



International Education Association Inc.

[www.isana.org.au](http://www.isana.org.au)

## ANNUAL REPORT 2009



## 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

This year has been a very busy one for the ISANA International Education Association at the national level in Australia. A number of exciting projects have been undertaken with Australian government funding and both the government and the media in Australia have been keen to hear what ISANA had to say about important matter relating to our industry.

## PROJECTS

The project funded by AEI (Dubai) relating to homestay accommodation and students from Saudi Arabia which was commenced late in 2008 was successfully completed earlier this year and the first of the TRaCs workshops developed through this project was held immediately prior to the annual conference. Other materials for use by students at the pre-departure stage and for the training of homestay hosts were also developed and are available for use. This project was conducted in conjunction with the Australian Homestay Network and we thank them for their assistance in this way.

In March, the Hon. Julia Gillard announced the *Study in Australia 2010* initiative being funded through the Department of Education, Employment and Workplace Relations. ISANA applied for and received money from this initiative for a project entitled *Good Practice in Enhancing the Social Dimension of International Student Experience On and Off Campus*. ISANA enlisted the assistance of two researchers from RMIT – Assoc Prof Chris Ziguras and Dr Ara Harwood – in undertaking this project. A presentation on part of the research and the results associated with this research was given at the Australian International Education Conference in October and the final report on the whole project is now available.

A third project with funding from DEEWR is also underway. This project has three sections

- » an agents manual which deals with all aspects of an international student's experience during their time in Australia
- » a pre-departure guide for parents of international students which provides a basis for improved understanding for a student's family support system and
- » a specialised pre-departure guide for postgraduate and research students and for students being accompanied by their families.

Desma Smith is managing this project and a number of ISANA members are contributing to the writing of these guides.

## AUSTRALIAN GOVERNMENT REVIEWS

The Australian federal government has held only one consultation with peak bodies this year but three reviews with a large audience have been conducted. Unfortunate events associated with international students, particularly students from India, that have been widely publicized in the media have placed the experiences of international students studying in Australia, particularly the issues of student safety, firmly in the eyes of the public and the federal and state governments.

The Victorian and NSW governments have each established a taskforce. ISANA was ably represented on these taskforces by Sharon Smith and Joshua Beggs in Victoria and Melanie Duncan in NSW.

Three inquiries have been held at federal level. The first was the *Senate Inquiry into the Welfare of International Students*. ISANA made a substantial submission to this inquiry which included material and comments provided by quite a number of ISANA members. Desma Smith and Paula Dunstan assisted me with the writing of this document and I thank them for helping in this way. Desma and I also appeared before the Senate Inquiry Committee when it met in Melbourne. We had very fruitful discussions with the committee members at this time.

A second smaller Senate Inquiry was held on reviewing the ESOS Act in relation to the publication of the names of education agents used by education providers and the re-registration of all providers. ISANA made a smaller submission to this inquiry. Finally, the Hon Bruce Baird has conducted a review of the ESOS Act. He prepared an Issues Paper on the topic and submissions were invited. ISANA members were invited to make individual submissions in response to the Issues Paper. Desma Smith and Dr Shanton Chang appeared before the committee undertaking this review.

## MEDIA

The issues relating to the safety of Indian students received a great deal of coverage in the media. I, as the President of ISANA, was contacted on a number of occasions by representation of newspapers, radio stations and television programs. Very little of what I said was used but I believe I served a useful role in educating some of these reporters about the services that are provided by most institutions to international students, the place of Indian students in the wider context of international education in Australia, reasons why some of these students may have experienced these problems and the role that ISANA plays within the industry.

## SISTER ORGANISATIONS

At the Asia-Pacific Association for International Education (APAIE) conference in Beijing in April, APAIE signed an agreement with ISANA which gives us two registrations waivers at each other's conferences and paves the way for other ways in which the two organizations can work together.

This is similar to the arrangements ISANA already had with NAFSA and EIAE. In 2010, the APAIE conference is being hosted by Griffith University on the Gold Coast. It will be an excellent opportunity for us to meet with those from around the Asia-Pacific area who work in international education. ISANA was unable to send a representative this year to the meetings of the Network of International Education Associations that were held during the NAFSA and EIAE conferences.

## PROFESSIONAL DEVELOPMENT

Some excellent professional development sessions and conferences have been organised at Branch level this year. TRaCs workshops have been given for the schools in the ACT and the Gold Coast TAFE Institute.

## THE ANNUAL CONFERENCE AND ISANA BURSARIES

Our annual conference this year is celebrating the 20th anniversary of the formation of ISANA, addressing a number of current issues in our industry and looking to where we are heading in the future. Two exciting new activities are associated with the conference this year. Seventeen delegates will join us at the conference from the Peoples Republic of China. They will take part in a workshop sponsored by and organized through AEI China on the Monday prior to the conference and then stay on for our pre-conference workshops and the first 2 days of the conference.

On the Thursday morning, a symposium on *Enhancing Domestic and International Student Engagement* is being held concurrent with the conference. This conference has been organized by Kate Smart and her committee and we thank them for the work that they have done.

