Debate "*The need for fluent English is grossly exaggerated*" was extremely entertaining and very well done by both teams. We are still not sure which team won as they were both convincing.

### BEVERLEY DEAN

ISANA WA President

## ISANA Website Manager Report

August 2008 – November 2008

Firstly let me thank you for allowing me to take on this role in August this year, to become more involved with ISANA and be a part of a key part of ISANA's communication arm.

I will make this report very short with three main points; in proportion and relation to the amount of work I have had to do in this role,

- I need to pay credit to Cheryl Cook. The ISANA website I have taken over management of was extremely well designed and put together. Because of the neat and well managed structure of the back end, I have been able to easily pick up where Cheryl left off, with little or no trouble in finding my way around, accessing pages or creating new ones and following her lead in filing and structure.
- Despite this, I do note that because of the time lapse between Cheryl's departure and my commencement, there may be pages that are out dated and not functioning properly. A few things need to be done, such as going through each page and ensuring all links are still current, information is current and documents links still work.

- I need to develop a closer link to the web host person, Dan, and this will enable me to access the files on the website more quickly and upload larger documents myself. I am working on this at the moment as this is necessary to complete the ESOS CCP. In addition, I note that there is discussion about running an email list through the website, this also needs to be discussed with Dan as it would need to run through the server and may take space, which will cost money. This needs investigating further.

The website as it is has much potential to be used for different purposes and meet ISANA's needs in promoting and growing the organization and reaching out to members. I am open to any suggestions on what direction this will take and look forward to working with ISANA next year.

**SHARON SMITH**

ISANA Website Manager

## Secretariat Report

Providing administrative support to the President, Vice Presidents and branch administrators is the Secretariat's key role. It entails being the first point of contact via phone and email and as the main focus is membership, it is the Secretariat's role to support the branches in all the hard work they do to obtain new members.

The Secretariat also liaises closely with the appointed bookkeeper and with the branch treasurers. I would like to give special thanks to the branch treasurers who have done a wonderful job in maintaining their accounts and ensuring that they are sent to me on time every three months. From the start of the ISANA financial year (October 1), all branches have been linked via BankLink to our accountant, so that the job of the branch treasurers should become much easier.

Maintaining the memberships database, the processing of which includes the actual data entry, banking cheques, cross checking Eftpos remittances plus the paperwork and posting continues to be a large part of the Secretariat role. Routine administrative procedures include responding to enquiries, arranging printing, constructing the annual report, updating the website,

This year, I attended and promoted ISANA membership at the 2007 Annual ISANA Conference in Adelaide, and the 2008 Queensland Non-Government Schools International Education Conference. In addition, I co-organised with the branch president, the Queensland branch's Professional Development day which was held on 20 August.

I look forward to working with the ISANA council in 2009.

**LIZ WRIGHT**

ISANA Secretariat

# What we do

## ISANA members in Australia and New Zealand hold the following positions:

Academic Dean and Head of ESOL Department	Deputy Director, Auckland International	International Student Academic Adviser
Academic Director	Deputy Manager Student Administration	International Student Adviser
Academic Services Manager	Deputy Principal	International Student Coordinator
Accommodation Advisor	Director	International Student Counsellor
Accommodation Coordinator	Doctoral Student	International Student Mobility Officer
Accommodation Officer	Education and Research Manager	International Student Registrar
Acting Exchange Coordinator	English (ESL) Coordinator	International Student Support
Acting Manager	Event organiser	International Student Support Coordinator (Scholarships)
Acting Team Leader - Student Administration	Exchange Adviser	International Student Welfare Adviser
Admin Officer/Research Officer	Executive Officer	International VCE Coordinator
Administration Officer - Policy and Procedure International	Executive Projects Administration	Internships Program Co-ordinator
Administration Assistant	General Manager	Intl Students Language & Academic Skills Adviser
Administrative Co-ordinator	Global Leadership Program Advisor	Learning Adviser
Admissions Manager	Government Liaison Officer	Lecturer
Admissions Officer (Pathways)	Guidance Officer	Lecturer/Program Coordinator
Assistant AusAID Liaison Officer	Head of School	Liaison Librarian
Assistant Director	Head, International Admissions	LPA Foundation Program Manager
Assistant Director of NZ Programme	Head, International Student Services	Managing Director
Assistant Principal	Higher Education Attache	MBA Student Administration Officer
Associate Director	Homestay Accommodation Officer	Outgoing Exchange Officer
Auckland City Leader	Homestay Coordinator	Pastoral Care Coordinator
AusAID Assessment Officer	Homestay Manager	PhD Candidate
AusAID Liaison Officer	Housing Officer	PIER Programs Coordinator
Business owner	IEM Facilitator	Project Officer
Careers Consultant	Inbound Study Abroad & Exchange Officer	Promotions and Campaign Coordinator
Chaplain	International & Migrant Student Support Officer	Regional Account Manager
Client Liaison Advisor	International Accommodation & Welfare Officer	Regional Officer
Client Services Manager	International Admissions Administrator	Registrar
College Registrar	International Admissions Manager	Research Associate (unpaid position)
Community Liaison Officer: International Students	International Admissions Supervisor	Research Degree Officer
Compliance & US/Canada Financial Aid Officer	International and Research Student Officer	Resident Director
Consultant	International Business Development Manager	Secretariat and Memberships Officer
Co-ordinator International Programs	International Centre Manager	Senior Project Officer
Coordinator, International Student Support Services	International Code of Compliance Officer	Social Worker
Co-ordinator, Student Exchanges	International Education Conciliator	Sponsored Programs Co-ordinator
CRICOS Coordinator	International Education Export Officer	State Manager
Customer Service Co-ordinator	International Enrolment Officer	Student
Dean	International Liaison Officer	Teacher
Department Administrator	International Marketing Manager	Team Leader
	International Officer	Welfare Advisor
	International Project Officer (Compliance)	