ISANA Bursaries have again been organized to allow talented graduate students researching in the area of international education in Australia and New Zealand to present findings of their research at our conference. The winners of the bursaries in 2009 are Le Nhat Tran who receives the \$1500 IDP/ISANA Bursary for a paper entitled *The Acculturation Dilemma of Asian International Students in Australia: the case*

*of Vietnamese International Students.* The \$1000 AEI/ISANA Bursary will be given to Quang Ngoc Thuy Tran for a paper on *Perceptions of facework in international student – international advisor interaction.* \$500 Bursaries sponsored by Safe Student Card and Unilodge will go Janice Boey for the *pre-Australia study experience; An Analysis of how Australian educated Malaysian educated women (and men) view their overseas education experience prior to their point of embarkment* and Warren Midgley for *When we are at Uni our minds are at home: Saudi students worrying about wives.*

## THE ISANA COUNCIL

The ISANA Council has met twice, once immediately following the conference in Auckland and at a Council Conference in March on the Gold Coast. Apart from these meetings a great deal of communication has happened through emails and a teleconference. Many matters have been discussed and dealt with. A number of the Council members will be leaving the council at the end of this year. They included Kate Smart, Vice President (Planning and Development), Cassandra Colvin, Vice President (Professional Development), Brett Hohn, Treasurer, Sylvia Lewohl, the long standing president of the Queensland branch, and Desma Smith who has served as the Study Abroad and Exchange Liaison person and managed some of our projects. We thank all these people for the contributions they have made to the ongoing life of ISANA. Paula Dunstan will not be a member of the ISANA Council in 2010 and this is the first time that she has not held a position on this council for many years. We especially thank Paula for her many years of dedicated service and her passion for ISANA that she has shared with others.

## THE SECRETARIAT

Liz Wright is also finishing in her role in the ISANA Secretariat. For more than five years, Liz has been the friendly and helpful face of ISANA and we thank her sincerely for the many hours of hard work she has put into dealing with enquiries, administering our membership, preparing for our meetings, putting together the ISANA Bulletins and many other jobs.

This will be my last President's Report and I thank the ISANA members for giving me the opportunity to work together with all of you, the wonderful people who care for international students, to increase awareness about the needs of international students and continually increase our expertise in meeting these needs.

## FELICITY FALLON

President

# BRANCH REPORTS

## VICTORIA

In 2009, we marked a record-breaking 11th 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, 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 2009 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:

### April 2009 – Branch Meeting and Professional Development Session

#### **“Peer Education Programs - New Approaches to Educating our International Students in sexual health matters”**

Presentations by:

- » Daniel Reeders (PLWHA Victoria Campaign Coordinator)
- » Chiedza Malunga – Multicultural Health & Support Service (MHSS)
- » Leanne Fairbrother – Hub Team Leader, Health, Wellbeing and Development, Monash University – Clayton Campus.

### June 2009 – Branch Meeting and Professional Development Session

#### **“International Students Rights, Responsibilities, Safety and the Law”**

- » Facing situations that require legal response (Jordana Cohen – Youthlaw)
- » Living in the Consumer World (Yanping Xu, Multicultural Liaison Officer, Indigenous & Multicultural Consumer Affairs Victoria)

- » Enhancing International Student Safety in Melbourne (SC Janie Lambert - Crime Prevention Officer – Vic Police Region 1, SC Carolyn Pethick - Multicultural Liaison Officer – Vic Police Region 4)

### September 2009 – 11th Annual State Conference – ISANA Victoria

With the theme, **“Connections – Encourages Success”** the conference sought to identify strategies to connect with international students in both an educational and social context. The conference further addressed the benefits of making connections with government, stakeholders and community organisations to enhance the international student experience. Participants were afforded excellent opportunities to consider best practice ways to achieve desired outcomes as professionals in this field.

Keynote Guest Speakers for the 11th Annual State Conference included:

- » Marsha Thomson MLC, Parliamentary Secretary for Industry and Trade and the Member for Footscray
- » Ms Elleni Bereded-Samuel, Victorian Multicultural Commissioner
- » Dr Shanton Chang, Assistant Dean (International Programs), University of Melbourne

Sincere thanks and congratulations for a record breaking annual state conference go to Wendy Blastock and Samantha Thompson (Conference Convenors), as well as the wider conference organising committee.

### November 2009 – Branch Meeting and Professional Development Session

“Critical Incident Workshop” designed to:

- » identify the key components to successful critical incident management
- » identify the resources available to assist with the critical incident management
- » reflect on participants’ experiences with critical incident management, personal review of existing institutional processes and prepare an action plan to improve the process for any future event

Presented by Desma Smith, Coordinator, Student Life, La Trobe International.

As well as specific professional development opportunities 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 branch meetings are specifically designed to keep people who work with international students informed of developments, information and opportunities. An excellent initiative which was introduced in 2009 was the incorporation of a networking lunch at the close of the April and June Branch meetings.

I want to thank all members who have contributed so generously of their time and energy during 2009. In particular, I want to thank our wonderful executive committee for their outstanding commitment. Through their voluntary contributions, we have been able to keep our membership well-informed, developing professionally, and we hope have assisted in our membership having a professionally fulfilling year.

#### **JOSHUA BEGGS**

President – ISANA Victoria Branch

## **WESTERN AUSTRALIA**

A number of branch Executive Committee members reluctantly stepped down this year due to personal and health reasons so the branch has not been as active as in the past.

However the 8th Duty of Care ISANA/ANZSSA conference was held on Friday September 11 2009 at the Burswood Convention Centre.

The theme for this year's conference was *"Riding the Tiger: The Challenge of Turbulent Times"*. Our opening keynote speaker Professor Jane den Hollander, from Curtin University, provided the conference with an overview of how the Bradley Report and subsequent government responses may impact on higher education over the coming decade. There is a clear implication that the participation rate amongst domestic students will be higher, with an expectation that universities will aim to get these increased numbers from equity groups

that traditionally have not been engaged with higher education. She noted that this proposal was made before the global financial crisis, and at this point it remains unclear how increased student numbers will be funded. Whilst speaking about the global financial crisis, Professor den Hollander also observed that the fears about reduced International student number did not seem to have come to fruition. Curtin University enrolments seem to be holding up rather well.

Parallel sessions included the following topics:

- » Fostering interaction between international and domestic students
- » Cyber bullying – What is it? What do we do about it?
- » Universal web-based alcohol screening and brief intervention for university students
- » Student housing: meeting different needs
- » Chinese Students dilemma: Riding the tiger by its tail
- » The International Students Experience: A facilitated panel discussion of new and current international students

Our afternoon keynote speaker, Dr Carmen Lawrence's plenary speech moved away from issues specifically to do with higher education, and focused instead on community cohesion. She used the fact that the conference was held on the anniversary of the September 11 attacks to highlight how easy it seems to be for human beings to act on their differences rather than their similarities. She urged the participants to be put some energy into building communities where diversity is strongly valued rather than a source of fear.

200 delegates enjoyed a stimulating professional program and the opportunity to network with fellow student services colleagues from across institutions. Conference feedback was overwhelmingly positive with enthusiasm for maintaining the format and timing of the event and a wealth of suggestions for future papers and workshops.

#### **SUE ELLIOTT**

West Australian Conference Committee

# BRANCH REPORTS

## 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 Liz Wright who supported the President's role in the absence of a branch committee. Thank you, Liz.

Thanks also go to Griffith International who provided a venue for our meetings.

### Professional Development Sessions held in 2009

- » Dr Shanton Chang, University of Melbourne presented "Navigating International Students' Online Behavior: Implications for Communicating and Providing Services for Students"
- » Melanie Duncan, Paula Dunstan, David Bycroft Education agents and student support: creating opportunities for collaboration and best practice\*
- » Anna Hetherington from Queensland Education and Training International (QETI) presented 'An update on international student welfare initiatives from QETI'

*\*This workshop was cancelled due to lack of numbers but will be repeated on 11 November 2009.*

The President was invited to attend various functions throughout the year and attended on behalf of ISANA where possible.

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

### SYLVIA LEWOHL

Queensland Branch President

## NEW ZEALAND

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Our conference this year was held in Christchurch with a PD day before the main conference which was very well attended.

This year's theme was "Creating and Maintaining a Platform for Success" which was extremely popular and led to some very informative sessions and lots of discussions. In particular, our last day's speakers were exceptional with Patrick Au from the Auckland District Health Board speaking on the mental health needs of Chinese students and John Hope from Auckland University following with a session on caring for students

through the transitions they face. Some very thought provoking ideas for everyone.

Our dinner and presentations, set in a Greek restaurant, led to some very "energetic" dancing and lots of fun during the evening. Presentations were made to the winners of the ISANA NZ Award and recipient of our scholarships for 2009. We also made presentations to our 2 Life Members – John Pickering and Lian-Hong Brebner.

With the resignation of Lian-Hong Brebner from the Executive but with all other members standing again for another term and 2 new executive members (Rosanna Luoni and Huy Vu) on board we look forward to a wonderful next two years.

We continue to foster a close working relationship with several Government Departments and with this in mind we have had meetings with the new Minister of Education, Anne Tolley and with the Ministry of Education and Education New Zealand. These meetings have all been very worthwhile and very constructive and we look forward to developing these links even more.

The communications/secretariat continued to work very well once again this year, with so much more regular information (both from within New Zealand and overseas) getting out to all members. Grateful thanks for a job exceptionally well done 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, with enquiries about how to access information and asking for assistance particularly in such areas as critical incidents being the norm rather than the exception now.

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

### SYLVIA HOOKER

New Zealand branch President

## SANiTy

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2009 has been another great year for the ISANA SANiTy Branch. Earlier this year, the Branch Executive Committee met to plan the 2009 PD Calendar. We are also very fortunate that local ISANA members took on a role to present and/or facilitate PD events again this year. We had a number of external presenters



both local and from interstate who assisted us with addressing a variety of topics relevant to international education.

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 2009.

### 2009 PD Activities

During 2009 ISANA SANiTy Branch presented a range of professional development activities. The majority of workshops ran from 3:45 to 5:45pm in the Student Services Seminar Room, Level 6 of the Hughes Building at The University of Adelaide.

#### Wednesday 20th May

*"No one uses email anymore: Use of and issues in emerging technology."* An exploration of policy, procedure and current practice. Presented by Hedley Reberger.

#### Wednesday 17th June

*Middle Eastern Students living in Adelaide.* Working with cultural expectations, managing expectations and working with Middle Eastern names. Presented by Mr Soufiane Rboub.

#### Wednesday 8th July

*Critical Incidents: Module 1. Building a Social and Academic Functioning Scale for South Australia (SAFSA).* Workbook and example provided. Workshop outcome for this series were developed and presented to participants at 2009 SANiTy State Conference on Friday 13 November. Presented by Hedley Reberger.

#### Wednesday 26th August

*Critical Incidents: Module 2 – Preparedness.* Guidelines and checklist for policy and procedures. Presented by Hedley Reberger.