## Where we work

ISANA members work for the following Australian and New Zealand organisations:

Academy of English	CISWA Council for International Students WA	Imperial College of Technology and Management	Qld Institute of Business & Technology	The University of Melbourne
ACT Dept of Education	CIT Solutions	Indooroopilly State High School	Quality Host Families	The University of New South Wales
ACU National	Cleveland Districk State High School	Institute of TAFE, Tasmania	Queensland Conservatorium	The University of Newcastle
AMI Education Pty Ltd	Columbia College	Intensive English Language Institute	Griffith University	The University of Notre Dame Australia, Sydney Campus
Aranmore Catholic College	CPIT	International Education Services	Queensland Education and Training International	The University of Queensland
Asia:NZ Foundation	Crombie Lockwood	Ipswich Girls' Grammar School	Queensland University of Technology	The University of Sydney
Atherton State High School	Curtin International College	ISM NZ	Queensland University of Technology International College	The University of Western Australia
Auckland International	Curtin University of Technology	James Cook University	Queentown Resort College	Trinity Bay State High School
Auckland Normal Intermediate	Cut Above Academy	John Paul College	Quilca International Education Consulting Services	Trinity College
Auckland University Technology (AUT)	Deakin International	Kranz International College	Riverina Institute of TAFE	Trinity College Gawler Inc
Australian Catholic University	Deakin University	Language Studies International	RMIT Business	Tropical North Qld TAFE
Australian Defence College	DECS - IES	La Trobe University	RMIT English Worldwide	Tuart College
Australian Education International	Department of Employment and Training	Le Cordon Bleu Australia	RMIT International Pty. Ltd.	UCOL
Australian Education International/DEST	DEST	Le Cordon Bleu TAFE SA	RMIT University	Unilodge
Australian Homestay Network	Dept of Defence	Lifetime International Training College	Sacred Heart College Senior	Unilodge Auckland
Australian Inst of Public Safety	Dept of Education and Children's Services	Lincoln University	Sacred Heart Girls' College - Hamilton	Unilodge on Flinders
Australian National University	Dept of Further Education, Employment, Science & Technology	Long Bay College	SAIBT/CELUSA	Unilodge on Swanston
Balmoral State High School	Discover Matrix Pty Ltd	Lynfield College	Seymour College	Unitec New Zealand
Belmont High School	DOLIE - Curtin University	Macleans College	Siena College	University of Ballarat
Benowa State High School	Edith Cowan University	Macquarie International	Skillstech Australia	University of Canberra
BIC-CQU	Education Adelaide	Macquarie Institute	Smithfield State High School	University of Canterbury
Bond University	Education New Zealand	Macquarie University	South Australian Institute of Business and Technology	University of New England
Bradford College	Education Professionals International Ltd	Manukau Institute of Technology	Southern Cross University	University of Otago
Brighton Grammar School	Education Queensland	Marlborough Girls' College	St Aloysius College	University of Queensland Foundation Year
Brighton Secondary School	Education Queensland International	Massey University	St Mary's Anglican Girl's School	University of South Australia
Brisbane International Students Services	Education Qld Int, Gold Coast	Medibank Private	St Paul's College	University of Southern Queensland
Brisbane North Institute of TAFE	EducationUSA	Melbourne Institute of Business and Technology	Storm International Group	University of Sydney Foundation Program
Cabra Dominican College	Edventure International Ltd	Melbourne University	Student Accommodation Services Pty. Ltd.	University of Technology Sydney
C Management Services Pty Ltd	EIT Hawke's Bay	Mercedes College	Student Outlook	University of Waikato
Cairns State High School	Elizabeth College	Metro College of Technology	Study Gold Coast	University of Wollongong
Cambridge College	Eltham College of Education	Ministry of Education	Study Group Australia	UNSW Global
Cambridge High School	Embassy of France	Monash College	Swan TAFE	USC International
Campus Living Villages	Eurocentres Perth	Monash College Group	Swinburne University of Technology	UTS
Canadian High Commission	Eynesbury College	Monash International	Sydney Institute of Business & Technology	USQ Sydney Education Centre
Canberra Institute of Technology	Familystay Australia Pty Ltd	Monash University	Tabor Adelaide	Victoria International
Canning College	Firbank Grammar School	Multicultural Communities Council of SA Inc	TAFE SA Croydon campus	Victoria University
Carnegie Mellon University	Flinders Institute of International Education	Murdoch University	Tai Poutini Polytechnic	Victoria University of Wellington
Cashmere High School	Flinders University	National Liaison Committee	Tamago Consulting	WA Department of Education Services
Centenary Heights SHS	Forest Lake College	National Technology Institute of Technology	Taylors College	Waikato Institute of Technology
Central Hawkes Bay College	Gold Coast Language Schools	New Zealand Management Academies	Taylors College (Study Group NZ Ltd)	Wanganui Girls' College
Central Queensland University	Gordon Institute of TAE	Notre Dame University	Taylor's Institute of Advanced Studies	Wellington Institute of Technology
Central Queensland University, Melbourne International Campus	Greenwood Senior High School	Onslow College	Thames High School	Wesley College
Central Queensland University, Sydney Intl Campus	Griffith University	OSHC Worldcare	The Australian National University	Western Institute of Technology
Central TAFE	Griffith University English Language Institute	Otago Polytechnic	The Meridian International School Pty Ltd	Westminster School
Challenger TAFE	Haileybury	Our Lady of the Sacred Heart College	The Norwood Moriatta High School	Whitireia Community Polytechnic
Charles Darwin University	Hagley College	Perth Institute of Business and Technology	The Qld Non-Government Schools International Education Co-operative	William Angliss Institute of TAFE
Charles Sturt University	Hobart College	PolyEthnic Institute of Studies (NZ) Ltd	The Scholar Ship	Wollongong University College
Charlton Brown	Homestay Australia	Practical Education Institute	The University of Adelaide	Woodcroft College
Chisholm Institute	IDP Education Australia	Presbyterian Church of NSW	The University of Auckland	Young's International Language Academy (NZ) Ltd
Christchurch College of English	ie Limited	Prince Alfred College		
	IES Abroad	Pukekohe High School		
	IFSA-Butler Australia			
	IFSA - Butler University			
	Immanuel College			