#### Friday 4 September from 3pm to 5pm

*Working Together for the Well-being of Overseas Students – Socialisation, Social Inclusion & Safety.* Hosted by Carnegie Mellon University, Victoria Square Adelaide.

ISANA, with Australian Council for Private Education and Training (ACPET), Education Adelaide, Office of the Training Advocate (OTA), and Carnegie Mellon University, invited Higher Education Overseas Student Support Services personnel and Student Counsellors to a Networking Reception. Participants heard directly from overseas students about their experiences in Adelaide, and from student support staff from the Higher

Education sector about how they have addressed a range of overseas student issues. Chaired by Benjamin Hooper.

#### Wednesday 16th September

*Critical Incidents: Module 3 – Response.* Best practice in service delivery, referral and resources in the community and industry that can be utilised during a critical incident. Presented by Mary Ann Seow.

### Member vs non-member participation

It is pleasing to advise that both members and non-members participated in PD activities this year. ISANA has continued to attract an increasing number from small and newly emerging education providers. A number of attendees chose to take up ISANA membership. 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 2010 with a view to increasing accessibility for members based in different locations throughout the branch.

### ISANA SA State Conference and AGM

For the past 6 years the ISANA SA Branch State Conference has been a leading day disseminating information and presenting local state based research and activities into a broad range of student support issues.

The 2007 State Conference themed, "How do we Ensure Compliance" followed in 2008 by, "ESOS: Minimum Standards or Best Practice". In 2009 the Conference titled "Looking Beyond 2009: International Education and our role as providers" explored the theme of, Professional Issues in Service Delivery to International Students. The Conference also presented Critical Incidents: Module 4 – presented by Hedley Reberger, the session brought together the material that emerged from the previous three sessions from which Hedley together with Mary Ann Seow have developed the *Social and Academic Functioning Scale for South Australia (SAFSA)*.

On behalf of all those individuals that attended the Conference I would like to acknowledge the support of the University of South Australia, Flinders University of South Australia and OSHC Worldcare for their valuable sponsorship support of the 2009 SANiTy Conference held on 13 November 2009. The generous support of these organisations enabled the Committee to attract experienced and professional presenters

# BRANCH REPORTS

and panel members. The Branch looks forward to continuing to strengthen these links into the future.

During the 2009 SANiTy Conference the AGM saw a new Committee appointed for 2010. I am delighted to advise that we have attracted an excellent group of experienced practitioners from diverse backgrounds within the SA and NT sector.

## The 2010 SANiTy Executive Committee is:

President	Mary Ann Seow
Vice President	Kathy Grant
Secretary	Joyce Li
Treasurer	Kathy Matthews
Communications Officer SA	Amy Batchelor
Communications Officer NT	Vibeke Foss
General Committee	Michael Jacobsen
General Committee	Tejinder Malhi

## Other achievements

We can proudly report that the Branch continued to raise the ISANA profile across various educational sectors in the state. Good relationships have been maintained with local authorities including The Department of Further Education, Employment, Science and Technology (DFEEST), Department of Education and Children's Services (DECS), South Australian Police (SAPOL) and Department of Immigration and Citizenship (DIAC).

This year the Branch continued to represent education providers at the SA Police Multicultural Advisory Group where we were invited for the first time in 2004. We are continuing to represent SA education providers at DIAC Client Service Reference Group and engaging stakeholders meetings that allow us to raise issues pertinent to international student visa matters.

The 2009 Executive Committee of 5 members has continued to implement ISANA goals and has been successful in attracting new members, delivering low cost PD, providing networking opportunities and raising the organisational profile.

## Future Plans

It is the intention of the SANiTy Branch to continue to encourage a greater focus to students' involvement in ISANA activities. To date we have achieved this through including students as part of panels in the PD Program and we look forward to further developing this in 2010.

Building upon the work carried out during the 2009 PD program on Critical Incidents, the Council plans to seek sponsorship to enable the *Social and Academic Functioning*

*Scale for South Australia (SAFSA)* to be professionally printed and distributed to providers throughout the State.

In 2010 the Committee is looking forward to working more closely with Northern Territory members, and we plan to assist Vibeke Foss in the presentation of PD and networking activities in the Northern Territory.

We also sought feedback from members about their requests for PD opportunities and the timing of the SANiTy Annual Conference for 2010. We expect that this activity will be finalised via email with the outcomes distributed to members by the end of December. This will enable the incoming Committee to finalise next years PD Calendar before the end of January 2010.

## Thankyou

I would like to take this opportunity to thank all of the SANiTy Branch members and non members for supporting us this year and encourage you to support the Committee that will be working for you in 2010.

On behalf of all SANiTy members I would like to thank Hedley Reberger and Mary Ann Seow for generously lending their personal and professional experience and driving the Critical Incidents PD activities: *Building a Social and Academic Functioning Scale for South Australia (SAFSA)*.

Finally I would like to thank the members of the outgoing executive who have worked consistently over the last two years to deliver a program of PD activities and Annual Conferences that have been well attended, addressed key contemporary issues for the sector such as, Best Practice Models; changes to ESOS and the National Code; and Professional Issues in Service Delivery. The valuable and generous work of the Committee has also clearly contributed to consistent membership numbers and participation in networking events and PD activities that have strengthened the sector community within the Branch over the past two years.

## Current SANiTy Executive Committee 2008/09

President	Benjamin Hooper
Vice President	Mary Ann Seow
Treasurer	Kathy Matthews
Communications Officer SA	Kathy Grant
General Committee	Vibke Foss
General Committee	Louise Skull (Resigned)
General Committee	Inger Schmidt (Resigned)

## BENJAMIN HOOPER

SANiTy Branch President 2008/09

## NEW SOUTH WALES

Due to Aditya Tater's absence the President's report is not available.

Instead Peter Komsta provided an overview of the 2009 year for ISANA NSW, as follows:

- » "Meeting the Needs of Latin American students" was scheduled for March 2009, but was unfortunately cancelled, due to poor response and the last minute withdrawal of a key speaker.
- » Aditya Tater and Peter Michaels looked at new ISANA NSW opportunities and engaged with sectors and education providers to improve ISANA awareness.
- » Peter Komsta stepped in and took over as Acting Communications Manager, after the departure of Sally Jordan, who took over the role from Claudia Steiner.
- » The committee identified, in-house PDR's at various Education Providers, had an impact on ISANA participation and interest in 2009.

- » IELTS/TOEFL workshop was held at UTS on the 26th of June 2009, with approximately 20 attendees. The feedback was positive for ISANA NSW.
- » A Student Safety Workshop was proposed by the committee in August 2009, in light of the attacks on Indian Students. The workshop was to take place at Newcastle University, however due to some logistical problems and lack of suitable speakers the workshop did not come to fruition.
- » Melanie Duncan represented ISANA NSW on the NSW Ministerial Taskforce on International Education, along with several other esteemed international education stakeholders.
- » The 'Meeting the Needs of Latin American Students' was again briefly considered, and was to be combined with the AGM, but again logistical problems and lack of suitable speakers meant the workshop did not eventuate.
- » The committee then organised the AGM for 2009 to be held on Friday 13th November, 2009 at the University of Sydney.

## 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. There have been a number of changes to branch committees and I would like to give special thanks to the branch treasurers who have done a wonderful job in maintaining their accounts.

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 and updating the website.

Membership is down in comparison to the same time in previous years:

- » November 2007 – 441
- » November 2008 – 374
- » November 2009 – 348

In December 2008, I attended and promoted ISANA membership at the Annual ISANA Conference in Auckland and as usual, our New Zealand branch family put together a wonderful conference.

This will be my last report as the national Secretariat as I made the difficult decision to resign from that position. I have thoroughly enjoyed all the ups and downs that the job entails and I will miss having the contact with the wonderful people who make up ISANA. I wish everyone all the best.