# ISANA Council 2009

## Executive

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### President

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### Vice-President (Professional Development)

Vacant

### Vice-President (Planning & Development)

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## Branch Presidents

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## ISANA ; International Education Assoc.

### Balance Sheet

As of September 2008

28/11/2008  
2:35:33 PM

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Assets	
Current Assets	
Cash at Bank	
General Cheque Account	\$24,928.93
S 2 - Project	\$21,589.69
ACT Bank Account	\$291.06
NSW Bank Account	\$7,598.19
Victoria Bank Account	\$4,888.21
VIC INVESTMENT ACCOUNT	\$18,238.41
Queensland Account	\$6,000.00
SA Bank Account	\$11,410.52
WA Bank Account	\$7,457.33
Investment Account	\$39,388.52
Total Cash at Bank	<u>\$141,790.86</u>
Total Current Assets	\$141,790.86
Non Current Assets	
Office Equipment	\$2,241.63
Provision for Depreciation	-\$795.00
Credit Union Membership	\$10.00
Total Non Current Assets	<u>\$1,456.63</u>
Total Assets	<u>\$143,247.49</u>
Liabilities	
National Code Devel/ment Grant	\$47,697.92
Other Creditors- ATO	\$1,946.00
GST Liabilities	
GST Collected	\$796.27
GST Paid	\$2,226.11
Total GST Liabilities	<u>\$3,022.38</u>
Total Liabilities	<u>\$52,666.30</u>
Net Assets	<u>\$90,581.19</u>
Equity	
Retained Earnings	\$65,178.73
Current Earnings	\$25,402.46
Total Equity	<u>\$90,581.19</u>



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