**LIZ WRIGHT**

ISANA Secretariat

# WHAT WE DO

## ISANA MEMBERS IN AUSTRALIA AND NEW ZEALAND HOLD THE FOLLOWING POSITIONS:

Academic Administrator	Co-ordinator, Student Exchanges	International Administrator/Homestay Coordinator	Manager, Victoria International Leadership Programme
Academic Dean	Co-ordinator, Student Mobility Program	International Admissions Manager	Manager/Chinese Student Advisor
Academic Learning Advisor	Co-ordinator, Student Services	International Admissions Officer	Managing Director
Academic Progress Officer	Counselor	International Admissions Supervisor	Migration Agent
Academic Registrar	Cross Cultural Ministry Coordinator	International Business Development Officer	National Client Services Manager
Academic Student Adviser	Dean of International Students	International Centre Manager	National Coordinator ISM NZ
Academy Manager	Deputy Director	International Code of Compliance Officer	NSW State Manager
Accommodation & Welfare Advisor	Deputy Head of College	International Education Consultant	NZAID Contract Manager
Accommodation Coordinator	Deputy Principal	International Education Export Officer	Operations Manager
Accommodation Officer	Development Manager (International)	International Exchange Coordinator	OSHC Officer
Accommodation Services Coordinator	Director - Intl Student Program	International Officer Support Services	Outbound Programs Officer
Acting Director Eurocentres Perth	Director - Uni-Care	International Programs Manager	PEO
Admin Assist - Arrivals and Program Support	Director Australian Programs	International Relations Officer	PhD Candidate
Admin Officer/Research Officer	Director of Education	International Services Manager	Principal
Administration Manager	Director of Enrolments	International Student Adviser	Principal Executive Officer
Administrative Assistant	Director of International Programs	International Student Advisor (Middle East)	Program Manager
Administrator	Director of International Students	International Student Advisor/Homestay Coordinator	Program Officer, Student Mobility Program
Admissions Coordinator	Director of NZ Programmes	International Student Advisor/KASP Coordinator	Project Manager
Admissions Manager	Director of Student Welfare	International Student Advisor/KASP Coordinator	Project Officer
Admissions Officer	Director of Studies, English Language Centre	International Student Affairs Officer	QA Manager
Ass. Director Student Services	Director, Marketing & External Relations	International Student Coordinator	Receptionist
Assistant CEO	Director, Policy & Research	International Student Counsellor	Regional Account Manager
Assistant Dean (International Programs)	Director, Scholarships, Exchanges & Alumni Section	International Student Facilitator	Registrar
Assistant Director, International Promotions and Communication	Director, Student Administration	International Student Manager	Research Fellow
Assistant Director, NZ Programmes	Discipline Executive Officer	International Student Support Team Leader	Research Fellow/Dental Education Support Officer
Assistant Manager	Education Abroad Advisor	International Student Welfare Adviser	Resident Director Programs
Assistant Principal	ELC Student Advisor	International students Program Head of School	Retention Equity Officer
Assistant to PD/Curriculum	Endeavour Awards - Senior Case Manager	International Study Abroad Officer	School Counsellor
Assistant, Academic Relations	Enrolments Manager	Intl Student Co-ordinator, Learning Support	Secretariat and Memberships Officer
Associate Director, Intl Student Support	Enrolments Registrar	Intl Student Study Skills Adviser	Senior Program Manager - Australia, Australian Partnership Scholarships (APS) Program
AusAID Liaison Officer	Exchange & Study Abroad Co-ordinator	ISANA President	Social Worker
AusAID Student Advisor	Executive Manager	Key Account Manager - OSHC Vic/Tas	Sponsored Student Project Officer
Business Development Manager - Education	Executive Manager International Student Services	Learning Advisor	Student Advisor
Business Manager	Executive Officer	Learning Centre Co-ordinator	Student Equity & Diversity Liaison Officer
Campus Manager	General Manager	Learning Support Teacher - International Students	Student Liaison Officer
Catholic Chaplain to Intl Students	Global Mobility Officer	Lecturer - Marketing and Business	Student Visa Coordinator
CEO	Graduate Program Co-ordinator	Lecturer/Researcher	Student Welfare Adviser
Chief Executive Officer	Group Manager Risk Assessment	Management Student Consultant - International	Student Welfare Counsellor
Chief Executive Officer / HE Program Director	Head of Administration	Manager - International Sponsored Students Unit	Student/Industry Liaison
Chief Operating Officer	Head of Department	Manager - Professional Development Programs	Study Abroad & Exchange Coordinator
Christchurch Program Coordinator	Head of School	Manager - Student Services	Study Abroad and Exchange Officer
Client Manager	Head, International Admissions	Manager International Student Affairs	Support Officer Families
Client Services Coordinator	Head, International Student Services	Manager International Student Support	Teacher
Client Services Officer	HOD Library/Info Services/LOTE/EQI	Manager Product Development	Teaching & Learning Coordinator
Code Advisory Officer	Homestay Accommodation Officer	Manager Quality & Compliance	Team Leader
Communications Officer	Homestay Coordinator	Manager Student Welfare	Team Leader - Accommodation & Welfare
Community Support Officer	Homestay Manager	Manager, Exchange and Study Abroad	Team Leader - International Student Support Services
Compliance Coordinator	Housing Advisor	Manager, Foundation Studies Programs	Team Leader, Counselling
Compliance Officer	Housing Officer	Manager, Housing Advisory Service	Team Leader, International Admissions
Compliance/Quality Assurance Team Leader	HR Consultant	Manager, International Office	Training Advocate
Consultant	Insurance & US Financial Aid Administrator	Manager, International Student Programs	VIC State Manager
Contract Coordinator, Student Life	International & Migrant Student Support Officer	Manager, Student Learning	Welfare and Compliance
Coordinator International Student Services	International Accommodation Manager	Manager, Student Life	Welfare Coordinator and Counsellor
Coordinator, Advanced Standing	International Accommodation & Welfare Officer	Manager, Study Abroad & Exchange	
Coordinator, Research Relations			
Coordinator, Sponsored Students			

# WHERE WE WORK

## ISANA MEMBERS WORK FOR THE FOLLOWING AUSTRALIAN AND NEW ZEALAND ORGANISATIONS:



Acacia Immigration Australia Pty Ltd  
Academic Colleges Group  
Academic Link International  
ACT Dept of Education & Training  
ACU National  
AIFE  
American Universities International Programs  
AMI Education Pty Ltd  
ANU  
ANU College  
Asia:NZ Foundation  
Association Independent Schools NSW  
Auckland Normal Intermediate  
Auckland University of Technology (AUT)  
AustraInn International  
AustralLearn  
Australian Catholic University  
Australian Education International/DEST  
Australian Homestay Network (AHN)  
Australian Industrial Systems Institute  
Australian Institute of Public Safety  
Australian Institute South Australia  
Australian National Institute of Business & Technology  
Australian National University  
Australian School of Tourism and Hotel Management  
Auzzie Families Homestay Care & Auzzie Internships & Study  
Balmoral State High School  
Belmont High School  
Benchmark College  
Bradford College  
Brighton Grammar School  
Brighton Secondary School  
Brisbane International Students Services  
C Management Services Pty Ltd  
Caloundra Christian College  
Cambridge High School  
Cambridge International College  
Canadian High Commission  
Canberra Institute of Technology  
Canterbury Sports Management College  
Career Shapers Education Consultants  
Carnegie Mellon University  
Cashmere High School  
Centenary Heights SHS  
Central Queensland University  
Centro Education Australia  
Challenger TAFE  
Charles Darwin University  
Chisholm Institute  
Christchurch College of English (CCEL)  
Christchurch Polytechnic Institute of Technology (CPIT)  
CIT Solutions  
City of Melbourne  
Cleveland District State High School  
CLPD - The University of Adelaide  
Columba College NZ  
Corinda State High School  
CQU Sydney  
Crombie Lockwood  
Currie Hall  
Curtin Business School  
Curtin University  
Curtin University of Technology  
Cut Above Academy  
CV Graduate  
Deakin International

Deakin University  
Deakin University Faculty of Arts and Education  
DECS - IES  
Dental Nursing Australia  
Dept of Ed, Employment & Workplace Relations  
Dept of Further Education, Employment, Science & Technology  
Discover Matrix Pty Ltd  
DOLIE - Curtin University  
Eastern Institute of Technology Hawke's Bay  
Education Adelaide  
Education Professionals International Ltd  
Education Queensland International  
Elizabeth College  
Eynesbury College  
Eynesbury International  
FACTS  
Faculty of Economics and Business, University of Sydney  
Familstay Australia Pty Ltd  
Firbank Grammar School  
Flinders University  
Focal Holdings Pty Ltd  
Forest Lake International College  
Geraldine High School  
Global Experience  
Gold Coast Education & Training Network  
Government Education & Training International Unit  
Graduate School of Humanities and Social Sciences, University of Melbourne  
Greenwood Senior High School  
Griffith English Language Institute  
Griffith University  
Gurkhas Institute of Technology  
Hagley Community College  
Hawthorne - Melbourne  
IDP Education Australia  
IES Abroad  
IFSA-Butler  
Immanuel College  
Immigration & Education Advanced Centre  
Imperial College of Trades  
Institute for Study Abroad - Butler University  
Institute of TAFE, Tasmania  
Intensive English Language Institute  
International College of Homeopathy  
International Education Services  
International Office  
International Student Centre  
International Student Services, Queensland University of Technology  
International Students Ministries of NZ (ISM NZ)  
Ipswich Girls' Grammar School  
ISANA  
James Cook University  
Jen International Placement Services  
Kelvin Grove State College  
King's International College  
La Trobe University  
Language Studies International  
Le Cordon Bleu Australia  
Le Cordon Bleu TAFE SA  
Lincoln University  
Lynfield College  
Macleans College  
Macquarie International

Macquarie Institute  
Macquarie University  
Manukau Institute of Technology  
Marlborough Girls' College  
Massey University  
mediagogy  
Medibank Private  
Melbourne College of Divinity  
Melbourne Institute of Business and Technology  
Melbourne University  
Mentone Grammar  
Mercedes College  
Metro College of Technology Pty Ltd  
Metropolitan South Institute of TAFE  
MIBT  
Ministry of Education  
Mitchelton SHS  
Monash College  
Monash Residential Services  
Monash University  
Monsu Students Ltd  
Multicultural Communities Council of SA Inc  
Murdoch University  
National Technology Institute  
Nelson Marlborough Institute of Technology (NMIT)  
New Zealand Management Academies  
Northern Melbourne Institute of TAFE  
Onslow College  
OSHC Worldcare  
Otago Polytechnic  
Perth Institute of Business and Technology  
PolyEthnic Institute of Studies  
Practical Education Institute Ltd  
Presbyterian Church of NSW  
Prince Alfred College  
Pukekohe High School  
Pulteney Grammar School  
Qld Institute of Business & Technology  
Queensland University of Technology  
Queensland University of Technology International College  
Queenstown Resort College  
Riverina Institute of TAFE  
RMIT  
RMIT Business  
RMIT English Worldwide  
RMIT University  
RMIT, School of Computer Science & IT  
Sacred Heart College Senior  
Sacred Heart Girls' College - Hamilton  
SAIBT/CELUSA  
Smithfield State High School  
South Australian Institute of Business and Technology  
South Pacific Institute  
St Aloysius College  
St John's Grammar  
St Mary's Anglican Girl's School  
Stay DownUnder Pty Ltd  
Storm International Group Pty Ltd  
Student Accommodation Services Pty. Ltd.  
Student Support Services QUT  
Sunnybank State High School  
Swinburne International  
Sydney Institute of Business & Technology  
TAFE South Australia International  
TAFESA Croydon campus  
Tai Poutini Polytechnic

Taradale High School  
Taylors College  
Technical College of Western Australia  
The Australian National University  
The Centre for Macquarie English (CME)  
The Queensland Non-Government Schools International Education Co-operative  
The Scholar Ship  
The University of Melbourne  
The University of New South Wales  
The University of Newcastle  
The University of Queensland  
Trinity  
Trinity Bay State High School  
Trinity College  
Trinity College Gawler Inc  
Tuart College  
UCL School of Energy & Resources  
Uni-Care International Travel Insurance  
UniLodge Auckland  
UniLodge on Flinders  
Unilodge on Swanston  
UniLodge@ UNSW  
Unitec New Zealand  
University of South Australia  
Universal College of Learning (UCOL)  
University of Adelaide  
University of Auckland  
University of Ballarat  
University of Canberra  
University of Canterbury  
University of Melbourne  
University of Melbourne/ECA  
University of New England  
University of New South Wales  
University of Otago  
University of South Australia  
University of South Australia Students' Assoc  
University of Southern Queensland  
University of Sydney  
University of Sydney Centre for English Teaching  
University of Tasmania  
University of Technology Sydney  
University of Waikato  
University of Western Australia  
University of Western Sydney  
University of Wollongong  
University Senior College  
UNSW Global  
USC International  
USQ Sydney Education Centre  
UTS  
UWS  
VCC INTERNATIONAL  
Venture Solutions Holdings  
Victoria University  
Victoria University of Wellington  
Waikato Institute of Technology (Wintec)  
Wanganui Girls' College  
Wellington Institute of Technology (Weltec)  
Wesley College  
Western Institute of Technology (WITT)  
Whitefriars College  
Whites Hill State College  
Whitireia Community Polytechnic  
William Angliss Institute of TAFE  
Woodcroft College  
Young's International Language Academy Ltd

# FINANCIALS

## ISANA INTERNATIONAL EDUCATION ASSOCIATION INC. BALANCE SHEET AS AT 30 SEPTEMBER 2009

		2009	2008
<b>MEMBERS FUNDS</b>			
Beginning Accumulated Funds	01-Oct-08	90,581.19	65,178.73
Increase (Decrease) during year		35,883.24	25,402.46
Accumulated Funds	30-Sep-09	<u>\$126,464.43</u>	<u>\$90,581.19</u>
<b>REPRESENTED BY</b>			
<b>CURRENT ASSETS</b>			
Cheque Account - National		28,553.80	24,928.93
Special Project Account		2200.79	21,589.69
ACT - Bank Account		291.06	291.06
NSW - Bank Account		5374.58	7,598.19
VIC - Bank Account		11488.54	4,888.21
QLD - Bank Account		4728.28	6,000.00
SA - Bank Account		6710.28	11,410.52
WA - Bank Account		8668.65	7,457.33
National - Investment Account		41609.56	39,388.52
Victoria - Investment Account		20288.93	18,238.41
GST on Acquisition		5,327.00	0.00
		<u>\$135,241.47</u>	<u>\$141,790.86</u>
<b>NON CURRENT ASSETS</b>			
Equipment at cost		2,241.63	2,241.63
Accumulated Depreciation		-1,243.00	-795.00
Credit Union Membership		10.00	10.00
		<u>\$1,008.63</u>	<u>\$1,456.63</u>
<b>TOTAL ASSETS</b>		<u>\$136,250.10</u>	<u>\$143,247.49</u>
<b>CURRENT LIABILITIES</b>			
National Code Development Grant		0.00	47,697.92
GST on Supply		5756.29	0.00
Other Creditors - ATO		4,029.00	4,968.00
		<u>\$9,785.29</u>	<u>\$52,665.92</u>
<b>NET ASSETS</b>		<u>\$126,464.81</u>	<u>\$90,581.57</u>

**ISANA INTERNATIONAL EDUCATION ASSOCIATION INC.  
INCOME AND EXPENDITURE STATEMENT  
FOR THE TWELVE MONTH PERIOD TO 30 SEPTEMBER 2009**

	<b>2009</b>	<b>2008</b>
<b>INCOME</b>		
<b>ACTIVITIES</b>		
Membership Fees	47,547.79	53,529.12
Professional Development	78,650.28	50,645.40
Interest Income	3,620.27	3,174.09
Sponsorship	28,059.09	13,016.05
Product Sales	546.90	3,117.73
<b>TOTAL INCOME</b>	<b>\$158,424.33</b>	<b>\$123,482.39</b>
<b>COST OF ACTIVITIES</b>		
Accommodation	1,851.00	1,208.78
Airfares	5,861.79	7,677.32
Conference Fees & Expenses	39,370.09	31,794.76
Consultancy	428.91	13,114.26
Catering & Meals	17,468.18	4,790.34
Printing & Stationery	668.31	324.65
Taxis, Parking & Petrol	684.20	2,079.62
Purchase of Products for Resale	0.00	2,267.94
<b>TOTAL COST OF ACTIVITIES</b>	<b>\$66,332.48</b>	<b>\$63,257.67</b>
Total Gross Profit available after Activities	<b>\$92,091.85</b>	<b>\$60,224.72</b>
<b>Overhead Expenses</b>		
Audit	1,000.00	1,112.57
Bookkeeping	2,180.00	1,251.14
Bank Charges	185.49	232.26
Donations	0.00	100.00
Depreciation Expense	448.00	448.00
Insurance Expense	3,701.82	3,703.64
Postage	584.85	502.46
Government Charges	0.00	31.00
Exhibition Display	0.00	594.24
Printing & Stationery	3,082.89	393.06
<b>Total Expenses</b>	<b>\$11,183.05</b>	<b>\$8,368.37</b>
<b>Employment Costs</b>		
Wages & Salaries	31,249.57	35,797.63
Superannuation	3,828.24	1,558.83
Workers Compensation	172.73	154.55
Communications Consultations	2,890.92	14,402.73
<b>Total Employment Costs</b>	<b>\$38,141.46</b>	<b>\$51,913.74</b>
<b>Communications Costs</b>		
Telephones & Mobiles	1,971.86	2,306.73
Web Design & Maintenance	0.00	6,080.00
<b>Total Communications Costs</b>	<b>\$1,971.86</b>	<b>\$8,386.73</b>
<b>Travel Costs</b>		
Airfares not Conference	1,412.24	2,476.40
Taxis, Petrol & Fares	0.00	45.04
Accommodation	0.00	1,212.01
<b>Total Travel Costs</b>	<b>\$1,412.24</b>	<b>\$3,733.45</b>
Total Overhead Expenses	<b>\$52,708.61</b>	<b>\$72,402.29</b>
<b>PROFIT (LOSS)</b>	<b>\$39,383.24</b>	<b>-\$12,177.57</b>
Bursaries Given	3,500.00	3,500.00
<b>PROFIT (LOSS) AFTER AWARDS</b>	<b>\$35,883.24</b>	<b>-\$15,677.57</b>
Branch adjustments		41,080.03
<b>NET PROFIT</b>	<b>\$35,883.24</b>	<b>\$25,402.46</b>



[www.isana.org.au](http://www.isana.org.au)

PO Box 461 The Gap Qld 4061

TEL 61 7 3366 0411

FAX 61 7 3366 0844

email [secretariat@isana.org.au](mailto:secretariat@isana.org.au)

ABN 42 335 124 078

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